

Remington Arms Co., Inc.
Product Service
Legal Case #5191

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
223678	2/18/2011	11/23/2010	2/21/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Ronnie	Ravenscroft	129 Hyran Rd	Seale	AL	36875		C 706-375-5419 af

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4006 Altered Adjustments or Components		Unknown	
S	Fired on safety release Concern:1007 Fired on Safe Release			
C				

11/23/10 Per call from Ronnie, he and his daughter (12 yrs) were hunting in AL this season and she had a deer in her sights. Ronnie reached over to flip the safety off for her as he normally does so she can keep her eye on it and it fired on safety release. She said she did not have her finger on the trigger. He bought it new about 4 yrs ago and said it has not been altered. He likes the pull of this trigger and asked that it stay the same. He said we also need to check the accuracy as he cannot get this rifle to group at all.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	8bl.	DOM
Remington	CF/BA	7/7MM-08 REM	n/a	7773599	OW	7/15/2002 8:48:37 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
2/20/2004	BANGERS LP	SCOPE,RINGS,BASE	Y			

Yth model CONCERN:FSR

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
Remington/7/CF/BA						
Per Ilion, replace TPA, clean and test fire at 1/2 normal cost						
	Repair/Replacement Cost	Repair/Replacement Date				

11/23/10 Mailing scoped box and ARS.cm 2/28/11 Per Ilion, trigger assm set screws altered. Trigger not returning properly. Replace TPA, clean and test fire at 1/2 normal cost. Will check if accuracy is within factory specs.cm

5/1 issue approved by phone.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B. TRAVIS
	Exam Date		2/21/2011
	Product Type		RF
	Action Type		A
	Assigned To		T. NAGLE
Cause	4006	Altered Adjustments or Components	
Barrel	Description		20" 7MM 08 REM
	Date Code		OW
	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; Not Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		M/T SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	BSS	
Sear	Lift	---Select---	N/A
	Notch	Slightly Worn; Functioning	
	Test Fired	False	
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	TRIG WILL NOT RETURN PROPERLY
	Pull	---Select---	4#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	Other Remington	
Non-Remington Components	Description		SCOPE,RINGS,BASE

2011
0w 7/02
y#

5191

November 23, 2010

Ronnie Ravenscroft
129 Hyran Rd
Seale, AL 36875

Subject: #5191, Model 700

Dear Mr. Ravenscroft,

Per our conversation, enclosed is the prepaid UPS ground shipping label for shipment of the firearm to our factory for inspection. 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 box with "Product Service".**

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

Sincerely,

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

RECEIVED
FEB 23 2011

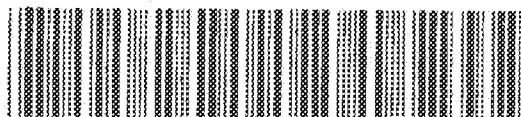
BY:

enclosure

Serial
Number

7773399

Model: 7



RE00223678

J.A. set screws altered trig.
not returning properly.
Replace TPA, clean & test Rine
AT 1/2 normal cost. Will
check if accuracy is within factory
specs.

Quote

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

PS 19262

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

Model Number: <u>Seven</u>		Serial Number: <u>7773399</u>	
Are you the original owner? ☒ YES ☐ NO			
Name: <u>Ronnie Ravenscroft</u>		Date of Purchase: <u>2-20-2004</u>	
Address (no PO Boxes): <u>129 Hiram Rd</u>			
City: <u>Seale</u>		State: <u>AL</u>	Zip: <u>36875</u>
Phone (Daytime): <u>706-575-5419</u>		Fax: <u></u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u></u>			
E-mail Address: <u></u> ☐ I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: <u>The Firearm discharged when I pushed the safety off by itself.</u>			
500 characters left			
Ammunition Information:			
Manufacturer: <u>Remington</u>		Type: <u>140 gr. Core-Lokt</u>	
Other (i.e. bullet weight/type, shot size, powder): <u></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:	Hopps #9
How often do you clean the bore? (Months or Number of rounds)	Once yr. after hunting season.
How often do you clean the action? (Months or Number of rounds)	Once year
How often do you clean the trigger assembly? (Months or Number of rounds)	Once year
Brand of lubricant used:	Remington oil
How often do you lubricate the bore? (Months or Number of rounds)	every couple months.
How often do you lubricate the action? (Months or Number of rounds)	When ever it needs it
How often do you lubricate the trigger assembly? (Months or Number of rounds)	when I clean it
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?)	
What were the services performed?)	
Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, 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.	

To whom it may concern,

I'm sending my daughter's
remington model seven 7mm-08 (serial #
7773399) back to you because
on our youth deer hunt a deer
walked out in the field and I
reached around her and flipped
the safety off and the gun went
off without pulling trigger. That's
the first time in 4 years of
having the gun it's ever done that.
I'm also not happy with the
way it shoots. When zeroing it
in it will get close the first
two shots and slang the third
one. I like my guns to shoot a
1 inch group or cut bullet holes.
I would like for you to check
that for me to. I shoot a 140
grain case-tutt PSP. I love remington
but, I am very disappointed in
the way this gun shoots. My
remington 300 ultra mag groups better
in a three shot group than the
7mm-08.

Thank you,
Normie Ravenscroft

27.
30.56
15. —
72.56



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	11/23/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE:			
MEDIA			
COORDINATOR		XXXXXX	
TO MAIL		I WILL MAIL	
DESCRIPTION: 7			

LABEL INFORMATION

MAIL LABEL TO:	Ronnie Ravenscroft 129 Hyran Rd Seale, AL 36875
RETURN ITEM TO:	Rem Prod Service

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

4XX596 NOV 24, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 124XX596005272383
REF 1: RONNIE RAVENSCROFT/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 6.74 PUB+HANDLING 8.74

