

Remington Arms Co., Inc.
Product Service
Legal Case #.5574

Case Information:

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
221604	2/1/2011	1/6/2011	2/2/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Otis	Clark	3575 Lake Seminole Dr	Bufo	GA	30519		H 770-945-8291 W 404-631-1577 C 678-617-0262

Incident Information

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

1/6/11 Per call from Clark, he was going to let his 13 yr old daughter shoot it. The safety was on, he put one round in and closed the bolt and it fired. There was no injury, he had it pointed toward the ground. It was the first round he loaded that day. A week later he filled the clip and ran the rounds through and it did not happen. It has not been shot much and had not been used for a while before that day.cm

Firearm Information

Mfg.	Type	Model/Ca.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	7/7MM-08 REM	24741	S7607777	KP	5/26/1995
Date Purchased	Where Purchased	Accessories	Original Owner			
2/1/2010	BANGERS LP		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, clean,
test fire at 1/2 normal cost

Repair/Replacement Cost	Repair/Replacement Date

1/6/11 Mailing box and ARS.cm 2/4/11 Per Ilion, could not duplicate concern. Trig assm and action has some fire debris and dirt. Can offer to replace TPA, clean, test fire at 1/2 normal cost.cm 2/7/11 Approved by phone.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		2/2/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		20" 7MM08 REM
	Date Code		KP
	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		M7 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	013
	Notch	Slightly Worn; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Functioning	SOME DEBRIS AND DIRT IN ACTION
	Pull	---Select---	4#
	Altered	False	
	Sub-Assembly	Other Remington	

20"
KPS/9
1#
1013

5574

January 6, 2011

OClark79@gmail.com

Otis Clark
3575 Lake Seminole Dr
Bufort, GA 30519

Subject: #5574, Model 7

Dear Mr. Clark,

Thank you for your patience. Enclosed is the UPS ground prepaid shipping label 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
FEB 04 2011

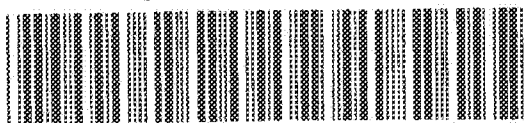
BY:.....

could not duplicate concern.
T.D. + A.C. has some fire debris.
Dist. Can offer to replace TPA,
clean + test fire at 1/2 normal
cost.

Quote

S7607777

Model: 7



RE00221604

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: <u>Model SEVEN 7mm - 08</u>		Serial Number: <u>S 7607777</u>	
Are you the original owner? ☐ YES ☒ NO			
Name: <u>OTIS CLARK</u>		Date of Purchase: <u>FEB/2010 (USED)</u>	
Address (no PO Boxes): <u>3575 LAKE SEMINOLE DRIVE</u>			
City: <u>BUFORD</u>		State: <u>GEORGIA</u>	Zip: <u>30519</u>
Phone (Daytime): <u>678-617-0262</u>		Fax: <u></u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>OCLARK1@CHARTER.NET</u>			
E-mail Address: ☒ I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: <u>- PUT ONE BULLET in CLIP FEED AND WAS CLOSING BOLT WHEN ROUND WENT OFF. WHEN HANDLE WENT DOWN,</u> <u>- JULY / 2010</u>			
500 characters left			
Ammunition Information:			
Manufacturer: <u>REMINGTON</u>		Type: <u>CORE LOCK</u>	
Other (i.e. bullet weight/type, shot size, powder): <u>140 gr. SOFT PT</u>			
Handload Information:			
Powder Used: <u></u>		Powder Weight: <u></u>	
Case/Hull Used: <u></u>		Primer Used: <u></u>	
Bullet Type/Shot Size: <u></u>		Reloader Used: <u></u>	

Firearms Care (Cleaning and Lubrication):	
Brand of cleaning solution used:	Hoppe's #9
How often do you clean the bore? (Months or Number of rounds)	AFTER HUNTING SEASON OR 200 ROUNDS
How often do you clean the action? (Months or Number of rounds)	END OF SEASON
How often do you clean the trigger assembly? (Months or Number of rounds)	100 ROUNDS
Brand of lubricant used:	Rem Oil
How often do you lubricate the bore? (Months or Number of rounds)	ONE / YEAR
How often do you lubricate the action? (Months or Number of rounds)	ONCE / YEAR
How often do you lubricate the trigger assembly? (Months or Number of rounds)	100 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?	
MAYBE NEVER	
What were the services performed?	
Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Illion, 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.	



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	1/6/2011	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE:			
MEDIA			
COORDINATOR		xx	
TO MAIL		I WILL MAIL	
DESCRIPTION:			
S7607777 700			

LABEL INFORMATION

MAIL LABEL TO:	Otis Clark 3575 Lake Seminole Dr Bufort, GA 30519
RETURN ITEM TO:	Rem Prod Service

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

4KX598 JAN 7, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 124KX5989866384411
REF 1: OTIS CLARK/CD/CM
REF 2: 700/S7607777

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 DCD 0.00 SD 0.00
AH 0.00 PR 0.00 SP 0.00
TOT PUB CHG 8.78 PUB+HANDLING 8.78