

Remington Arms Co., Inc.
 Product Service
 Legal Case #:6330

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
234938	7/5/2011	7/6/2011	7/6/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Mazama Sporting Goods	---	Mazama Sporting	289 Valley River Center	Eugene	OR	97401		W 541-484-9993

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern	Unknown	
S	Concern:1007	Fired on Safe Release		
C	FSR			

Dealer sent firearm in & only stated that trigger goes off from safety set. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	7/7MM08 REM	24778	7741356	AS	3/9/1998
Date Purchased	Where Purchased	Accessories	Original Owner			
	ELLETT BROTHERS		N			

CONCERN:FSR

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				

7/21/11: Per Ilion - Could not duplicate concern. Can offer to replace TA, clean & test fire at 1/2 normal cost - quote. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		7/6/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		18.5" 7MM08 REM
	Date Code		AS
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Firing Pin	Slightly Worn; Functioning		
	Shroud	Slightly Worn; Functioning	

Bolt	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
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; 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--	.012
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	--Select--	4#
	Altered	False	
	Sub-Assembly	Other Remington	

Quotation

REMINGTON ARMS SERVICE

PO Box 700

Madison, NC 27025-0700

Estimating Report

Parts and Repairs: P:800-243-9700/F:336-548-7801

www.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 (6) WEEKS AFTER RECEIPT OF APPROVAL. IF WE DO NOT RECEIVE YOUR APPROVAL IN 21 DAYS, WE WILL RETURN THE ITEM(S) AS RECEIVED, POSTAGE DUE.

Repair Number RE00234938	Serial Number / Description 7741356 Model 7 Center Fire 7MM 08 REM	Date Received: 07/05/2011 Estimate Date: 07/06/2011 Date Printed: 07/21/2011
Customer: MAZAMA SPORTING GOODS 289 VALLEY RIVER CENTER EUGENE, OR 97401 US	Return To: MAZAMA SPORTING GOODS 289 VALLEY RIVER CENTER EUGENE, OR 97401 US	

Please Circle One:
 VISA MC DISCOVER Card No. _____ Exp.Date _____
 Open Account: R _____ PO Number: _____

Approval Signature: _____ Date: _____
 Daytime Phone: (____) _____ Time to Call: _____

If you desire any change, please use the reverse side for your comments and mark this box.

Reported	Problems Found
M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION	M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Technician Comments
 could not duplicate concern.can offer to replace trigger plate assm, clean and test fire at 1/2 normal cost.

ESTIMATE (note: C.O.D./Shipping and Handling Charges are NOT included in this Quote.)									
Material	Type	Description	Qty Needed	Warranty	Qty From Inv	Price	Disc	Amount	
F306370B	Part	7 XMP EA TRIG ASSB RH BLACK OS	1	Billable	1	115.00	50	57.50	
4000114	Service	GR-SHIPPING & HANDLING (GUN REPAIR)	1	Billable	1	17.00	0	17.00	
4000119	Service	GR-TEST	1	Billable	1	23.00	50	11.50	

Sub Total: 86.00
Est Sales Tax: .00
Grand Total: \$86.00

Remington®

FACSIMILE TRANSMITTAL SHEET

To: John Date: 7/21/11

Company: Mazama Sporting Goods From: Dell Fulcher

Fax No.: 541-686-3435 Fax No.: 336-548-7872

Phone No.: 541-484-9993 Phone No.: 1-800-243-9700
Press 0 and ask for ext 8686

Number of pages including Cover Sheet: 2

COMMENTS:

Quote for Model 7

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Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025-0700
Phone 336-548-8700 • www.remington.com

6330

18.5"
A13/98
4#
012

Remington

Factory Repair Instructions

(NOTE: Please print and complete this form, and then include it with your firearm.)

Model Number: <u>Seven</u>		Serial Number: <u>7741356</u>	
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: <u>MAZAMA Sporting Goods</u>		Date of Purchase: <u>8/2010</u>	
Address (no PO Boxes): <u>289 Valley River Center</u>			
City: <u>Engen</u>		State: <u>OL</u>	Zip: <u>97401</u>
Phone (Daytime): <u>541-484-9993</u>		Fax:	
E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem: <u>Trigger goes off from safety set</u>			
<u>could not duplicate concern</u>			
<u>CAN offer to replace TPA;</u>			
<u>clean + test fire at 1/2</u>			
<u>normal cost quote</u>			
Ammunition Information:			
Manufacturer:		Type:	
Other (i.e. bullet weight/type, shot size, powder):			
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	
Firearms Care (Cleaning and Lubrication):			
Brand of cleaning solution used:			
How often do you clean the bore? (Months or Number of rounds)			
How often do you clean the action? (Months or Number of rounds)			
How often do you clean the trigger assembly? (Months or Number of rounds)			
Brand of lubricant used:			

RECEIVED
JUL 20 2011

BY:.....

2

How often do you lubricate the bore? (Months or Number of rounds)
How often do you lubricate the action? (Months or Number of rounds)
How often do you lubricate the trigger assembly? (Months or Number of rounds)
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
Comments:
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?
What were the services performed?
Ship your INSURED firearm by either UPS or Parcel Post to: REMINGTON ARMS CO., INC ATTN: Arms Service Divison 14 Hoefler Ave Ilion, NY 13357

Serial Number:

7741356

Model: 7



RE00234938

IN YOUR FIREARM OR IN THE SAME BOX WITH THE
IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE
NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND

ling it.
amage in shipping and handling. Preferably,
be returned.)
loss or damage.
ide the box. Shipments without a proper
Post. Remington is not responsible for
o 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.







