

Remington Arms Co., Inc.  
Product Service  
Legal Case #:6905

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		11/23/2011					

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Jim	Gregory						H 518-295-7716 E foxview@midtel.net

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI PD S C	Cause:4079 Other - Unexamined Concern:1008 Fired on Bolt Closing		Unknown	

11/23/11 Per email sent to Remington.com, incid # 111121-000082, 7mm-08 Model Seven "recently had an accidental discharge when I chambered a 2nd shell after firing at a deer."cm

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	7/7mm-08	24741	S7602577		6/9/1994
Date Purchased	Where Purchased	Accessories	Original Owner			
	JERRY'S SPORT CENTER INC		Y			

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
	Repair/Replacement Cost	Repair/Replacement Date				

11/23/11 Spoke with Mr. Gregory after emailing him my contact info and he did not want to ship his rifle. He asked that I send him the address for the factory and he may send take it to the factory himself.cm

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
------	----------	------	---------

**Reference #**  
111121-000082

**Status**  
Waiting

**Assigned To**  
Administrators  
Christy -

**Product**  
Other

**SLA**  
Not specified

**Queue**  
CSR

**Date Created**  
11/21/2011 03:11 PM

**Date Initial Solution Response**  
11/23/2011 07:44 AM

**Last Updated**  
11/23/2011 07:44 AM

**Customer SmartSense**  
0 (on -3 to +3 scale)

**Staff SmartSense**  
+1 (on -3 to +3 scale)

## Accidental Discharge

### Discussion Thread

Response (Christy -)

11/23/2011 07:44 AM

Mr. Gregory, your rifle was produced in 1994. I can send a UPS ground prepaid shipping label to you to have the rifle ship into the factory for inspection to try to determine the cause and avoid any repeat. If you will send the address that the rifle is to be returned to I will process the request and email a prepaid shipping label to you. If you prefer, I can mail or fax the label also. After inspection the repairman will put the rifle on hold and send the inspection data to me. I will then contact you with the results and resolution.

Please reply to me directly at [christy.mitchell@remington.com](mailto:christy.mitchell@remington.com) so that I can process your label quicker.

If you have any questions, you can reach me at 800-243-9700, press "0" for the operator and ask for Christy.

Sincerely,  
Christy Mitchell

Customer (Jim Gregory)

11/21/2011 03:11 PM

My 7mm-08 model seven Remington bolt action (# S7602577) recently had an accidental discharge when I chambered a 2nd shell after firing at a deer. Does this gun have any history of this? Any suggestions to avoid a repeat?

### Primary Contact

First Name: Jim

Last Name: Gregory

Organization:

Login: foxview@midtel.net

Title:

Contact Type:

Email: foxview@midtel.net

Email - Alternate #1:

Email - Alternate #2:

Office Phone:

Mobile Phone:

Fax:

Assistant Phone:

Home Phone:

Street

City

State/Province

Postal Code

Country

### Additional Information