

Remington Arms Co., Inc.
Product Service
Legal Case #:6777

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
246042	11/4/2011	11/1/2011	11/7/2011	10/22/2011			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Martin Firearms	---	Martin Firearms	1090 Mallette Circle	Magnolia	MS	39652		W 601-783-6511 E jmartin005@bellsouth.net

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015	Improper Maintenance		
S	Concern:1008	Fired on Bolt Closing	Unknown	
C	FBC			

Dealer sent in a fax to consumer service dept. Dealer stated that the gun is used & when a consumer was testing it before he bought it - it fired on bolt closing. No damage, No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	7/243 WIN	24782	7672257	EK	10/9/1990
Date Purchased	Where Purchased	Accessories	Original Owner			
	SPORTS SOUTH INC	SCOPE BASE	N			

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

CSR has already emailed SR paperwork & ARS to dealer. df 11/8/11: Per Ilion - TA has a partially dried & sticky lube residue causing sear to work sluggish. Replace TA, clean & test fire at 1/2 normal cost - quote. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/7/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4015	Improper Maintenance	
Barrel	Description		18.5" 243 WIN
	Date Code		EK
	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	HAS BEEN REFINISHED OUTSIDE OF FACTORY
	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---	.011
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	SEAR BINDS FROM A PARTIALLY DRIED LUBE RESIDUE
	Pull	---Select---	5.5#
	Altered	False	
	Sub-Assembly	Other Remington	
Non-Remington Components	Description		SCOPE BASE

6777

[Handwritten signature]
-EIK 19
R.S.
S.S.#
D11

MARTIN FIREARMS

1090 Mallette Circle
Magnolia, Mississippi 39652
Phone 601 783-6511 E-Mail - jmartin005@bellsouth.net
FFL-164-113-01-8M-01287

Saturday, October 22, 2011

Remington Arms Company, LLC
870 Remington Drive
Madison, NC 27025-0700
Fax: 1-336-548-7801

Sirs,

Today a customer wished to buy a used Remington Model 7, Caliber .243 win. Rifle, Serial # 7672257 I encouraged him to try the rifle on my range first. From a bench rest he fired one shot without problem. He pointed the rifle upward and worked the bolt. Upon closing the bolt with his hand still on the bolt and away from the trigger, the gun discharged. This was done under my observation.

This frightened him and me and obviously presents an unsafe condition. I would like to send you the rifle for your inspection and correction. Please contact me.

Thank you

John Martin
Owner, Martin Firearms

Serial Number:

7672257

Model: 7



RE00246042

RECEIVED
NOV - 8 2011

BY: _____

*T.A. has a partially dried sticky
tube residue causing ~~to~~ ~~sear~~ to
work sluggish, replace TPA, clean
& Test Rifle at 1/2 normal cost.*

Quote

Parts and Repairs: P: F:

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 serves 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.**

Service Request Number SR00002147	Serial Number / Description 7672257	Date of Request 10/27/2011	Date Printed 10/27/2011
Customer: MARTIN FIREARMS 1090 MALLETTE CIRCLE MAGNOLIA, MS 39652 US		Destination: Arms Services 14 Hoefler Ave Elion, NY 13357 US	
Email: JMARTIN005@BELLSOUTH.NET		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. If not, you will be contacted with an estimate before work is performed.

Reason For Return
M295 - EVALUATE AND REPAIR

Service Request Section
GUN FIRED UPON CLOSING THE BOLT

Parts And Service Details						
Material	Type	Description	Qty Needed	Warranty	Price Disc Amount	
					Sub Total:	.00
					Est Sales Tax:	.00
					Grand Total:	\$.00

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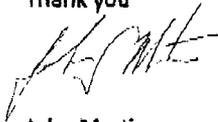
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John Martin
Owner, Martin Firearms

SR# 2147

CSR. Frank Sandus

1Z4XX5969065005528

Sched Del. 11/3/11

OCT 24 2011

Jennifer
11/11/11
Product Services



