

Remington Arms Co., Inc.  
Product Service  
Legal Case #:6731

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
245743	11/3/2011	10/25/2011	11/4/2011	10/22/2011			

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Center Sports	---	Center Sports	#3 Orlando Dr	Columbia	CT	06237		W 860-228-1666

## Incident Information

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

10/25/11: Jim Cummings @ store called in. He stated that consumer brought his rifle in & stated it had a FSR. No damage, No injury. df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	7/7MM-08 REM	24762	S7648322	DW	9/16/2002 6:36:39 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	JERRY S SPORT CENTER NORT	SCOPE BASE	U			

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
	Repair/Replacement Cost	Repair/Replacement Date				

10/25/11: Mailing ARS, letter, forms. df 11/14/11: Per Ilion - Could not duplicate concern. TA very dirty & sticky. Replace TA, clean & test fire @ 1/2 normal cost - quote. I called dealer but they are closed on Monday. Faxed the quote to dealer. df

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/4/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	POOR MAINTENENCE
Barrel	Description		20" 7MM08 REM SS
	Date Code		DW
	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	

Extractor	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
Locking	Ext/Eject Test	False	
	Block Condition	---Select---	
	Lug Condition	Worn; Functioning	DID NOT CLOSE ON SAAMI OVERMAX
Overall	Notch Condition	---Select---	
	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
Receiver	Fore End Condition	---Select---	
	Condition	Slightly Worn; Functioning	
Safety	Bulged	False	
	Description		M/7 SAFETY
	Function	Like new; Functioning	
Sear	Sub-Assembly	ISS	
	Lift	---Select---	.009
	Notch	Slightly Worn; Functioning	DIRTY
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Functioning	VERY DIRTY,STICKY
	Pull	---Select---	6#
	Altered	False	
	Sub-Assembly	Other Remington	
Non-Remington Components	Description		SCOPE BASE

# Quotation

Remington Service

PO Box 700

Madison, NC 27025-0700

# Estimating Report

\*Parts and Repairs: P:800-243-9700/F:336-548-7801 \*

www.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 (6) WEEKS AFTER RECEIPT OF APPROVAL. IF WE DO NOT RECEIVE YOUR APPROVAL IN 21 DAYS, WE WILL RETURN THE ITEM(S) AS RECEIVED, POSTAGE DUE.

Repair Number RE00245743	Serial Number / Description S7648322 Model 7 Center Fire Caliber: 7 MM 08 REM	Date Received: 10/25/2011 — Estimate Date: 11/04/2011 — Date Printed: 11/14/2011
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**Customer:**

CENTER SPORTS  
ATTN: JIM  
#3 ORLANDO DR  
COLUMBIA, CT 06237 US

**Return To:**

CENTER SPORTS  
ATTN: JIM  
#3 ORLANDO DR  
COLUMBIA, CT 06237 US

**Please Circle One:**

VISA MC DISCOVER Card No. \_\_\_\_\_ Exp.Date \_\_\_\_\_  
Open Account: R \_\_\_\_\_ PO Number: \_\_\_\_\_

Approval Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
Daytime Phone: (\_\_\_\_) \_\_\_\_\_ Time to Call: \_\_\_\_\_

☐ If you desire any change, please use the reverse side for your comments and mark this box.

**Problems**

**Reported**

M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

**Found**

M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

**Technician Comments**

could not duplicate concern.trigger assm very dirty and sticky.replace trigger plate assm, clean and test fire at 1/2 normal cost.

**ESTIMATE (note: C.O.D./Shipping and Handling Charges are NOT Included in this Quote.)**

Material	Type	Description	Qty Needed	Warranty	Qty From Inv	Price	Disc	Amount
F305575	Part	7 X-MARK PRO TRIG ASSB - SILVER	1	Billable	1	94.00	50	47.00
4000114	Service	GR-SHIPING & HANDLING (GUN REPAIR)	1	Billable	1	17.00	0	17.00
4000119	Service	GR-TEST	1	Billable	1	23.00	50	11.50

Sub Total: 75.50  
Est Sales Tax: 4.53

**Grand Total: \$80.03**

## TRANSMISSION VERIFICATION REPORT

TIME : 11/14/2011 12:14  
 NAME :  
 FAX : 3365487823  
 TEL :  
 SER. # : BRO00J148005

DATE, TIME 11/14 12:13  
 FAX NO./NAME 18602281422  
 DURATION 00:00:24  
 PAGE(S) 01  
 RESULT OK  
 MODE STANDARD  
 ECM

## Quotation

## Remington Service

PO Box 700

Madison, NC 27025-0700

Estimating  
Report

\*Parts and Repairs: P:800-243-9700/F:336-548-7801 \*

www.Remington.com

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Repair Number	Serial Number / Description	Date Received:	10/25/2011
RE00245743	S7648322	Estimate Date:	11/04/2011
	Model 7 Center Fire Caliber: 7 MM 08 RFM	Date Printed:	11/14/2011

## Customer:

CENTER SPORTS  
 ATTN: JIM  
 #3 ORLANDO DR  
 COLUMBIA, CT 06237 US

## Return To:

CENTER SPORTS  
 ATTN: JIM  
 #3 ORLANDO DR  
 COLUMBIA, CT 06237 US

## Please Circle One:

VISA MC DISCOVER Card No. \_\_\_\_\_ Exp. Date \_\_\_\_\_  
 Open Account: R \_\_\_\_\_ PO Number: \_\_\_\_\_

Approval Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Daytime Phone: (\_\_\_\_) \_\_\_\_\_ Time to Call: \_\_\_\_\_

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4000119	Service	GR-TEST	1	Billable	1	23.00	50	11.50

COPY

2011  
DW9/0  
6#  
1000

6731

October 25, 2011

Center Sports  
Attn: Jim  
#3 Orlando Dr.  
Columbia, CT 06237  
Phone: 860-228-1666

Ref: # 6731, Model 7, Serial # S7648322

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination and service request.

**Please include a copy of this letter and service request to put inside the shipping container. The letter and service request inside are 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 will contact you once I get the report.

I hope this action will keep you a loyal Remington customer.

Sincerely,  
Dell Fulcher  
Consumer Affairs Administrator  
Remington Arms Co., LLC  
Phone: 1-800-243-9700 press 0 and ask for ext 8686  
Fax: 336-548-7872

enclosure

could not duplicate concern.  
T.A. very dirty + sticky.  
Replaced TPA, clean + TEST FIRE  
AT 1/2 NORMAL COST

Serial Number:  
**S7648322**

Model: **7**



**RE00245743**

RECEIVED  
NOV - 8 2011

BY: .....

Remington Arms Company, LLC • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025  
Phone 800-243-9700 • [www.remington.com](http://www.remington.com)

# Service Request

Remington Service  
PO Box 700



Madison, NC 27025-0700

ATTN: Product Service

Parts and Repairs: P:800-243-9700/F:336-548-7801

www.Remington.com

This document is a summary of your request for service. Please review the document for accuracy and to insure the services you are requesting are noted. This information will serve as a guideline for our Service Department to address your specific concerns and provide you with accurate and complete service. **ENCLOSE THIS DOCUMENT WITH YOUR RETURN.**

<b>Service Request Number</b> SR00001874	<b>Serial Number / Description</b> S7648322 Model 7 Center Fire	<b>Date of Request:</b> 10/25/2011 <b>Date Printed:</b> 10/25/2011
<b>Customer:</b> CENTER SPORTS ATTN: JIM #3 ORLANDO DR COLUMBIA, CT 06237 US Email:		<b>Destination:</b> Arms Services 14 Hoeftler Ave Ilion, NY 13357 US Email:

Your request for service on the item(s) will be evaluated by our repairman to determine if it is covered under our warranty policy. If it is your firearm will be repaired and returned. If not, you will be contacted with an estimate before work is performed.

## Reason For Return

M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

## Service Request Section

Product Service # 6731 - FSR

*U.P.S.*

P 860-228-1666  
F 860-228-1422  
centersports@snet.net

Sun 10-4  
Mon closed  
T, W, F, Sat 10-6  
Th 10-8

**CENTER SPORTS**  
3 Orlando Dr.  
Columbia, CT 06237  
www.centersportsct.com

Eastern Connecticut's Premier Outfitter

Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
Phone: \_\_\_\_\_  
Date: 10.25.11

QTY	DESCRIPTION	PRICE
	Dear Remington!	
	Serial # S-7648322	
	Please check this rifle	
	Customer loaded Rifle took	
	safety off and gun	
	discharged please check	
	Thank you	
	Carl B. Smith	
NOTES	SUBTOTAL	
	TAX	
	TOTAL	
	DEPOSIT	
	BALANCE	

1-C.M.V.

Please send your firearm back via a traceable method of shipping to the address below.

This Service Request number is only valid for this return.

Please follow these guidelines:

- Include a copy of your proof of purchase to assist in the evaluation of your repair
- Record your serial number for future reference
- Remove any accessories (sling, scope, scope mounts, case, etc.) unless these items are needed to assist in the evaluation.
- Properly package your **unloaded** firearm. Do not ship in your hard case (note: Original boxes are not returned with repair)
- **Do not send live/loaded or spent ammunition with your firearm.**
- Please package the ammunition in a secure carton or box.
- The package should be stuffed to prevent movement.
- Include service request number.
- Shipment of live ammo must be via U.P.S. only.
- Please advise your local U.P.S. mailing center of the contents so that a special Other Regulated Materials-Domestic (ORM-D) label can be applied.

Please let us know of any address change requests by email or phone. Our returns process will take approximately 2-3 weeks to complete and a confirmation email will be sent once we have shipped your firearm.

Should you have any further questions or concerns please don't hesitate to contact us via email ([info@remington.com](mailto:info@remington.com) <<mailto:info@remington.com>>) or by phone at 800-243-9700, M-F 9am - 5pm, EST. We look forward to helping you resolve this issue!

Mailing Label:

(cut here)

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Arms Services  
SR# SR00001874  
14 Hoefler Ave  
Ilion, NY 13357 US

Email:  
Attn: Product Service



## ARS LABEL REQUEST FORM

DATE: 10/25/2011	Service Request # SR00001874
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: fulcherdm	email address: BRING LABEL TO ME

### Business:

Remington Service  
PO Box 700  
Madison, NC 27025-0700  
[www.Remington.com](http://www.Remington.com)

## LABEL INFORMATION

### MAIL LABEL TO:

CENTER SPORTS  
ATTN: JIM  
#3 ORLANDO DR  
SR00001874  
COLUMBIA, CT 06237 US  
Email:

### RETURN ITEM TO:

**ILN**

Arms Services



4XX596 OCT 25, 2011 ALL CURR USD 1 OF 1  
SVC GNDCOM ACT WT 10.0 LBS  
TRACKING# 1Z4XX5969067939838  
REF 1: SR00001874  
REF 2: CD  
  
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 8.15 PUB+HANDLING 8.15

**ATTN: Product Service**



S7648322

7



RE88245743







