

Remington Arms Co., Inc.

Product Service

Legal Case #:5612

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pra Lit	Lit	Obsolete
222322	2/7/2011	1/11/2011	2/8/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Frances	Thomley	1001 Tate Rd	Cantonment	FL	32533		H 850-968-9232

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S	3 different times it has delayed firing	Cause:4038 Could Not Duplicate Concern Concern:1023 Delayed Firing - Firearms	Unknown	
C				

PI

PD

S 3 different times it has delayed firing

Cause:4038 Could Not Duplicate Concern
Concern:1023 Delayed Firing - Firearms

Unknown

C

1/11/11 Per call from her son, Ms. Thomley has had her Model 7 delay firing on 3 different occasions in the past 10 yrs. They have never had it professionally cleaned and they do not clean the internals of the bolt or trigger.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	7/7MM-08 REM	n/a	7755295	BU	10/6/1999
Date Purchased	Where Purchased	Accessories	Original Owner			
6/28/2000	SIMMONS SPORTING GOODS		U			

CONCERN:DELAYED FIRING

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 filion, replace TPA, clean, test fire at 1/2 normal cost						

Repair/Replacement Cost	Repair/Replacement Date

1/11/11 Mailing ARS.cm 2/17/11 Per filion, could not duplicate concern. Trigger assem dirty and sticky. Parts work sluggish. Replace TPA, clean, test fire at 1/2 normal cost. Approved by phone today.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		2/8/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		20" 7MM08 REM
	Date Code		BU
	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		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	DIRTY, STICKY, PARTS WORK SLUGGISH
	Pull	---Select---	6#
	Altered	False	
	Sub-Assembly	Other Remington	

2011
BU 1/2011
6#
1010

5612

January 11, 2011

Frances Thomley
1001 Tate Rd
Cantonment, FL 32533

Subject: #5612, Model 7

Dear Ms. Thomley,

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,

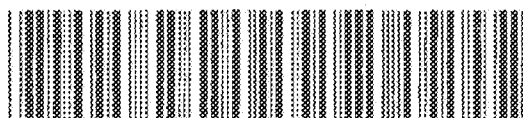
Christy Mitchell
Consumer Affairs Administrator
Phone: 800-243-9700, ext 8684
christy.mitchell@remington.com

FEB 10 2011
BY:

Serial Number

7755295

Model: 7



RE00222322

could not duplicate concern
T.A. dirty + sticky parts work
sluggish. Replace TPA, clean
+ test fire 7 + 1/2 normal cost

Quote

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

Model Number:	SEVEN-YOUTH	Serial Number:	7755295
Are you the original owner?: ☒ YES ☐ NO			
Name:	FRANCES C. THOMLEY	Date of Purchase:	6/28/2000
Address (no PO Boxes): 1001 TATE Rd.			
City:	CANTONMENT	State:	FL
		Zip:	32533
Phone (Daytime):	850-968-9232	Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) FTHOM12@AOL.COM			
E-mail Address: ☐ I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: ON 4 occasions, the gun has failed to discharge when the trigger was pulled. However, 3 to 30 seconds later it will discharge. The latest episode was JANUARY 3, 2011. The episode prior to that was approximately 2 yrs ago. Each time I hold it in a safe aim and wait for it to discharge.			
Ammunition Information:			
Manufacturer:	WINCHESTER superx	Type:	140 gr. Power Point
Other (i.e. bullet weight/type, shot size, powder):			
Handload Information: N/A			
Powder Used:		Powder Weight:	
Case/Full Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	

Firearms Care (Cleaning and Lubrication):	
Brand of cleaning solution used:	Remington Gun Oil
How often do you clean the bore? (Months or Number of rounds)	After shooting (or range)
How often do you clean the action? (Months or Number of rounds)	At least once a year
How often do you clean the trigger assembly? (Months or Number of rounds)	At least once a year
Brand of lubricant used:	Remington Gun Oil
How often do you lubricate the bore? (Months or Number of rounds)	After firing (or range)
How often do you lubricate the action? (Months or Number of rounds)	At least once a year
How often do you lubricate the trigger assembly? (Months or Number of rounds)	As needed
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?	
NEVER	
What were the services performed?	
N/A	
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.	
1: Record the serial number of your firearm before sending it. 2: 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.) 3: Remove all accessories from your firearm to prevent loss or damage. 4: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.	

700 Log Sheet - 2010 CNBC Story

Date: 1/11/11 CSR: CA

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

5612

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Frances Thornley 7 7ma-08 3 times in
Address: 1001 Tate Rds 10 yrs. pulling delayed
Cantonment FL 32538 firing.
Phone: 850-968-9232
Serial #: BU775295

Send an ARS label

Comments:



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	1/11/2011	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE:			
MEDIA		XX	
COORDINATOR			
TO MAIL		I WILL MAIL	
DESCRIPTION:			
7			

LABEL INFORMATION

MAIL LABEL TO:	Frances Thornley 1001 Tate Rd Cantonment, FL 32533
RETURN ITEM TO:	Rem Product Service

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

4XX596 JAN 12, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 124XX5960066934362
REF 1: FRANCES THORLEY/CD/CM
REF 2: 7

HANDLING CHARGE 0.00		
SINGLE-PIECE PUB RATE CHRG:		SVC T/P USD
DV 0.00	COO 0.00	RS 0.50
SC 0.00	GGD 0.00	SD 0.00
PH 0.00	PR 0.00	SP 0.00
TOT PUB CHG 10.00	PUB+HANDLING	10.00



