

Remington Arms Co., Inc.
Product Service
Legal Case #:5589

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
217943	1/7/2011	1/10/2011	1/10/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Clayton	McCall	37211 N. Rabe Rd.	Elk	WA	99009		H 509-292-0885

Incident Information

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

Customer reported on our repair form he sent in w/gun. He stated that he is having 3 problems with gun. He stated the safety failed last season and now the gun will fire when the bolt is closed. Bolt will not eject a case and the gun will not hold full capacity. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	7/300 SAUM	24791	7770229	OW	7/8/2002 10:36:10 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	GENERAL STORE, THE		Y			

CONCERN:SAFETY FAILED

Ammunition Information

Mfg.	Type	Cal./Ga.	SKU	UPC	DOM	Mfg. Code
IMR powder	Hornady/180 gr					
Concern	Other	Factory	Reload			
0:	Rem case & CCI primer	N	Y			

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 - Quote
to repair

Repair/Replacement Cost	Repair/Replacement Date

Per Ilion - Action & TA rusted, causing parts to stick & bind. Check over, replace TA, repair as needed & test fire at 1/2 normal cost - quote. df 2/1/11: I left msg for customer to call. df 2/4/11: Customer called & spoke to a CSR. Told CSR that he had mailed payment. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

Examination	Examiner	B. TRAVIS	
	Exam Date	1/10/2011	
	Product Type	RF	
	Action Type	A	
	Assigned To	T. NAGLE	
Cause	4015	Improper Maintenance	
Barrel	Description	22" 300 SAUM	
	Date Code	OW	
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
Bolt	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
Extractor	Stop	Slightly Worn; Not Functioning	RUSTED, BINDING
	Condition	Worn; Functioning	
	Out Condition	Slightly Worn; Functioning	
Locking	Ext/Eject Test	False	
	Block Condition	--Select--	
	Lug Condition	Slightly Worn; Functioning	
Overall	Notch Condition	--Select--	
	Exterior Condition	Slightly Worn; Not Functioning	ACTION & TPA RUSTED
	Stock Condition	Slightly Worn; Functioning	
Receiver	Fore End Condition	--Select--	
	Condition	Slightly Worn; Functioning	
Safety	Bulged	False	
	Description		M/T SAFETY
	Function	Like new; Functioning	
Sear	Sub-Assembly	ISS	
	Lift	--Select--	.009
	Notch	Slightly Worn; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Not Functioning	RUSTED PARTS BINDING
	Pull	--Select--	10+#
	Altered	False	
	Sub-Assembly	Other Remington	

Remington.

Factory Repair Instructions

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

Model Number: <u>Model 7</u>	Serial Number: <u>7770279</u>
Are you the original owner? ☒ YES ☐ NO	<u>was a gift from parents.</u>
Name: <u>Clayton McGall</u>	Date of Purchase: <u>Fall of 2007</u>
Address (no PO Boxes): <u>37211 N. Rabe Rd.</u>	
City: <u>Elk</u>	State: <u>WA</u> Zip: <u>99009</u>
Phone (Daytime): <u>(509) 292-0805</u>	Fax:
E-mail Address: ☐ I would like to receive future e-mail updates from Remington.	
Please describe your problem: <u>I currently am having three problems with this gun. The safety failed this last season and now the gun goes off when I close the bolt! My bolt will not throw a casing either. It gets to a certain point when extracting and drops the casing in the chamber, and the gun will not hold the full round capacity. It should hold three in the floor plate but only holds 2 + 1 in the chamber.</u>	
Ammunition Information:	
Manufacturer:	Type:
Other (i.e. bullet weight/type, shot size, powder):	
Handload Information:	
Powder Used: <u>IMR 4831</u>	Powder Weight: <u>60.0 grains</u>
Case/Hull Used: <u>Remington Casing's</u>	Primer Used: <u>C&I Magnum</u>
Bullet Type/Shot Size: <u>Hornady 180 B&D</u>	Reloader Used: <u>Herters</u>
Firearms Care (Cleaning and Lubrication):	
Brand of cleaning solution used: <u>Klean Bore Formula 3 Gun Conditioner</u>	
How often do you clean the bore? (Months or Number of rounds) <u>anytime gun has been fired</u>	
How often do you clean the action? (Months or Number of rounds) <u>anytime gun has been fired</u>	
How often do you clean the trigger assembly? (Months or Number of rounds) <u>anytime gun is fired</u>	
Brand of lubricant used: <u>Klean Bore Formula 3 Gun Conditioner</u>	

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JAN 2011

BY:

How often do you lubricate the bore? (Months or Number of rounds)	everytime gun is fired
How often do you lubricate the action? (Months or Number of rounds)	everytime gun is fired
How often do you lubricate the trigger assembly? (Months or Number of rounds)	everytime gun is fired
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?	
☐ YES ☒ NO	
Comments: Did not receive access manual when gun was purchased.	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? Never	
What were the services performed? Been serviced by gunsmith.	
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	

IF YOUR FIREARM OR IN THE SAME BOX WITH THE
IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE
ME, ADDRESS (WITH ZIP CODE), TELEPHONE AND

ing it.
nage in shipping and handling. Preferably,
e returned.)
ss or damage.
e the box. Shipments without a proper
it. Remington is not responsible for
urchase insurance from your carrier.

elines:

:: 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)

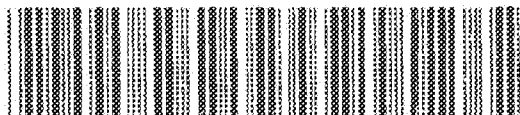
:: For Repairs over \$75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over \$75.00 by setting a pre-authorized amount that can be billed to your credit card.

Act + T.A. rusted causing parts
to stick + BIND. Check over, replace
JDA, clean, repair as needed + test
fire at 1/2 normal cost.

Quote

7770229

Model: 7



RE00217943

