

Remington Arms Co., Inc.
Product Service
Legal Case #:3915

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
179163	11/2/2009	11/3/2009	11/3/2009				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Mike	Robison	438 Compton Rd	Cincinnati	OH	45215		H 513-310-0496 E michaelrobison@hotmail.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S	firing pin drops to fired position when closing bolt	Cause:4006 Concern:1031	Altered Adjustments or Components Firing Pin Follows Down	Unknown
C				

11/5/09 Per letter with rifle, Robison alleges that occasionally upon closing the bolt with the safety off, the firing pin drops into the fired position. It does not fire the round, but it is not safe.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	7/223 REM	24731	7663499	LL	2/22/1991
Date Purchased	Where Purchased	Accessories	Original Owner			
8/27/1991	NATIONAL SHOOTING SUPPLIES, INC.	SCOPE BASE	U			

CONCERN:FBC

Ammunition Information

Mfg.	Type	Cal./Ga.	SKU	UPC	DOM	Mfg. Code
Federal	Nosler Bal Tip/55					
Concern	Other	Factory	Reload			
0:		Y	N			

Other Products Information - None Defined

Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Replace TPA, clean at 1/ normal cost						
	Repair/Replacement Cost	Repair/Replacement Date				

11/5/09 Trig set screws altered. Will follow down. Replace TPA, check over, clean, function test at 1/2 normal cost.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

A large, rectangular area filled with a dense, repeating pattern of small, stylized floral or star-like motifs. The pattern is composed of numerous small, light-colored (possibly white or light gray) shapes arranged in a regular, grid-like fashion against a darker background. The overall effect is a textured, fabric-like appearance, possibly representing a decorative endpaper or a background for a book cover.

RECEIVED
NOV 05 2009

PS 10368

Remington.

Factory Repair Instructions

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

Model Number: <u>CUSTOM SHOP MODEL SEVEN</u>	Serial Number: <u>766 3499</u>
Are you the original owner?: ☒ YES ☐ NO	
Name: <u>MICHAEL ROBISON</u>	Date of Purchase: <u>8 27 1991</u>
Address (no PO Boxes): <u>438 COMPTON ROAD</u>	
City: <u>CINCINNATI</u>	State: <u>OHIO</u> Zip: <u>45215</u>
Phone (Daytime): <u>513 310 0496</u>	Fax:
E-mail Address: <u>michaelrobison@hotmail.com</u>	
☒ I would like to receive future e-mail updates from Remington.	
Please describe your problem: <u>OCCASIONALLY, UPON CLOSING THE BOLT WITH THE SAFETY OFF, THE FIRING PIN DROPS INTO THE FIRED POSITION. IT DOES NOT FIRE THE ROUND, BUT IT IS NOT SAFE.</u>	
OTHER MODIFICATIONS REQUESTED: <u>NONE</u>	
Ammunition Information:	
Manufacturer: <u>FEDERAL</u>	Type: <u>NOBLER-BALLISTIC TIP</u>
Other (i.e. bullet weight/type, shot size, powder): <u>35 GRAIN BULLET</u>	
Handload Information: <u>NO HAND LOADS EVER FIRED</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>SWEETS 7.62 AND HOPKES</u>	
How often do you clean the bore? (Months or Number of rounds) <u>AFTER 20 ROUNDS</u>	
How often do you clean the action? (Months or Number of rounds) <u>AFTER 20 ROUNDS</u>	
How often do you clean the trigger assembly? (Months or Number of rounds) <u>NEVER</u>	
Brand of lubricant used: <u>REM REM OIL SPRAY, RARELY ON ACTION RAILS ONLY</u>	

EL 2/91
20"
1.5"
0/15

How often do you lubricate the bore? (Months or Number of rounds)	DO NOT LUBRICATE
How often do you lubricate the action? (Months or Number of rounds)	RARELY
How often do you lubricate the trigger assembly? (Months or Number of rounds)	NEVER
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?	
☒ YES ☐ NO	
Comments:	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	
What were the services performed? THIS RIFLE WAS SENT IN TO THE CUSTOM SHOP FOR THE SAME PROBLEM SEVERAL YEARS AGO. THE RIFLE HAS LESS THAN 200 ROUNDS FIRED	
Ship your INSURED firearm by either UPS or Parcel Post to:	
REMINGTON ARMS CO., INC ATTN: Arms Service Division 14-Hoefler Ave Ilion, NY 13357	
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	

Serial Number:

7663499

Model: 7



RE00179163

ling it.
 amage in shipping and handling. Preferably
 be returned.)
 loss or damage.
 ide the box. Shipments without a proper
 ost. Remington is not responsible for
 purchase insurance from your carrier.
 idelines:

:: 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.

TR19. Set Screws Altered
 will follow down. Replace
 TPA check over, clean
 Function test at 1/2 normal
 cost. Quote

**118 John St.
Horseheads, NY 14845
607-739-1814**

Thank You

ALL CLAIMS AND RETURNED
GOODS MUST BE ACCOM-
PANIED BY THIS BILL.