

Remington Arms Co., Inc.
Product Service
Legal Case #:6294

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
234488	6/27/2011	6/20/2011	6/28/2011	6/19/2011			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	K&K Loans	Timmy	McNemar	119 S. 3rd St	Clarksburg	WV	26301		W 304-624-5321

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S	Fired on safety release	Concern:1007 Fired on Safe Release	Unknown	
C				

6/20/11 Per call from McNemar, he has a second hand Model 7 and it fired when the safety was released yesterday.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	7/300 SAUM	29555	S7659311	PX	6/17/2003 11:53:33 PM

Date Purchased	Where Purchased	Accessories	Original Owner
1/1/2011	JERRY S SPORT CENTER NORT	TWO PIECE BASE,BOTTOM HALF RINGS	N

CONCERN:FSR

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, offer to replace TPA, clean and test fire at 1/2 normal cost						

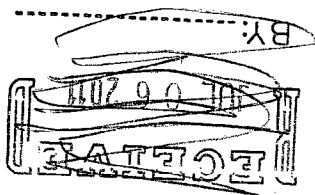
Repair/Replacement Cost	Repair/Replacement Date

6/20/11 Mailing ARS.cm 7/7/11 Per Ilion, could not duplicate concern. Set screws altered. Sear engagement excessive. Can offer to replace TPA, clean and test fire at 1/2 normal cost.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		6/28/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 300 SAUM
	Date Code		PX
	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/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	ISS	
Sear	Lift	---Select---	.012
	Notch	Slightly Worn; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Functioning	EXCESSIVE SEAR ENGAGEMENT
	Pull	---Select---	5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE,BOTTOM HALF RINGS



6294

22"
P#6/03
S#
1012

June 20, 2011

K&K Loans
Attn: Timmy McNemar
119 S. 3rd St
Clarksburg, WV 26301

Subject: Case #6294, Model 7

Dear Mr. McNemar,

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 box with "Product Service".

I apologize for the inconvenience 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

RECEIVED
JUL 06 2011

BY:.....

Number: S7659311

Model: 7



RE00234488

could not duplicate concern.
Set screws altered. SEAR
Engagement excessive. CAN often
to Replace TPA, clean + test
Rine 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

PS 20791

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

Model Number:	model Seven	Serial Number:	S7659311
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name:	Timmy McHenry	Date of Purchase:	1-01-2011
Address (no PO Boxes): 119 S 3rd Street			
City:	CLARKSBURG	State:	WV
		Zip:	26301
Phone (Daytime):	304-641-3945	Fax:	304-624-3608
E-mail Address:(if e-mail address is provided, notification of receipt and shipment will be sent)			
E-mail Address:			
<input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence:			
<p>6/19/11 First time shooting the gun. gun would fire going from safety to fire. had a friend pull the trigger mss. out he adjusted the trigger it seems to have fixed the problem but I would still like you to check it out. <u>Thank you</u></p>			
500 characters left			
Ammunition Information:			
Manufacturer:	Remington	Type:	300 Rem Sn Lim
Other (i.e. bullet weight/type, shot size, powder): 11.5 PSP			
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	

Firearms Care (Cleaning and Lubrication):

Brand of cleaning solution used: Hoppies

How often do you clean the bore? (Months or Number of rounds) Before And After Shooting

How often do you clean the action? (Months or Number of rounds) Before and After Shooting

How often do you clean the trigger assembly? (Months or Number of rounds) Never have

Brand of lubricant used: Hoppies

How often do you lubricate the bore? (Months or Number of rounds) after shooting

How often do you lubricate the action? (Months or Number of rounds) after shooting

How often do you lubricate the trigger assembly? (Months or Number of rounds) after shooting

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
Illion, 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.



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	6/20/2011	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		xxx I WILL MAIL	
DESCRIPTION: S7659311 7			

LABEL INFORMATION

MAIL LABEL TO:	K&K Loans Attn: Timmy McNemar 119 S. 3rd St Clarksburg, WV 26301 304-624-5321
RETURN ITEM TO:	Rem Prod Serv Case # 6294

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

4XX596 JUN 20, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969065906180
REF 1:K&K LOANS/TIMMY M/CD/CM
REF 2:MODEL 7/S7659311/CASE 6294

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRGS:
DV 0.00 COD 0.00 SVC T/P USD
DC 0.00 DGD 0.00 RS 0.50
AH 0.00 PR 0.00 SD 0.00
TOT PUB CHG 9.04 PUB+HANDLING 9.04



