

Remington Arms Co., Inc.
Product Service
Legal Case #:4999

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
209453	11/5/2010	11/8/2010	12/16/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Joseph	Mancini	373 Norwood Ave	Syracuse	NY	13206		H 315-45-1630

Incident Information

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

11/15/10 Per note with rifle, this gun has gone off when you close the bolt. Does not do it all the time. Gun was never loaded when it went off.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	7/308 WIN	n/a	7650667	WI	8/23/1988
Date Purchased	Where Purchased	Accessories	Original Owner			
9/17/2010	LEW HORTON DIST CO		N			

CONCERN:FBC

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
Return as received, Mancini signed waiver						

Repair/Replacement Cost Repair/Replacement Date

11/15/10 Per Ilion, will follow down. Trig assm contaminated with a partially dried and sticky lubrication residue. Trig and sear work sluggish. Check over, replace TPA, clean & test at 1/2 normal charges. Anne Harper has contacted owner. He wants it returned as received. He will take it back to the dealer he bought it from to take care of. I mailed a waiver to be signed before we ship it back in unsafe condition.cm 12/16/10 Rec'd signed trigger waiver.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/8/2010
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4015	Improper Maintenance	
Barrel	Description		18.5" 308 WIN
	Date Code		WI
	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	Like new; Functioning	SOME BRASS WASH
	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---	.009
	Notch	Slightly Worn; Not Functioning	SLUGGISH
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	STICKY,PARTS WORK SLUGGISH NO TRIG RETURN
	Pull	---Select---	8.5#
	Altered	False	
	Sub-Assembly	Other Remington	

Remington®

Liability Waiver

November 15, 2010

Dear Mr. Mancini,

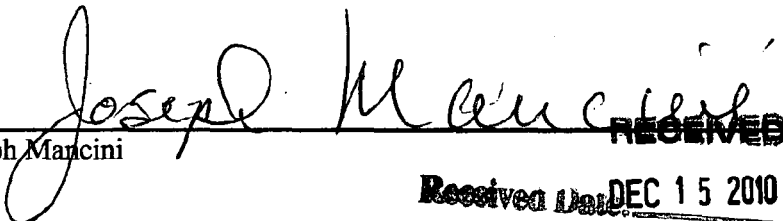
We have received the following firearm: Model 7, caliber .308, Serial number 7650667.

We have examined your firearm and determined that the Fire Control Mechanism (Trigger Assembly) is in need of repair or replacement due to adjustments made outside the factory. In its current condition we feel that the rifle cannot be operated in a safe manner and should not be used. As such, we recommended to you via repair # 209453 that we replace the Trigger Assembly. We offered to install the new Trigger Assembly at a reduced price.

You have decided not to have us replace the Trigger Assembly but have requested that your original be returned to you in its current state. We will return it with the firearm provided that you sign this document verifying that:

- You were presented with an opportunity to have the Trigger Assembly replaced.
- You understand that it is Remington's opinion that the firearm is currently not in a safe condition.
- You have been informed by Remington that the firearm should not be used until the Trigger Assembly is properly repaired or replaced by a Remington Authorized Repair Center or by Remington Arms Company, Inc.

Sign below:


Joseph Mancini

RECEIVED

11/16/10

Received Date: DEC 15 2010

CSR: _____

Response Date: _____

Response File: _____

Rec'd this after I mailed
the waiver. He is not
the orig. owner, bought
used & is taking to
his dealer to update.

← FREQ 11/15/10

BY:.....

Serial Number: 7650667

Tracking Document Page 1 of 1

Repair Number: RE00209453



Repair Type
FIREARM Customer Repair

Serial Number Description
Model 7 Center Fire Caliber: 308 WIN

Repairman: Bruce Travis
Date Received: 11/05/2010
Estimate Date: 11/08/2010
Date Printed: 11/08/2010

Customer:
JOSEPH MANCINI
373 NORWOOD AVE
SYRACUSE, NY 13206 US

Return To:
JOSEPH MANCINI
373 NORWOOD AVE
SYRACUSE, NY 13206 US

Phone (H):
Phone (W):

Fax:
Email:

Problems	
Reported	Found
M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION	M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Repair information				
Material Description	Material Type	Bill Action	Discount	Qty Needed
7 XMP EA TRIG ASSB RH BLACK OS	Part	Billable	50%	1
GR-SHIPING & HANDLING (GUN REPAIR)	Service	Billable	0%	1
GR-TEST	Service	Billable	50%	1

RETURN
AS
RECEIVED

Problem Notes					
will follow down.trigger assm is contaminated with a partially dried and sticky lubrication resifue, trigger and sear work sluggish.check over,replace trigger plate assm, clean and test fire at 1/2 normal charges.					
Repairman	Proof	Clean	Test	Target	Pattern
Gallery Tester	Date	Date	Date	Date	Date

Accessories Received

frmREInquiry - Repair Inquiry

Repair Number: **RE00209453** Serial: 7650667 Model 7: Center Fire Caliber 308 Repairman: Bruce Travis
 VIN Produced: 08/23/1986 Status: ApprovalHold 11/8/2010 6:30:02 AM

ADDRESS INFORMATION

Customer: ☐ Received from ☐ Return To ☐ Received from

Name: **JOSEPH MANCINI** Address 1: **373 NORWOOD AVE** Address 2: **PO Box** City: **SYRACUSE** State: **NY** Zip Code: **13206** Country: **US**

FPL:

Contact / Condition Problems Estimate History / Status Shipping / Billing

Date	Code	User ID	Desc1	Desc2	Status
11/5/2010 8:2...	Expedite	lopataf	From: Check In	To:	Status: F
11/8/2010 5:5...	Maint	Travisbw	Repair Maintenance	Status: A	Status: A
11/8/2010 6:3...	Estimate	Travisbw	Estimate Update	Status: A	Status: A
11/8/2010 6:3...	Approval...	System	Immediate SAP Allocation	Status: A	Status: A
11/8/2010 7:1...	Expedite	pencerf	From: Repair Bench	To: Appr...	Status: A

☐ Shipping Hold ☐ Interface Hold ☐ Estimate Sent ☐ Parts Received ☐ Passed Inspection ☐ Return as Received ☐ Has Been Approved ☐ Internal Repair ☐ Exclude IATC

Current Status: ApprovalHold 11/8/2010 6:30:02 AM
 Travisbw
 ApprovalHeld
 Repair Location: ILN
 Current Location: ILN
 Transfer Number: ILN

Repair Search Refresh Close

RECEIVED
 NOV - 9 2010

BY:.....

4999

Remington

Factory Repair Instructions

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

Model Number: 7	Serial Number: 7650667
Are you the original owner? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	
Name: Joseph Mancini	Date of Purchase: 9-17-10
Address (no PO Boxes): 373 Norwood Ave	
City: Syracuse	State: New York Zip: 13206
Phone (Daytime): (315) 455-1630	Fax:
E-mail Address:	
<input type="checkbox"/> I would like to receive future e-mail updates from Remington.	
Please describe your problem: This gun has gone off when you close the bolt. (Does not do it all the time)	
Gun was never loaded when it went off.	
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: Hoppy's	
How often do you clean the bore? (Months or Number of rounds) When needed	
How often do you clean the action? (Months or Number of rounds) When used	
How often do you clean the trigger assembly? (Months or Number of rounds) if needed.	
Brand of lubricant used: Rem oil	

18.5"
W19/88
8.5#
1009

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 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 Division 14 Hoefler Ave Ilion, NY 13357
YOUR FIREARM OR IN THE SAME BOX WITH THE IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE 1E- ADDRESS (WITH ZIP CODE), TELEPHONE AND g it. age in shipping and handling. Preferably, returned.) ss or damage. the box. Shipments without a proper t. Remington is not responsible for urchase insurance from your carrier.
Large 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.

Serial
Number

7650667

Model: 7



RE00209453

will follow down
Trig. assm's contaminated w/ a
partially dried & sticky lubrication
residue. Trig. & sear work sluggish.
check over, replace TOA, clean & test
Fire at 1/2 normal charges.

Quote

November 15, 2010

Joseph Mancini
373 Norwood Ave
Syracuse, NY 13206

Dear Mr. Mancini,

Enclosed is a waiver that will need to be signed and returned before we can release your firearm. Please sign and return to me at your earliest convenience. You can scan and email it back to me as well as fax or mail. Following is my contact information.

We appreciate your patience and cooperation. If you have any questions, call 800-243-9700, ext 8684, Monday-Friday 8-5 EST.

Sincerely,

Christy Mitchell
PO Box 700
870 Remington Dr
Madison, NC 27025
800-243-9700, ext 8684
Fax: 336-548-7801
Christy.mitchell@remington.com

enclosure

Liability Waiver

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Sign below:

Joseph Mancini