

Remington Arms Co., Inc.
Product Service
Legal Case #:6074

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
228887	4/14/2011	4/1/2011	4/15/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Brewbaker Motors	Dick	Brewbaker	300 Eastern Bypass	Montgomery	AL	36117		W 334-315-2725 E rattlesnakeridge2@live.com

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			

4/1/11: Customer called in & stated that one time he had a FBC. He did not have the date of incident. No damage, No injury. He stated that now the gun will not cock like it is supposed to. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	7/243 WIN	24782	7611349	KD	5/1/1983
Date Purchased	Where Purchased	Accessories	Original Owner			
	WC BRADLEY CO COLUMBUS GA	SCOPE BASE	Y			

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 - Quote to repair						

Repair/Replacement Cost Repair/Replacement Date

4/1/11: Sending ARS, letter, form. df 4/26/11: Per Ilion - TA dirty & sticky, parts bind & work sluggish. Replace TA, clean & test fire at 1/2 normal cost - quote. Emailed quote to customer for approval & payment. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		4/15/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4015	Improper Maintenance	
Barrel	Description		18.5" 243 WIN
	Date Code		KD
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown	Slightly Worn;	

	Condition	Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	SLUGGISH
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/7 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.007
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY,STICKY PARTS BIND AND WORK SLUGGISH WILL FOLLOW DOWN
	Pull	---Select---	6#
	Altered	False	
	Sub-Assembly	Other Remington	
Non-Remington Components	Description		SCOPE BASE

QUOTATION

Remington Arms Company, Inc.

ESTIMATING REPORT

Parts/Repairs 800-243-9700
 Fax 336-548-7801

870 Remington Dr. P.O. Box 700
 Madison, NC 27025-0700

www.remington.com info@remington.com

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 RE00228887 Account # - R-	Description/Serial Number 7611349	Date Received - 4/14/2011 Estimate Date - 4/15/2011 Current Date - 4/26/2011
Customer DICK BREWBAKER 300 EASTERN BYPASS MONTGOMERY, AL 36117 US		Return To DICK BREWBAKER 300 EASTERN BYPASS MONTGOMERY, AL 36117 US
Phone (H) (334)-315-2725 Phone (W)		Fax Email RATTLESNAKERIDGE2@LIVE.COM

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 trigger assm dirty and sticky, parts work sluggish.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-SHIPPING & HANDLING (GUN REPAIR)	1	N	\$17.00	0%	\$17.00
4000119	GR-TEST	1	N	\$23.00	50%	\$11.50
Sub Total:						\$86.00
Est. Sales Tax:						\$2.30
Grand Total:						\$88.30

Fulcher, Dell Marie

From: postmaster@remington.com
To: rattlesnakeridge2@live.com
Sent: Tuesday, April 26, 2011 10:04 AM
Subject: Relayed: Dick Brewbaker - Remington Repair# 228887

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

rattlesnakeridge2@live.com

Subject: Dick Brewbaker - Remington Repair# 228887

Remington®

78.54
KD 5/83
6#
.007

6074

April 1, 2011

Dick Brubaker
c/o Brubaker Motors
300 Eastern Bypass
Montgomery, AL 36117
Ph: 334-315-2725

Ref: # 6074, M/7, Serial# 7611349

Dear Mr. Brubaker,

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

Please include a copy of this letter and form to put inside the shipping container. The letter and form 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,
Dell Fulcher
Consumer Affairs Administrator
Remington, H&R, Marlin
Phone: 1-800-243-9700
Fax: 336-548-7872

RECEIVED
APR 20 2011

BY:.....

Number: 7611349

Model: 7



RE00228887

T.A. dirty + sticky parts IS MD
& work sluggish. Rupture TPA,
clean + rest fire at 1/2 normal
cost.

Quote

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: <input type="text" value="7"/>		Serial Number: <input type="text" value="7611349"/>	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <input type="text" value="DICK BREWBAKER"/>		Date of Purchase: <input type="text" value="CAN'T REMEMBER TO MANY"/>	
Address (no PO Boxes): <input type="text" value="300 EASTERN BYPASS"/>			
City: <input type="text" value="MONTGOMERY"/>		State: <input type="text" value="AL"/>	Zip: <input type="text" value="36117"/>
Phone (Daytime): <input type="text" value="334 315-2725"/>		Fax: <input type="text"/>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <input type="text" value="CATTLESNAKERIDGE2@LIVE.COM"/>			
E-mail Address: <input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: <input type="text" value="GUN FIRED ON CLOSING BOLT, SOMETIMES GUN WILL NOT COCK, GUN FIRED 1 SECOND AFTER HAMMER FELL."/>			
500 characters left			
Ammunition Information:			
Manufacturer: <input type="text" value="REM."/>		Type: <input type="text" value="COR LOCKED"/>	
Other (i.e. bullet weight/type, shot size, powder): <input type="text" value="150 GR."/>			
Handload Information:			
Powder Used: <input type="text"/>		Powder Weight: <input type="text"/>	
Case/Hull Used: <input type="text"/>		Primer Used: <input type="text"/>	
Bullet Type/Shot Size: <input type="text"/>		Reloader Used: <input type="text"/>	
Firearms Care (Cleaning and Lubrication):			

Brand of cleaning solution used:	
How often do you clean the bore? (Months or Number of rounds)	AFTER Firing
How often do you clean the action? (Months or Number of rounds)	AS NEEDED
How often do you clean the trigger assembly? (Months or Number of rounds)	AS NEEDED
Brand of lubricant used:	REM OIL OR HOPPES
How often do you lubricate the bore? (Months or Number of rounds)	AS USED
How often do you lubricate the action? (Months or Number of rounds)	AS NEEDED
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? > <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	NEVER
What were the services performed?)	
Ship your INSURED firearm by either UPS or Parcel Post to:	
<p style="text-align: center;">Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357</p>	
<input type="checkbox"/> 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.	
<p style="text-align: center;">:: Record the serial number of your firearm before sending it.</p> <p style="text-align: center;">:: 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.)</p> <p style="text-align: center;">:: Remove all accessories from your firearm to prevent loss or damage.</p> <p style="text-align: center;">:: Provide a return address on both the outside and inside the box. Shipments without a proper</p>	

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:	4/1/2011	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION:	Ref# 6074 rifle		

LABEL INFORMATION

MAIL LABEL TO: Dick Brubaker c/o Brubaker Motors 300 Eastern Bypass Montgomery, AL 36117 Ph: 334-315-2725
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX596 APR 1, 2011 ALL CURR USD 1 OF 1
 SVC GNDCOM ACT WT 10.0 LBS
 TRACKING# 124XX5969067352604
 REF 1:DICK BRUBAKER/SWP/DELL
 REF 2:REF# 6074 RIFLE

HANDLING CHARGE 0.00
 SINGLE-PIECE PUB RATE CHRGS: 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 9.45 PUB+HANDLING 9.45







