

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

Case Information

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

Customer Information

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

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015	Improper Maintenance		
S	Gun fires on bolt closing	Concern:1008	Fired on Bolt Closing	Unknown
C				

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

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	7/7MM08 REM	24795	7763392	AV	3/12/2001 8:44:48 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	JERRY S SPORT INC	SCOPE BASE	N			

CONCERN:FBC

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Remington/7/CF/BA						
Repair at 1/2 normal charges						
	Repair/Replacement Cost	Repair/Replacement Date				

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

Barrel	Description		20" 7MM08 REM
	Date Code		AV
	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	
Scar	Lift	---Select---	.011
	Notch	Slightly Worn; Not Functioning	RUSTED
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	RUSTED/DIRTY,PARTS BIND AND ARE SLUGGISH
	Pull	---Select---	8.5#
	Altered	False	
	Sub-Assembly	Other Remington	

Non-Remington Components	Description	SCOPE BASE
-----------------------------	-------------	------------

CS 10.12.03

3856

Remington

AV 3/01
8.5#
20"
2011

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	
Are you the original owner? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: ROCKINGHAM COOPERATIVE		Date of Purchase: NA	
Address (no PO Boxes): 368 5TH AVENUE			
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 of receipt and shipment will be sent) J CHANDLER @ROCKINGHAMCOOP			
E-mail Address: <input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: GUN IS GOING OFF WHEN BOLT IS CLOSED TRIG-ASSM IS DIRTY + RUSTED. PARTS BINDING + SLUGGISH. REPLACE TPA AT 1/2 NORMAL COST, CHECK OVER + CLEAN. Quote			
464 characters left			
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:			
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? ☐ 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

⚠ 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.

Legal Notices | About Us

Visit Our Other Websites

Other Sites

From: (540) 896-7017
 KENNY LAM
 ROCKINGHAM COOP - TIMBERVILLE
 368 5TH AVENUE
 PO BOX 307
 TIMBERVILLE, VA 22853

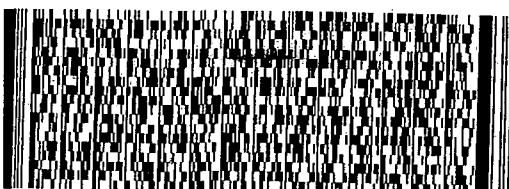


309300907311423

SHIP TO: (540) 896-7017
Arms Service Division
Remington Arms Co., Inc.
14 HOEFLER AVE
ILION, NY 13357

Number: **7763392**
 Model: **7**

RE00177567



[File](#) [Add Repair](#) [Estimate Repair](#) [Expedite Repair](#) [Inquiry](#) [Repair Tools](#) [CSR Tools](#) [Reports](#) [Table Maintenance](#) [System Maintenance](#) [Help](#)

RECEIVED
OCT 15 2009
BY: _____

QUOTATION**Remington Arms Company, Inc.**

870 Remington Dr. P.O. Box 700

Madison, NC 27025-0700

www.remington.com info@remington.com**ESTIMATING
REPORT**Parts/Repairs
Fax800-243-9700
336-548-7801**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 Number RE00177567 Account # - R-	Description/Serial Number 7763392	Date Received - 10/13/2009 Estimate Date - 10/14/2009 Current Date - 10/15/2009
Customer ROCKINGHAM COOPERATIVE 368 5TH ST TIMBERVILLE, VA 22853 US		Return To ROCKINGHAM COOPERATIVE 368 5TH ST TIMBERVILLE, VA 22853 US
Phone (H) (540)-896-7017 Phone (W)	Fax (540)-896-7018 Email	

Please Circle One
VISA MC AMEX DISCOVER Card No. _____ Exp. Date _____
PO Number _____
Daytime Phone (____) _____ Time To Call _____ Open Acct. R
Approval: Customer Signature _____ Date _____
☐ If You Desire Any Change Please Use The Reverse Side For Your Comments And Mark This Box
Notice: We process checks electronically through Check 21

Reported		Problems Found	
M100	SEE CUSTOMERS LETTER	M123	FORWARD TO PRODUCT SERVICE F
M123	FORWARD TO PRODUCT SERVICE FOR INSPECTIO		

Technician's Comments

ProblemNotes trig assem is dirty and very rusty.parts binding and sluggish.replace trig assem at 1/2 normal cost,check over and clean per prod service

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

Material #	Material Description	Qty	Warranty Y/N	Price/ Unit	Discount Percent	Extended Amt
Part						
F305574	7 X-MARK PRO TRIG ASSB - BLACK	1	N	\$90.00	50%	\$45.00
Service						
4000114	GR-SHIPING & HANDLING (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:						\$62.00
Est. Sales Tax:						\$2.03
Grand Total:						\$64.03

 *** TX REPORT ***

TRANSMISSION OK

TX/RX NO 0191
 CONNECTION TEL 15408967018
 CONNECTION ID
 ST. TIME 10/15 10:22
 USAGE T 00'40
 PGS. SENT 1
 RESULT OK

QUOTATION**Remington Arms Company, Inc.**

870 Remington Dr. P.O. Box 700
 Madison, NC 27025-0700

www.remington.com info@remington.com

**ESTIMATING
REPORT**

Parts/Repairs 800-243-9700
 Fax 336-548-7801

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

Please Circle One
 VISA MC AMEX DISCOVER Card No. _____ Exp. Date _____
 PO Number _____
 Daytime Phone (____) _____ Time To Call _____ Open Acct. R _____
 Approval: Customer Signature _____ Date _____
☐ If You Desirc Any Change Please Use The Reverse Side For Your Comments And Mark This Box
 Notice: We process checks electronically through Check 21

Reported		Problems Found	
M100	SEE CUSTOMERS LETTER	M123	FORWARD TO PRODUCT SERVICE F
M123	FORWARD TO PRODUCT SERVICE FOR INSPECTIO		

Technician's Comments

Problem/Notes trig assem is dirty and very rusty, parts binding and sluggish, replace trig assem at 1/2 normal cost, check over and clean per prod service

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

Material #	Material Description	Qty	Warranty Y/N	Price/ Unit	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
189972	2/19/2010	2/22/2010	2/22/2010				

Customer Information

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

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S when you rebolt it fires w/o pulling trigger	Cause:4038 Could Not Duplicate Concern Concern:1008 Fired on Bolt Closing		Unknown	
C				

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
Date Purchased	Where Purchased	Accessories	Original Owner			
	SPORTS SOUTH INC		U			

CONCERN:FBC

Ammunition Information

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

Other Products Information - None Defined

Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Per Ilion, replace TPA at 1/2 normal charges.						
	Repair/Replacement Cost	Repair/Replacement 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

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		2/22/2010
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
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	
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	Worn; Functioning	MARS/SCRATCHES
	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---	.012
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	TRIG SLUGGISH
	Pull	---Select---	6#
	Altered	False	
	Sub-Assembly	Other Remington	

Arms Services Repair & Estimate System

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: **RE00189972** Serial: **7740255** Model: **7** Center Fire Caliber: **7** Repairman: **Bruce Travis**
 Verify Repair MM 08 REM Produced: 03/24/1998 Status: **ApprovalHold 2/22/2010 8:32:43 AM**

Address Information

Customer: **SYLVIA STAFFORD** Received From: **SYLVIA STAFFORD** Return To: **SYLVIA STAFFORD** Received From:
 Address 1: **627 MILK ROAD** Address 2: **627 MILK ROAD** PO Box:
 City: **INVERNESS** State: **IMS** Zip Code: **38753** Country: **US** State: **IMS** Zip Code: **38753** Country: **US**
 FFL: **INVERNESS**

Contact / Condition **Problems** **Estimate** **History / Status** **Shipping / Billing**

Date	Code	User ID	Desc1
2/20/2010 8:34:2	New	valentids	Repair Added
2/20/2010 8:35:1	Update	valentids	Repair information change
2/22/2010 7:42:2	Maint	Travisbw	Repair Maintenance
2/22/2010 8:32:4	Estimate	Travisbw	Estimate Update
2/22/2010 8:34:0	ApprovalHold	System	Immediate SAP Allocation
2/22/2010 8:56:5	Expedite	penceil	From: Repair Bench
2/22/2010 3:24:4	ApprovalHold	BatchJob	Quotation Control
2/22/2010 4:01:3	Comment	kinsks	Left Message For Customer to C

Shipping / Billing

Current Status: **ApprovalHold**
2/22/2010 8:32:43 AM
Travisbw
ApproveRack
Repair Location
ILN
Current Location
ILN
Transfer Number

Repair Search **Refresh** **Close**

start 2/23/2010 2:08 PM NUM IMS

27
 28.18
 55.18

RECEIVED
 FEB 24 2010
 BY:.....

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 Union, NY 13357

Serial Number: **7740255**

Model: **7**



RE00189972

IN 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

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

st, 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-

*T/2Tg. Assm. has A partially dried
And sticky lubrication residue causing
Trig. to work sluggish. replace TPA,
check oven, clean at 1/2 normal
charges.*

Quote

4378

18.5"
A> 3/98
G#
2012

Remington.

Factory Repair Instructions

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

Model Number: 7 Youth Bolt Action		Serial Number: 7740255	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: Sylvia N Stafford		Date of Purchase: 102	
Address (no PO Boxes): 6027 Milk Rd			
City: Inverness		State: ms	Zip: 38753
Phone (Daytime): (662) 207 2633		Fax: N/A	
E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem: when gun is shot it reject the hull & you rebolt to put another shell in it, it fires. That is with out pulling trigger			
Ammunition Information:			
Manufacturer: Remington Express		Type: 120 gr hollow point	
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: Rem 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:			