

Remington Arms Co., Inc.
Product Service
Legal Case #:5513

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
220104	1/21/2011	12/30/2010	1/24/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		John	Martone	17022 Lavell Rd	Pride	LA	70770		C 225-281-9702

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S	Fires on bolt closing	Concern:1008 Fired on Bolt Closing	Unknown	
C				

12/30/10 Per call from Martone, he bought a Model 7 6mm used and has had it fire when closing the bolt, without pulling the trigger.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	7/6MM REM	n/a	7618088	OD	7/1/1983
Date Purchased	Where Purchased	Accessories	Original Owner			
	GRICE WHLSE CLEARFIELD PA	SCOPE BASE	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
Per Ilion, replace TPA, repair, test at 1/2 normal charges						

Repair/Replacement Cost	Repair/Replacement Date

12/30/10 Mailing ARS.cm 1/28/11 Per Ilion, could not duplicate concern. Trigger assm dirty and sticky. Parts work sluggish. Mag box missing and floorplate is bent. Replace TPA, repair floorplate, clean, test fire at 1/2 normal cost.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/24/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		18.5" 6MM REM
	Date Code		OD
	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	SLUGGISH
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	REM SYN STK NOT ORIGINAL
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		M/7 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.014
	Notch	Slightly Worn; Functioning	SLUGGISH
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY,STICKY PARTS WORK SLUGGISH
	Pull	--Select--	6#
	Altered	False	
	Sub-Assembly	Other Remington	
Non-Remington Components	Description		SCOPE BASE

18.5"
007/83
6#
014

5513

December 30, 2010

John Martone
17022 Lavell Rd
Pride, LA 70770

Subject: #5513, Model 7

Dear Mr. Martone,

Thank you for your patience. Enclosed is the UPS ground prepaid shipping labels to cover shipment of the firearm for inspection at our factory. Please include a copy of this letter with the firearm. **The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly.** Please mark the ends of the boxes with "Product Service".

I apologize for the inconvenience that this incident has caused and I hope that these actions will keep you a loyal Remington customer.

Sincerely,

Christy Mitchell
Consumer Affairs Administrator
Phone: 800-243-9700, ext 8684
christy.mitchell@remington.com

RECEIVED
JAN 25 2011

BY: _____

REDACTED

Serial Number:
7618088
Model: 7



RE00220104

0122 exp. 2/12
could not duplicate concern
T.A. DIRTY + STICKY PARTS WORK
SLUGGISH. MAG. BOX MISASSEM
+ has bent the floor plate ASSM.
Replace TPA, Repair F. Plate, clean
+ Test Fire AT 1/2 NORMAL COST.

Quote

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

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

Model Number: <input type="text"/>		Serial Number: <input type="text" value="7618088"/>	
Are you the original owner? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: <input type="text" value="John MARTONE <"/>		Date of Purchase: <input type="text" value="12-8-10"/>	
Address (no PO Boxes): <input type="text" value="17022 LAVELL RD."/>			
City: <input type="text" value="PRIDE"/>		State: <input type="text" value="LA."/>	Zip: <input type="text" value="70770"/>
Phone (Daytime): <input type="text" value="(225) 923-0982"/>		Fax: <input type="text"/>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <input type="text"/>			
E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence:			
<div><p>Bought gun from Cabela's used gun rack. Has hesitation when pulling trigger to fire gun. Also went off when I bolted a round into chamber. Bottom plate does not close flush. I HAVE 7 REMINGTON RIFLES AT PRESENT. HAVE OWNED A TOTAL OF 42 REMINGTON RIFLES IN MY LIFE+TIME.</p></div>			
500 characters left			
Ammunition Information:			
Manufacturer: <input type="text"/>		Type: <input type="text"/>	
Other (i.e. bullet weight/type, shot size, powder): <input type="text"/>			
Handload Information:			
Powder Used: <input type="text"/>		Powder Weight: <input type="text"/>	
Case/Hull Used: <input type="text"/>		Primer Used: <input type="text"/>	
Bullet Type/Shot Size: <input type="text"/>		Reloader Used: <input type="text"/>	

Firearms Care (Cleaning and Lubrication):	
Brand of cleaning solution used:	REMINGTON OIL AND BORE CLEANER
How often do you clean the bore? (Months or Number of rounds)	ONCE YEARLY
How often do you clean the action? (Months or Number of rounds)	ONCE YEARLY
How often do you clean the trigger assembly? (Months or Number of rounds)	ONCE YEARLY
Brand of lubricant used:	SAME AS ABOVE
How often do you lubricate the bore? (Months or Number of rounds)	SAME
How often do you lubricate the action? (Months or Number of rounds)	SAME
How often do you lubricate the trigger assembly? (Months or Number of rounds)	SAME
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?	
<input checked="" type="radio"/> YES <input type="radio"/> NO	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	
NEVER; JUST PURCHASED RIFLE	
What were the services performed?	
N/A	
Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357	
<p>⚠ 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.</p> <p>:: Record the serial number of your firearm before sending it.</p> <p>:: 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.)</p> <p>:: Remove all accessories from your firearm to prevent loss or damage.</p> <p>:: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.</p>	



www.remington.com

Remington Arms Company, Inc.
870 Remington Drive
P. O. Box 700
Madison, NC 27025-0700

ARS LABEL REQUEST FORM

DATE:	12/30/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE:			
MEDIA COORDINATOR TO MAIL		xx	
I WILL MAIL			
DESCRIPTION:			
7			

LABEL INFORMATION

MAIL LABEL TO:	John Martone 17022 Lavell Rd Pride LA 70770
RETURN ITEM TO:	Rem Prod Service

PLEASE COMPLETE ALL PARTS OF THIS FORM AND SEND TO THE MEDIA COORDINATOR

4XX596 DEC 31, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 124XX5969065616163
REF 1: JOHN MARTONE/CD/CM
REF 2: 7
HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG: SVC T/P USD
DV 0.00 COD 0.00 RS 0.50
DC 0.00 DGD 0.00 SD 0.00
AH 0.00 PR 0.00 SP 0.00
TOT PUB CHG 9.49 PUB+HANDLING 9.49







