

Remington Arms Co., Inc.
Product Service
Legal Case #:6009

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
227840	4/5/2011	3/21/2011	4/6/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Dale	Graybill	32297 Rt 35 N.	McAllisterville	PA	17049		H 717-463-2250 E dgraybill@nmax.net

Incident Information

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

3/21/11: Customer called in. He stated that he had a FBC about 4 years ago. No damage, No injury. Then last fall he had a FBC again. No damage, No injury. His gunsmith couldn't find anything wrong & told him to send it to us. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	S&L	DOM
Remington	CF/BA	SEVEN/223 REM	24720	7714807	CQ	4/1/1996
Date Purchased	Where Purchased	Accessories	Original Owner			
	BANGERS LP	SCOPE BASE	Y			

CONCERN:FSR,FBC

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/SEVEN/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Per Ilion - Quote to repair						

Repair/Replacement Cost	Repair/Replacement Date

3/21/11: Sending ARS, letter, form, box. Box order# 1203362. df 4/8/11: Per Ilion - Could not duplicate concern. TA set screws altered. Replace TA, clean & test fire at 1/2 normal cost - quote. I emailed quote to customer for appr & payment. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		4/6/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
	Description		18.5" 223 REM
	Date Code		CQ
	Bore Plugged	False	

Barrel	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		M/7 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.012
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	MIN TRIG TO GUARD CLEARANCE
	Pull	---Select---	2.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	Other Remington	
Non-Remington Components	Description		SCOPE BASE

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 RE00227840 Account # - R-	Description/Serial Number 7714807	Date Received - 4/5/2011 Estimate Date - 4/8/2011 Current Date - 4/8/2011
Customer DALE GRAYBILL 32297 RT 35 N MC ALISTERVILLE, PA 17049 US		Return To DALE GRAYBILL 32297 RT 35 N MC ALISTERVILLE, PA 17049 US
Phone (H) (717)-463-2250 Phone (W)		Fax 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	
M123	FORWARD TO PRODUCT SERVICE FOR INSPECTIO	M123	FORWARD TO PRODUCT SERVICE F

Technician's Comments

ProblemNotes could not duplicate concern. trigger assm set screws altered. replace trigger plate assm, clean and test fire at 1/2 normal cost.

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						
F306370B	7 XMP EA TRIG ASSB RH BLACK OS	1	N	\$115.00	50%	\$57.50
Service						
4000114	GR-SHIPING & HANDLING (GUN REPAIR)	1	Y	\$17.00	0%	\$0.00
4000119	GR-TEST	1	Y	\$23.00	0%	\$0.00
Sub Total:						\$57.50
Est. Sales Tax:						\$3.45
Grand Total:						\$60.95

Fulcher, Dell Marie

From: postmaster@remington.com
To: dgraybill@nmax.net
Sent: Friday, April 08, 2011 10:41 AM
Subject: Relayed: Dale Graybill - Remington Ref# 6009

Delivery to these recipients or groups is complete, but no delivery notification was sent by the destination server:

dgraybill@nmax.net

Subject: Dale Graybill - Remington Ref# 6009

6009

COPY

18.5"
CQ 4/9
2.5#
1.012

March 21, 2011

Dale Graybill
32297 Rt 35 N.
McAlisterville, PA 17049
Ph: 717-463-2250

Ref: # 6009, M/7, Serial # 7714807

Dear Mr. Graybill,

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination.

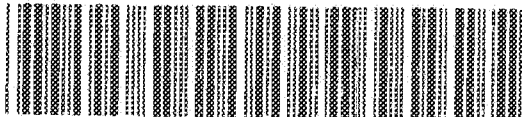
Please include a copy of this letter to put inside the shipping container. The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly. Mark the ends of the box with "Product Service". Product Service will be inspecting the firearm and will contact me with the results.

I hope that this action will keep you a loyal Remington customer.

Sincerely,
D. Fulcher
Consumer Affairs Administrator
Remington, H&R, Marlin
Phone: 1-800-243-9700
Fax: 336-548-7872

7714807

Model: 7



RE00227840

could not duplicate concern.
T.A. set screws altered.
Replace TPA, clean & test fire
at 1/2 normal cost

RECEIVED
APR 07 2011

Quake

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

Print

Reset

Model Number: <u>Model L 7</u>		Serial Number: <u>7714807</u>	
Are you the original owner?: ☒ YES ☐ NO			
Name: <u>DALE E. GRAYBILL</u>		Date of Purchase: <u>2005</u> <i>I am not sure of date or before.</i>	
Address (no PO Boxes): <u></u>			
City: <u>MEALISTERVILLE</u>		State: <u>PA</u>	Zip: <u>17049</u>
Phone (Daytime): <u>717-463-2250</u>		Fax: <u></u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>DGraybill@NMAX.NET</u>			
E-mail Address: ☒ I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: <i>4 years ago I was unloading my gun, when it went off just lucky I had it pointed at ground. as my grandson and my son was with me. it scared us so bad. no finger was on trigger at time same thing happen last year. I just put 2 shells in gun unload gun with bolt. I put gun away to next season. I don't think I and 2 boxes of shells were shot through this gun. at present time I can't take this gun hunting any more. unless its guaranteed not to go off. I think you can understand this. If not I would take refund on an other gun. Thank you Dale E. Graybill</i>			
500 characters left			
Ammunition Information:			
Manufacturer: <u>REMINGTON EXPRESS RIFLE</u>		Type: <u>223 GR PSP R223R1</u>	
Other (i.e. bullet weight/type, shot size, powder): <u>55 GR</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>	
<u>I don't hand load</u>			
Firearms Care (Cleaning and Lubrication):			

Brand of cleaning solution used:	
How often do you clean the bore? (Months or Number of rounds)	I never cleaned bore.
How often do you clean the action? (Months or Number of rounds)	after deer season fall
How often do you clean the trigger assembly? (Months or Number of rounds)	after DEER SEASON FALL
Brand of lubricant used:	REM-OIL or REM-SPAY
How often do you lubricate the bore? (Months or Number of rounds)	EVERY 11 MONTHS
How often do you lubricate the action? (Months or Number of rounds)	EVERY 11 MONTHS
How often do you lubricate the trigger assembly? (Months or Number of rounds)	EVERY 11 MONTHS
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?	4 YEARS AGO
What were the services performed?	THE GUN WENT OFF IT-SELF. I TOOK IT BACK
Ship your INSURED firearm by either UPS or Parcel Post to:	To SEE what happened COULD NOT FIND anything WRONG. did NOT know THIS PROBLEM EXISTED AT THAT TIME.
Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Illion, NY 13357 I have a 760-30-06 pump bought gun early 60's still use it, fine gun	
☐ 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.



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	3/21/2011	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Ref# 6009 rifle			

LABEL INFORMATION

MAIL LABEL TO: Dale Graybill 32297 Rt 35 N. McAlisterville, PA 17049 Ph: 717-463-2250
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX596 MAR 22, 2011 ALL CURR USD 1 OF 1
SVC GNSCOM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969066064463
REF 1:DALE GRAYBILL/CD/DMP
REF 2:6009/RIFLE

HANDLING CHARGE 0.00		SVC T/P USD	
SINGLE-PIECE PUB RATE CHRG:		RS	0.50
DV 0.00	COO 0.00	SD	0.00
DC 0.00	DOD 0.00	SP	0.00
AM 0.00	PR 0.00	PUB+HANDLING 0.01	
TOT PUB CHG 0.01			



