

Remington Arms Co., Inc.  
Product Service  
Legal Case #:2003

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
139796	1/14/2008	1/15/2008	1/15/2008				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Mary Beth	Owen	192 Memorial Dr	Mccormick	SC	29835		H 864-391-3485

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:		Unknown	
S	fired with safety on	Concern:1006 Unexplained Discharge Safe OFF		
C				

correspondence from repair-rifle fired with safety on.lw

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	7/243 WIN	24782	7703635	EO	10/5/1994
Date Purchased	Where Purchased	Accessories	Original Owner			
	P & B ENTERPRISES INC		U			

CONCERN:WENT OFF WHEN SLID ACROSS THE FLOOR

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
Replace TA at n/c						
	Repair/Replacement Cost	Repair/Replacement Date				
	35	1/16/2008				

Replace TA at n/c to restore confidence in rifle.lw

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/15/2008
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		18.5" 243 WIN
	Date Code		EO
	Bore Plugged	False	
	Bulged	False	
	Fired	False	

	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	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		STANDARD M/7 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.014
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	4#
	Altered	False	
	Sub-Assembly	Other Remington	

Address Information			
Customer:	<input checked="" type="radio"/> Received From	Return To	<input type="radio"/> Received From
Name:	BETH OWENS		BETH OWENS
Address 1:	192 MEMORIAL DRIVE		192 MEMORIAL DRIVE
Address 2:	PO Box:		PO Box:
City:	MCCORMICK		MCCORMICK
State:	SC	Zip Code:	29835
	Country:	US	

FFL						
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Contact / Condition		Problems		Estimate		History / Status		Shipping / Billing	
Date	Code	User ID	Desc1	Desc2				Current Status	
1/14/2008 12:55	New	brygidowwv	Repair Added		<input type="checkbox"/>	Shipping Hold		Closed	
1/14/2008 12:58	Closed	brygidowwv	Closed at Expedite		<input type="checkbox"/>	InterFace Hold		1/14/2008 12:58:30 PM	
1/14/2008 12:59	Maint	brygidowwv	Repair Maintenance		<input type="checkbox"/>	Estimate Sent		brygidowwv	
1/15/2008 5:13:1	Maint	Travisbw	Repair Maintenance		<input type="checkbox"/>	Parts Received		Product Services	
1/15/2008 5:13:3	Maint	Travisbw	Repair Maintenance		<input type="checkbox"/>	Passed Inspection		Repair Location	
1/15/2008 7:50:3	Comment	supryll	Returned to AS for n/c repair		<input type="checkbox"/>	Return As Received		ILN	
					<input type="checkbox"/>	Has been Approved		Current Location	
					<input type="checkbox"/>	Internal Repair		ILN	
								Transfer Number	

Close

2003



Beth Owen  
192 Memorial Dr  
Mc Cormick SC 29835-4118

EO 10/94  
4#  
18.5"  
014

# Remington

## Factory Repair Instructions

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

Model Number: <u>Model Seven</u>		Serial Number: <u>7703635</u>	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <u>Mary Beth Owen</u>		Date of Purchase: <u>7-28-95</u>	
Address (no PO Boxes): <u>192 Memorial Drive</u>			
City: <u>McCormick</u>		State: <u>SC</u>	Zip: <u>29835</u>
Phone (Daytime): <u>864-391-3485</u>		Fax:	
E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem: <u>When I was preparing to exit a tower deer stand, I laid my gun on the carpeted floor. As I was about to descend the ladder, I slid the gun by the butt over closer to the ladder. My hand was not near the trigger. The gun was on the floor as I slid it when it discharged. It was loaded and the safety had been on. Afterwards I felt the carpet, which is smooth, and looked for anything that may have caused this. I love my gun and want to regain the confidence I had in its safety. Therefore, I would like to have it checked for any problems with this model.</u>			
Ammunition Information:			
Manufacturer: <u>Federal</u>		Type:	
Other (i.e. bullet weight/type, shot size, powder): <u>100 Grain, Soft Point</u>			
Handload Information: <u>N/A</u>			
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: <u>Hoppe's Powder Solvent</u>			
How often do you clean the bore? (Months or Number of rounds) <u>6 rounds</u>			
How often do you clean the action? (Months or Number of rounds) <u>6 rounds</u>			
How often do you clean the trigger assembly? (Months or Number of rounds) <u>6 rounds</u>			
Brand of lubricant used: <u>Outer's Gun Oil</u>			

How often do you lubricate the bore? (Months or Number of rounds)	6 rounds
How often do you lubricate the action? (Months or Number of rounds)	6 rounds
How often do you lubricate the trigger assembly? (Months or Number of rounds)	6 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: Website not user-friendly when trying to contact Customer Service for questions; NOT answered on Q & A page.	
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 Ave</b> <b>Ilion, NY 13357</b>	
<p><b>WARNING:</b> DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. <b>THIS IS A VIOLATION OF FEDERAL LAW.</b> 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.</p> <ul style="list-style-type: none"> <li>:: Record the serial number of your firearm before sending it.</li> <li>:: 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.)</li> <li>:: Remove all accessories from your firearm to prevent loss or damage.</li> <li>:: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.</li> <li>:: 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.</li> </ul> <p>Charge repairs will be processed using the following guidelines:</p>	

ned to you C.O.D. (To avoid C.O.D. Charges, please  
h your gun)

imate detailing the nature of the repair, applicable taxes  
ir estimate. Repairs can be paid by check, money order,  
or VISA). If you wish, you can expedite repairs over  
billed to your credit card.

could not duplicate concern.  
replace TPA checkover, clean  
at 4 months cost to restore  
confidence in rifle

Charge 230145  
FLS

*[Signature]*

Serial  
Number:

**7703635**

Model: **7**



**RE00139796**

# THE GUN CABINET

2502 WRIGHTSBORO RD.

AUGUSTA, GA 30904

PHONE 737-4630

DATE

7-28-95

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1	Adams	169	
2	55P	169	
3		59 35	
4	300P	169	
5	1145	17	
6	1145	18 35	
7			
8	1145	10	
9	1145		
10		167 35	
11			
12		16 07	
13	18926	20 35	
14			

## MODEL SEVEN BOLT ACTION RIFLE

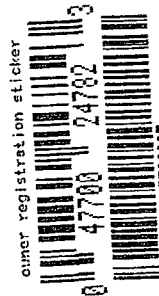
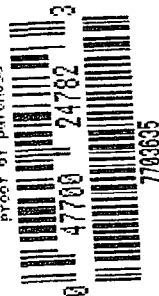
243 WIN.

18.5" BARREL 5\*

ASK FOR THE PACKING CARTON  
GREEN ENVELOPE CONTAINING:

- FIREARM SAFETY BOOKLET
- INSTRUCTION BOOK
- PRODUCT OWNER'S CARD
- REMINGTON AUTHORIZED GUNSMITHS

proof of purchase



ORDER NO. 24782

BARREL LENGTH 18.5"

CAPACITY \* 5

\*INCLUDES 1 IN CHAMBER

7703635

UPC

