

Remington Arms Co., Inc.
Product Service
Legal Case #:6621

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
242516	10/4/2011	9/27/2011	10/5/2011	9/25/2011			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Doug	Yohe	10 Quinn Rd	Bradford	PA	16701		H 814-362-2725

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4006	Altered Adjustments or Components		
S	Fired on bolt closing	Concern:1008 Fired on Bolt Closing	Unknown	
C				

9/28/11 Per call from Yohe, his Model 7 has fired when closing the bolt in the past.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	7/308 WIN	n/a	7634224	DE	9/1/1984
Date Purchased	Where Purchased	Accessories	Original Owner			
	KESSELRING GUN BURLINGTON WA	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
Replace TPA, clean and test fire at 1/2 normal cost						

Repair/Replacement Cost	Repair/Replacement Date

9/28/11 Mailing ARS.cm 10/11/11 Per Ilion, could not duplicate concern. Trigger assm dirty and set screws altered. 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		10/5/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4006	Altered Adjustments or Components	
Barrel	Description		18.5" 308 WIN
	Date Code		DE
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	

Bolt	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---	.012
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY
	Pull	---Select---	2.5#
	Altered	True	SET SCRWS ALTERED
	Sub-Assembly	Other Remington	
Non-Remington Components	Description		SCOPE BASE

18.5"
DE 9/84
2.5#
012

COPY

6621

September 28, 2011

Doug Yohe
10 Quinn Rd
Bradford, PA 16701

RE: Case # 6621, Model 7

Dear Mr. Yohe,

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
OCT 07 2011

BY:

7634224

Model: 7



RE00242516

could not duplicate concern
T.A. dirty + set screws altered.
replace TPA, clean + test Rize
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 22013

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

Model Number: <u>Model SEVEN</u>	Serial Number: <u>7634224</u>
Are you the original owner?: ☒ YES ☐ NO	
Name: <u>Douglas Yohe</u>	Date of Purchase: <u>1984</u>
Address (no PO Boxes): <u>10 QUINN Rd</u>	
City: <u>Bradford</u>	State: <u>PA</u> Zip: <u>16701</u>
Phone (Daytime): <u>814-362-2725</u>	Fax: _____
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>dayohe@verizon.net</u>	
E-mail Address: _____	
☐ I would like to receive future e-mail updates from Remington.	
Please describe your problem and date of occurrence:	
<u>ON TWO SEPARATE OCCASIONS THE GUN HAS</u> <u>DISCHARGED WHILE CLOSING THE BOIT.</u>	
500 characters left	
Ammunition Information:	
Manufacturer: _____	Type: _____
Other (i.e. bullet weight/type, shot size, powder): _____	
Handload Information:	
Powder Used: _____	Powder Weight: _____
Case/Hull Used: _____	Primer Used: _____
Bullet Type/Shot Size: _____	Reloader Used: _____



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	9/28/2011	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		xxx I WILL MAIL	
DESCRIPTION: 7634224			

LABEL INFORMATION

MAIL LABEL TO:	Doug Yohe 10 Quinn Rd Bradford, PA 16701 814-362-2725
RETURN ITEM TO:	Remington - Product Serv Case #6621

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

4XX596 SEP 28, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969065719570
REF 1: DOUG YOHE/CD/CM
REF 2: 7634224

HANDLING CHARGE 0.00		SVC T/P USD	
SINGLE-PIECE PUB RATE CHRG:			
DY 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 8.15		PUB+HANDLING 8.15	







