

Remington Arms Co., Inc.
Product Service
Legal Case #:5426

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
214432	12/13/2010	12/15/2010	12/15/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	RDG	Jim Breeden	RD Gunsmithing	903 Lowe Rd	GA	30710			W 706-694-2649 E ray@rdgunsmithing.com

Incident Information

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

1/6/11 Per note with rifle, the weapon fires when closing the bolt when it is cold. Possibly part of the trigger recall.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	7/308 WIN	n/a	7652364	EI	10/17/1988
Date Purchased	Where Purchased	Accessories	Original Owner			
	DALTON SPORTING GOODS, INC.		U			

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
Per Ilion, replace TPA, clean, test at 1/2 normal cost						
Repair/Replacement Cost	Repair/Replacement Date					

1/6/11 Per Ilion, could not duplicate concern. Trigger assm set screws altered. Replace TPA, clean, test fire at 1/2 normal cost.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/15/2010
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		18.5" 308 WIN
	Date Code		EI
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	

Bolt	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	Missing	
	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---	.010
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	3#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	Other Remington	

Print

Reset

5426

1P.5"
EI 10/8
3#
1010

Model Number: Seven		Serial Number: 7652364	
Are you the original owner? <input type="checkbox"/> YES <input type="checkbox"/> NO			
Name: Jim Breeden c/o RDG		Date of Purchase: 1994	
Address (no PO Boxes): 903			
City: 903 Lowe Road		State: GA	Zip: 30710
Phone (Daytime): 706-694-2649		Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) ray@rdgunsmithing.com			
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: Weapon fires when closing the bolt when it is cold. Possibly part of the trigger recall. could not duplicate concern. TA set screws altered. Replace TPA, cannot test fire at 1/2 normal cost. Quote.			
412 characters left			
Ammunition Information:			
Manufacturer: Hornady		Type:	
Other (i.e. bullet weight/type, shot size, powder):			

Information:

Powder Weight:

Primer Used:

Reloader Used:

BY:

ing and Lubrication):

RECEIVED
DEC 22 20107652364
Model: 7

RE00214432

Brand of cleaning solution used: kleenbore
How often do you clean the bore? (Months or Number of rounds) 100
How often do you clean the action? (Months or Number of rounds) 100
How often do you clean the trigger assembly? (Months or Number of rounds) never
Brand of lubricant used:
How often do you lubricate the bore? (Months or Number of rounds) 100
How often do you lubricate the action? (Months or Number of rounds) 100
How often do you lubricate the trigger assembly? (Months or Number of rounds) 100
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
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?) never
What were the services performed?)
Ship your INSURED firearm by either UPS or Parcel Post to: <p style="text-align: center;">Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357</p>
<input type="checkbox"/> 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 style="text-align: center;">:: 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</p>

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.





