

Remington Arms Co., Inc.
Product Service
Legal Case #:3940

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
179713	11/9/2009	11/10/2009	11/10/2009				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Timothy W.	Britt	1321 Porter Swamp Rd.	Cerro Gordo	NC	28430		H 910-640-6824

Incident Information

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

Customer reported in a letter: Gun was bought from local pawn shop. Sometimes it will fire when you push the safety off. It does not do this every time. Gunsmith worked on the trigger but did not fix the problem. Looks like someone filed a piece on the underside of the bolt. Please check over & repair. Also wants to purchase a youth stock for this rifle & wants old stock back too. dmf

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	7/243 WIN	24739	S7647037	KW	5/7/2002 8:35:55 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	CRAIG * WALTER INC.		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

Repair at 1/2 normal
charges - goodwill

Repair/Replacement Cost	Repair/Replacement Date

11/12/09: Could not duplicate concern. Trigger set screws altered, replace trigger assembly, check over & clean at 1/2 normal charges - goodwill. dmf

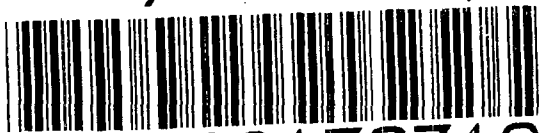
Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B. TRAVIS
	Exam Date		11/10/2009
	Product Type		RF
	Action Type		A

	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		20" 243 WIN
	Date Code		KW
	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	ISS	
Sear	Lift	---Select---	.010
	Notch	Like new; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	10#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	Other Remington	

CS 11-6-09

3940

Serial Number: **S7647037**
Model: **7**

RE00179713

To Whom It May Concern:

This Remington Model Seven SN-57647037 was bought from a local pawn shop. The problem is that sometimes it will fire suddenly when you push the safety off. It does not do this every time. I took the gun to a gunsmith and he worked on the trigger but did not fix the problem. It appears that someone has filed a piece on the underside of the bolt. I put a black dot where it appears to be filed. I don't know if this is the problem or not. Please check this rifle thoroughly and repair it. My wife and children will be hunting with this gun and I need for it to be safe.

2011
12/15/02
10#
1010

I would also like to purchase a youth stock for this rifle and have it replaced in the factory. Please return the regular stock back with the rifle after it is repaired. If you have any questions please call me at 910-640-6824, if no one answers please leave a message and I will return your call as soon as possible. I appreciate your help.

Also please set trigger
Back to factory setting

Thank you,

Return Address
Timothy W Britt
1321 Porter Swamp Rd
Cerro Gordo NC 28430

Timothy W Britt
could not duplicate concern.
Trig. set screws tightened.
replace TPA, check over, clean
at 1/2 normal cost.

Quote

Repair Number: RE00179713	Serial: 57647037 Model 7 Center Fire Caliber: 243 WIN Produced: 05/07/2002	Repsmart: Charles Swanson
Verify Repair		Status: Approval Hold 11/10/2009 9:28:38 AM

Address Information			
Name:	<input type="text" value="TIMOTHY BRITT"/>	<input checked="" type="checkbox"/> Received From	Return To:
			<input checked="" type="checkbox"/> Received From
Address 1:	<input type="text" value="1321 PORTER SWAMP ROAD"/>		<input type="text" value="1321 PORTER SWAMP ROAD"/>
Address 2:	<input type="text" value="PO Box:"/>		<input type="text" value="PO Box:"/>
City:	<input type="text" value="CERRO GORDO"/>		<input type="text" value="CERRO GORDO"/>
State:	<input type="text" value="NC"/>	Zip Code:	<input type="text" value="28430"/>
		Country:	<input type="text" value="US"/>
FFL:	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>

Contact / Condition		Problems		Estimate		History / Status		Shipping / Billing	
Date	Code	User ID	Desc1			<input type="checkbox"/> Shipping Hold <input type="checkbox"/> Interface Hold <input type="checkbox"/> Estimate Sent <input type="checkbox"/> Parts Received <input type="checkbox"/> Passed Inspection <input type="checkbox"/> Return As Received <input type="checkbox"/> Has been Approved <input type="checkbox"/> Internal Repair		Current Status Approvals Hold 11/10/2009 9:28:39 AM swansonch Approve Rack Repair Location ILN Current Location ILN Transfer Number	
11/9/2009 5:06:2	New	valentds	Repair Added						
11/9/2009 11:05:	Expedite	pencilr	From: Check In						
11/9/2009 1:32:1	Estimate	swansonch	Estimate Update						
11/10/2009 6:28	Maint	Travisbw	Repair Maintenance						
11/10/2009 9:28:	Estimate	swansonch	Estimate Update						
11/10/2009 9:30:	Approvals Hold	System	Immediate SAP Allocation						
11/10/2009 9:34:	Expedite	pencilr	From: Repair Bench						
<div> <div>◀</div> <div>▶</div> </div>									

Repair Search

Refresh

Close