Remington Arms Co., Inc. **Product Service** Legal Case #:3856

Case Information

Pre Lit Lit Obsolete RE# Date Opened(PS) **Date Opened Date Closed Incident Date** 177567 10/13/2009 10/14/2009 10/14/2009

Customer Information

**First** Contact Type **Business** Last Name Street City State Zip Age Name W 540-896-368 5th Rockingham Rockingham 7017 Reporter Broadway VA 22813 Ave. Cooperative Coop F 540-896-7018

Incident Information

Claims Repair Est. Medical Treatment Medical Status Codes

PΙ

PD Cause:4015 Improper Maintenance

Unknown

S Gun fires on bolt closing Concern:1008 Fired on Bolt Closing

 $\mathbf{C}$ 

Customer reported: Gun is going off when bolt is closed. dmf

Firearm Information

SKU Serial Bbl. DOM Mfg. **Type** Model/Ga. Remington CF/BA 7/7MM08 REM 24795 7763392 AV 3/12/2001 8:44:48 PM

**Date Purchased** Where Purchased

**Original Owner** Accessories

JERRY S SPORT INC SCOPE BASE N

CONCERN:FBC

Ammunition Information - None Defined Other Products Information - None Defined Settlement

Remington/7/CF/BA

Reim. Cash Cash Release Date Settlement Release of Claims Reimbursement Date Date Settlement APV APV

Repair at 1/2 normal charges

> Repair/Replacement Repair/Replacement Date Cost

10/15/09: Per Fred S. - Trigger assembly is dirty and rusted. Parts binding & sluggish. Replace trigger assembly at 1/2 normal charges, check over & clean. Estimate faxed to customer. dmf

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS
	Exam Date		10/14/2009
Examination	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4015	Improper Maintenance	

	Description		20" 7MM08 REM
	Date Code	j	AV
	Bore Plugged	False	
	Bulged	False	
Barrel	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Wom; Functioning	
	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
Bolt	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
	Condition	Slightly Worn; Functioning	
Extractor	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
	Block Condition	Select	
Locking	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	Select	
	Exterior Condition	Slightly Worn; Functioning	
Overall	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	Select	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	<u></u>
	Description		STANDARD M/7 SAFETY
Safety	Function	Like new; Functioning	
	Sub-Assembly	ISS	
	Lift	Select	.011
Sear	Notch	Slightly Worn; Not Functioning	RUSTED
	Tests	Test Fired	False
Feeding Test	1000	False	
Trigger	Condition	Slightly Worn; Not Functioning	RUSTED/DIRTY,PARTS BIND AND ARE SLUGGISH
	Pull	Select	8.5#
	Altered	False	
	Sub-Assembly	Other Remington	

http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=3856&Type=Case

Non-Remington
Components

Description

SCOPE BASE

"CS: 10.10 09



8,5th 20"

## Factory Repair Form

Return to Previous Page

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

Model Number: SEVEN	Serial Number: 7763392			
Commission of the Commission o	Serial Number: 170332			
Are you the original owner?: YES NO				
Name: ROCKINGHAM COOPERATIVE	Date of Purchase: NA			
Address (no PO Boxes): 368 5TH AVENUE	T	<u>.</u>		
City: BROADWAY	State: VA	Zip: 22813		
Phone (Daytime): 540-896-7017	Fax: 540-896-7018			
E-mail Address:(if e-mail, address is provided, notification sent) J CHANDLER @ROCKINGHAMCOOP	of receipt and shipment will be	·		
E-mail Address:	sin et a -			
I would like to receive future e-mail updates from Rem				
Please describe your problem and date of occurrence: GUN IS GOING OFF WHEN BOLT IS CLOSED				
	TK19-ASSM	12 1211114 4		
,	PARTS BI	Noiny + Sea		
•	Replace TPI	15 DIRTY + NOING + SLU A AT 1/2 NO 1KOVEN + CI		
	CIOST, chec	KOVER +C		
464 characters left		Quent		
Ammunition Information:				
Manufacturer:	Туре:			
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:			
Supplied to the state of the st				
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:				
How often do you lubricate the bore? (Months or Number of rounds)				
How often do you lubricate the action? (Months or Number	r of rounds)			
	<del></del>	<del></del>		

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?  YES NO
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 Division 14 Hoefler Avenue Ilion, NY 13357
② 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 SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM.
:: Record the serial number of your firearm before sending it. :: 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.) :: Remove all accessories from your firearm to prevent loss or damage. :: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused. :: 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.
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. We process checks electronically through Check21.

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Visit Our Other Websites

Other Sites

ROCKINGHAM COOP - TIMBERVILLE 368 5TH AVENUE PÖ BOX 307 TIMBERVILLE, VA 22853



SHIP TO: (540) 896-7017

Arms Service Division Remington Arms Co., Inc. 14 HOEFLER AVE

**ILION, NY 13357** 



Model:

Arms Services Repair & Estimate System	
File, Add'Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System M	läintenance Help
5 Repair Inquiry	
Repair Number: RE00177567 Serial: 7763392 Model 7 Center Fire Caliber: 7 Repairman: Dala Lewis MM08 Produced: 03/12/2001	中心的音樂學的數學的學學學
Veily Repair Status: Repairing 10/14/2003 6:35:03 AM Address Information	As and sub-sub-super interest that it is a first trans-
Customer: Received From Return To: Received From	and the second of the second o
Name ROCKINGHAM COOPERATIVE ROCKINGHAM COOPERATIVE  Address 1; 388 5TH ST 388 5TH ST	人名英西德格勒 经转换条件
Address 2 PO Box TIMBERVILLE TIMBERVILLE	1. 化自己的 电影 医电影 医电影
State: VA Zip Code: [22853 Country: IUS State;	production and the second second
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Contact / Condition Problems Estimate History / Status Shipping / Billing  Current Status	
Date   Code   User ID   Desc1   Desc2   Shipping Hold   Repairing   10/13/2009 10.01   New   thomaspe   Repair Added   Total 2009 10.01   InkelFace Hold   10/14/2009 6:35:03 AM	<b>计多数数数据数数数数数数数</b>
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#### QUCTATION

# Remington Arms Company, Inc. 870 Remington Dr. P.O. Box 700

Madison, NC 27025-0700

**ESTIMATING** REPORT

Parts/Repairs Fax

800-243-9700 336-548-7801

www.remington.com info@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 (4)
WEEKS AFTER RECEIPT OF APPROVAL. IF WE DO NOT RECEIVE YOUR APPROVAL IN 15 DAYS, WE SHALL RETURN THE ITEM(S) AS RECEIVED POSTAGE DUE.

Repair Order		Description/Serial No	umber			Received -	10/13/2009
RE00177567 Account # - R		7763392				ate Date - nt Date -	10/14/2009 10/15/2009
Customer ROCKINGI 368 5TH ST	HAM COOPERATIVE			Return T ROCKIN 368 5TH	NGHAM	COOPERA	ATIVE
TIMBERVI	LLE. VA 22853 US			TIMBEF	VILLE.	VA 22853	US
Phone (H) Phone (W)	(540)-896-7017		Fax Email	(540)-896	5-7018	-	
	One MEX DISCOVER Card No	0		Exp.	Date		
Daytime Phone	÷()	Time To Call		Ор	en AcctR	<u> </u>	
Approval: Cus	stomer Signature					Date _	
If You l	Desire Any Change Please Use No	otice: We process checks ele	ectronically throu	ugh Check 21			
the state of the s		I I ODI	ems <u>Found</u>			A Continue of the second	
M100 M123	SEE CUSTOMERS LET FORWARD TO PRODU FOR INSPECTIO	TER	M123	FORV	WARD TO	PRODUCI	Γ SERVICE F
		Technician's	Comments			Market Academic and Copies and the Sale	
ProblemNote	es trig assem is dirty and v over and clean per prod						
	Estimate **C.O.D./S	Shipping and Handling	Charges are	NOT Includ	ed in this (	Quote	
	Material Description			Warranty Y/N	<u>Price/</u> Unit	Discount Percent	Extended Amt
Part				<u> </u>	<u>one</u>	<u>x creeme</u>	Aint
F305574	7 X-MARK PRO TRIG A	SSB - BLACK	1	N	\$90.00	50%	\$45.00
Service							
4000114	GR-SHIPPING & HANDL	ING (GUN REPAIR)	1	N	\$17.00	0%	\$17.00
4000119	GR-TEST		1	Y	\$20.00	0%	\$0.00
4000294	GR-CHECK TPA		1	Y	\$15.00	0%	\$0.00

Sub Total:

Est. Sales Tax:

**Grand Total:** 

\$62.00

\$2.03

\$64.03

#### QUOTATION

### Remington Arms Company, Inc. 870 Remington Dr. P.O. Box 700

Madison, NC 27025-0700

**ESTIMATING** REPORT

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800-243-9700 336-548-7801

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Description/Serial Number Date Received -10/13/2009 Repair Order Number 10/14/2009 7763392 Estimate Date -RE00177567 Account # - R-Current Date -10/15/2009 Return To Customer ROCKINGHAM COOPERATIVE ROCKINGHAM COOPERATIVE 368 5TH ST 368 5TH ST TIMBERVILLE, VA 22853 US TIMBERVILLE, VA 22853 US (540)-896-7017 Fax (540)-896-7018 Phone (H) Phone (W) Email

Please Circle VISA MC	One AMEX DISCOVER Card No.		Exp. Date
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	u Desire Any Change Please Use The Reverse Side Fo Notice: We process check Pri	s electronically thro oblems	ugh Check 21
M100 M123	SEE CUSTOMERS LETTER FORWARD TO PRODUCT SERVICE FOR INSPECTIO	Found M123	FORWARD TO PRODUCT SERVICE F
ProblemNo	trig assem is dirty and very rusty.parts bing		sh.replace trig assem at 1/2 normal cost,check

Estimate \*\*C.O.D./Shipping and Handling Charges are NOT Included in this Quote

Material # Material Description

**Qty** Warranty

Price/ Unit

Y/N

Discount Percent

Extended Amt

Remington Arms Co., Inc.
Product Service
Legal Case #:4378

Case Information

RE# Date Opened Date Opened(PS) Date Closed Incident Date Pre Lit Lit Obsolete 2/22/2010 2/22/2010

Customer Information

City **Business** Contact Type First Name Last Name Street Zip Age State 627 Milk Rd H 662-207-2633 Incident Sylvia N Stafford Inverness MS 38753

Incident Information

Claims Codes Repair Medical Medical Status

PΙ

C

PD Cause:4038 Could Not Duplicate

when you rebolt it fires w/o

Cause: 4038

Concern

Unknown

S pulling trigger Concern:1008 Fired on Bolt Closing

2/26/10 Per note with rifle, "when gun is shot and it rejects the hull and you rebolt to put another shell in it, it fires. That is without pulling the trigger."cm

Firearm Information

 Mfg.
 Type
 Model/Ga.
 SKU
 Serial
 Bbl.
 DOM

 Remington
 CF/BA
 7/7MM08 REM
 24778
 7740255
 AS 3/24/1998

Relinington CIDA ///Wilvioo Relivi 24/70 //40235 AS 3/24/1/2

Date Purchased Where Purchased Accessories Original Owner

SPORTS SOUTH INC U

CONCERN:FBC

Ammunition Information

Cal./Ga. **SKU UPC DOM** Mfg. Mfg. Code Type Remington HP /120 Concern Other Factory Reload 0: Y N **Express** 

Other Products Information - None Defined

Settlement

Remington/7/CF/BA

Settlement Release of Claims Release Date Reimbursement Cash Settlement Date APV APV

Per Ilion, replace TPA at 1/2 normal charges.

Repair/Replacement Repair/Replacement Cost Date

2/26/10 Per Ilion, could not duplicate concern. Trig assm has a partially dried and sticky lubrication residue causing trig to work sluggish. Replace TPA, check over, clean at 1/2 normal charges.cm

work stuggist. Reptace 1111, electrover, clear at 1/2 nothina charges.cm

Examination[Remington/CF/BA]

http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=4378&Type=Case

2/26/2010

Reim.

Cash

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS
Examination	Exam Date		2/22/2010
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
	Description		18.5" 7MM08 REM
	Date Code		AS
	Bore Plugged	False	
Barrel	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	
	Condition	Slightly Worn; Functioning	
Extractor	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
	Block Condition	Select	
Locking	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	Select	
	Exterior Condition	Slightly Worn; Functioning	
Overall	Stock Condition	Worn; Functioning	MARS/SCRATCHES
	Fore End Condition	Select	
Receiver	Condition	Slightly Worn; Functioning	
Receiver	Bulged	False	
	Description		STANDARD M/7 SAFETY
Safety	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
	Lift	Select	.012
Sear	Notch	Like new; Functioning	
	Tagto	Test Fired	False
Feeding Test	Tests	False	
	Condition	Slightly Worn; Functioning	TRIG SLUGGISH
Talogon	Pull	Select	6#
Trigger	Altered	False	
	Sub-Assembly	Other Remington	

Àrms Services Repai	
	ir Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help
Repair Inquiry	
The state of the s	
Repair Number: RE00189972 Verify Repair	Seriat 7740255 Model 7 Center Fire Caliber 7 Repairman: MM 09 REM Produced: 03/24/1998 Status: ApprovalHold 2/22/2010 8:32:43 AM
Address Information	Approvation DECIZION GUESTAM
Custamer:	€ Received From Return To: C Received From
Name: SYLVIA STAFFORD Address 1: 627 MILK ROAD	SYLVIA STAFFORD 627 MILK RQAD
Address 2	PO Box PO Box
City: INVERNESS State: IMS Zip Code: [38753	INVERNESS Country US State: MS Zip Code: 38753 Country US
Contact / Condition	Problems Estimate History / Status Shipping / Billing
	Currer Status
Date Code 2/20/2010 8:34:2 New	User ID
2/20/2010 8:35:C Update 2/22/2010 7:42:2 Maint	Valentos   Repair information change   V. Estimate Sent   Travistive
2/22/2010 8:32:4 Estimate	Travistow Estimate Update Parts Received Parts Heceived Parts Hece
2/22/2010 9:34:C ApprovalHold 2/22/2010 9:56:E Expedite	percel From Renai Reach
2/22/2010 3:24:4 ApprovalHold 2/22/2010 4:01:3 Comment	BatchJob Quotation Control Return As Received Current Location kinoks Left Messace For Customer to Ct. Has been Approved
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27 28.18 55.18 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?

Comments:

When was the last time that your firearm was serviced by a Remington authorized repairman/qunsmith?

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

Tion NY 13357

*7402*55



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

mage in shipping and handling. Preferably, e returned.) oss or damage. le the box. Shipments without a proper

ost. Remington is not responsible for damage or loss during shipment, so you may elect to 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.

could not duplicate concern-

TIZIG. ASSM. has Apartially dired And Sticky lubilitation rusi due e ausing Trig. to WORK sluggish. Replace TPA checkouen, elean At 1/2 Norma' cha roes.

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

Model Number: 7 (Anoth Pott Hotion	Serial Number: 7740255			
Are you the original owner?: YES NO				
Name: Sulvia NSTAfford	Date of Purchase: 102			
Address (no PO Boxes);				
LOZI Mik Rd				
city: Inverness	State: 153   Zip: 38   53			
Phone (Daytime): (16) 207 2633	Fax: NA			
E-mail Address:  I would like to receive future e-mail updates from R	emington.			
Please describe your problem:				
when our is shot & it he	First the Will of Low rebott			
to put another shell in it	itures. That I will			
est oulling triver	J //			
7 2 08				
Ammunition Information:				
Manufacturer: Reminitan Express	Type: 120 CR hollow Dount			
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: Ge ~ Oil				
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:				