

Remington Arms Co., Inc.  
Product Service  
Legal Case #:6074

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
228887	4/14/2011	4/1/2011	4/15/2011				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Brewbaker Motors	Dick	Brewbaker	300 Eastern Bypass	Montgomery	AL	36117		W 334-315-2725 E rattlesnakeridge2@live.com

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015 Improper Maintenance		Unknown	
S	Concern:1008 Fired on Bolt Closing			
C FBC				

4/1/11: Customer called in & stated that one time he had a FBC. He did not have the date of incident. No damage, No injury. He stated that now the gun will not cock like it is supposed to. df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	7/243 WIN	24782	7611349	KD	5/1/1983
Date Purchased	Where Purchased	Accessories	Original Owner			
	WC BRADLEY CO COLUMBUS GA	SCOPE BASE	Y			

CONCERN: FBC

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/7/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Per Ilion - Quote to repair						

**Repair/Replacement Cost Repair/Replacement Date**

4/1/11: Sending ARS, letter, form. df 4/26/11: Per Ilion - TA dirty & sticky, parts bind & work sluggish. Replace TA, clean & test fire at 1/2 normal cost - quote. Emailed quote to customer for approval & payment. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		4/15/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4015	Improper Maintenance	
Barrel	Description		18.5" 243 WIN
	Date Code		KD
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown	Slightly Worn;	

	Condition	Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	SLUGGISH
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Not Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		M/7 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.007
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY, STICKY PARTS BIND AND WORK SLUGGISH WILL FOLLOW DOWN
	Pull	---Select---	6#
	Altered	False	
	Sub-Assembly	Other Remington	
Non-Remington Components	Description		SCOPE BASE

**QUOTATION****Remington Arms Company, Inc.****ESTIMATING  
REPORT**Parts/Repairs  
Fax800-243-9700  
336-548-7801870 Remington Dr. P.O. Box 700  
Madison, NC 27025-0700[www.remington.com](http://www.remington.com) [info@remington.com](mailto:info@remington.com)**ALL PRICES QUOTED ARE IN EXCHANGE FOR REPLACED PARTS.**

THIS IS NOT AN INVOICE. THIS IS AN ESTIMATE TO REPAIR, RECONDITION, OR REPLACE THE ITEM(S) DESCRIBED BELOW. IF THIS IS SATISFACTORY, PLEASE APPROVE BY SIGNING BELOW AND RETURNING TO THE ABOVE ADDRESS. REPAIR TO TAKE APPROXIMATELY (4) WEEKS AFTER RECEIPT OF APPROVAL. IF WE DO NOT RECEIVE YOUR APPROVAL IN 15 DAYS, WE SHALL RETURN THE ITEM(S) AS RECEIVED POSTAGE DUE.

<b>Repair Order Number</b> RE00228887 <b>Account # - R-</b>	<b>Description/Serial Number</b> 7611349	<b>Date Received -</b> 4/14/2011 <b>Estimate Date -</b> 4/15/2011 <b>Current Date -</b> 4/26/2011
<b>Customer</b> DICK BREWBAKER 300 EASTERN BYPASS  MONTGOMERY, AL 36117 US		<b>Return To</b> DICK BREWBAKER 300 EASTERN BYPASS  MONTGOMERY, AL 36117 US
<b>Phone (H)</b> (334)-315-2725 <b>Phone (W)</b>	<b>Fax</b>	<b>Email</b> RATTLESNAKERIDGE2@LIVE.COM

Please Circle One  
 VISA MC AMEX DISCOVER Card No. \_\_\_\_\_ Exp. Date \_\_\_\_\_  
 PO Number \_\_\_\_\_  
 Daytime Phone (\_\_\_\_) \_\_\_\_\_ Time To Call \_\_\_\_\_ Open Acct. R \_\_\_\_\_  
 Approval: Customer Signature \_\_\_\_\_ Date \_\_\_\_\_  
☐ If You Desire Any Change Please Use The Reverse Side For Your Comments And Mark This Box  
**Notice: We process checks electronically through Check 21**

<u>Reported</u>		<u>Problems Found</u>	
M123	FORWARD TO PRODUCT SERVICE FOR INSPECTIO	M123	FORWARD TO PRODUCT SERVICE F

<b>Technician's Comments</b>	
ProblemNotes	trigger assm dirty and sticky, parts work sluggish.replace trigger plate assm, clean and test fire at 1/2 normal cost.

Estimate **C.O.D./Shipping and Handling Charges are NOT Included in this Quote						
<u>Material #</u>	<u>Material Description</u>	<u>Qty</u>	<u>Warranty</u> <u>Y/N</u>	<u>Price/</u> <u>Unit</u>	<u>Discount</u> <u>Percent</u>	<u>Extended</u> <u>Amt</u>
<b>Part</b>						
F306370B	7 XMP EA TRIG ASSB RH BLACK OS	1	N	\$115.00	50%	\$57.50
<b>Service</b>						
4000114	GR-SHIPING & HANDLING (GUN REPAIR)	1	N	\$17.00	0%	\$17.00
4000119	GR-TEST	1	N	\$23.00	50%	\$11.50
<b>Sub Total:</b>						<b>\$86.00</b>
<b>Est. Sales Tax:</b>						<b>\$2.30</b>
<b>Grand Total:</b>						<b>\$88.30</b>

**Fulcher, Dell Marie**

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**From:** postmaster@remington.com  
**To:** rattlesnakeridge2@live.com  
**Sent:** Tuesday, April 26, 2011 10:04 AM  
**Subject:** Relayed: Dick Brewbaker - Remington Repair# 228887

**Delivery to these recipients or groups is complete, but no delivery notification was sent by the destination server:**

[rattlesnakeridge2@live.com](mailto:rattlesnakeridge2@live.com)

Subject: Dick Brewbaker - Remington Repair# 228887

# Remington®

18.54  
KD 5/83  
6#  
007

6074

April 1, 2011

Dick Brubaker  
c/o Brubaker Motors  
300 Eastern Bypass  
Montgomery, AL 36117  
Ph: 334-315-2725

Ref: # 6074, M/7, Serial# 7611349

Dear Mr. Brubaker,

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination and a form to fill out.

**Please include a copy of this letter and form to put inside the shipping container. The letter and form inside is important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly. Mark the ends of the box with "Product Service".** Product Service will be inspecting the firearm and will contact me with the results.

I hope that this action will keep you a loyal Remington customer.

Sincerely,  
Dell Fulcher  
Consumer Affairs Administrator  
Remington, H&R, Marlin  
Phone: 1-800-243-9700  
Fax: 336-548-7872

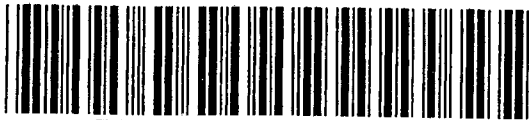
RECEIVED  
APR 20 2011

BY:.....

Number:

7611349

Model: 7



RE00228887

T.A. dirty + sticky parts IS MD  
↓ work sluggish. Rph H&R TPA,  
clean + test fire at 1/2 normal  
cost.

Quote

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025  
Phone 800-243-9700 • [www.remington.com](http://www.remington.com)

PS 20767

Print

Reset

Model Number: <u>7</u>		Serial Number: <u>7611349</u>	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <u>DICK BREWBAKER</u>		Date of Purchase: <u>CAN'T REMEMBER to many</u>	
Address (no PO Boxes): <u>300 EASTERN BYPASS</u>			
City: <u>MONTGOMERY</u>		State: <u>AL</u>	Zip: <u>36117</u>
Phone (Daytime): <u>334 315-2725</u>		Fax: <u></u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>CATTIESNAKE RIDGE 2 @ LIVE.COM:</u>			
E-mail Address: <input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: <u>GUN FIRED ON CLOSING BOLT, SOMETIMES GUN WILL NOT COCK, GUN FIRED 1 SECOND AFTER HAMMER FELL.</u>			
500 characters left			
Ammunition Information:			
Manufacturer: <u>REM.</u>		Type: <u>COR LOCKED</u>	
Other (i.e. bullet weight/type, shot size, powder): <u>150 GR.</u>			
Handload Information:			
Powder Used: <u></u>		Powder Weight: <u></u>	
Case/Hull Used: <u></u>		Primer Used: <u></u>	
Bullet Type/Shot Size: <u></u>		Reloader Used: <u></u>	
Firearms Care (Cleaning and Lubrication):			

Brand of cleaning solution used:	
How often do you clean the bore? (Months or Number of rounds)	AFTER Firing
How often do you clean the action? (Months or Number of rounds)	AS NEEDED
How often do you clean the trigger assembly? (Months or Number of rounds)	AS NEEDED
Brand of lubricant used:	REM OIL OR Hoppies
How often do you lubricate the bore? (Months or Number of rounds)	AS USED
How often do you lubricate the action? (Months or Number of rounds)	AS NEEDED
How often do you lubricate the trigger assembly? (Months or Number of rounds)	AS NEEDED
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? > <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?) NEVER	
What were the services performed?)	
Ship your INSURED firearm by either UPS or Parcel Post to:  <b>Remington Arms Co., Inc.</b> <b>Attn: Arms Service Division</b> <b>14 Hoefler Avenue</b> <b>Ilion, NY 13357</b>	
<input type="checkbox"/> <b>WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. THIS IS A VIOLATION OF FEDERAL LAW. IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM.</b>  :: Record the serial number of your firearm before sending it. :: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.) :: Remove all accessories from your firearm to prevent loss or damage. :: Provide a return address on both the outside and inside the box. Shipments without a proper	

return address will be refused.

:: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.

Charge repairs will be processed using the following guidelines:

:: Repairs \$75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)

:: For Repairs over \$75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over \$75.00 by setting a pre-authorized amount that can be billed to your credit card. We process checks electronically through Check21.



www.remington.com

Remington Arms Company, Inc.  
870 Remington Drive  
P. O. Box 700  
Madison, NC 27025-0700

## ARS LABEL REQUEST FORM

DATE:	4/1/2011	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL XXXXXX	
DESCRIPTION: Ref# 6074 rifle			

## LABEL INFORMATION

MAIL LABEL TO: Dick Brubaker c/o Brubaker Motors 300 Eastern Bypass Montgomery, AL 36117 Ph: 334-315-2725
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

PLEASE COMPLETE ALL PARTS OF THIS FORM AND SEND TO THE MEDIA COORDINATOR

4XX596 APR 1, 2011 ALL CURR USD 1 OF 1  
SVC GNDCOM ACT WT 10.0 LBS  
TRACKING# 124XX5969067352604  
REF 1:DICK BRUBAKER/SWP/DELL  
REF 2:REF# 6074 RIFLE

HANDLING CHARGE 0.00  
SINGLE-PIECE PUB RATE CHRG:  
DV 0.00 COD 0.00 RS 0.50  
DC 0.00 DGD 0.00 SD 0.00  
AH 0.00 PR 0.00 SP 0.00  
TOT PUB CHG 9.45 PUB+HANDLING 9.45







