

Remington Arms Co., Inc.  
Product Service  
Legal Case #:7063

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
253351	1/10/2012	12/13/2011	1/11/2012				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Gregory	Miller	48 Samuel Chase Dr	Port Deposit	MD	21904		H 410-658-5159 W 410-306-3510

## Incident Information

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

12/13/11 Per call from Miller, he was hunting last month and his model 7 fired without pulling the trigger when moving from safe to fire. He purchased it new on Oct 4, 2010.cm

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	7/243 WIN	85954	7839275	AD	3/26/2009 10:24:58 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	HENRY S HAMLET	TWO PIECE BASE	Y			

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, to restore confidence in rifle will replace TPA, check over and test fire at no charge						

Repair/Replacement Cost	Repair/Replacement Date
55.08	1/18/2012

12/13/11 Mailing ARS.cm 1/18/12 Per Ilion, could not duplicate concern. To restore confidence in rifle will replace TPA, check over and test fire at no charge.cm

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/11/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 243 WIN
	Date Code		AD
	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	Like new; Functioning	
	Stock Condition	Like new; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Like new; Functioning	
	Bulged	False	
Safety	Description		XMP SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.011
	Notch	Like new; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	3.5#
	Altered	False	
	Sub-Assembly	X-Mark Pro	
Non-Remington Components	Description		TWO PIECE BASE

COPY

22"  
AD3/0  
3.5#  
1011

7063

December 13, 2011

Gregory Miller  
48 Samuel Chase Dr  
Port Deposit, MD 21904

Subject: Case # 7063, Model 7 barrel, SR# 6590

Dear Mr. Miller,

Please include a copy of this letter with the firearm as well as the Service Request form.  
**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 small ends of the box "Product Service".

I apologize for the inconvenience that this incident has caused 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](mailto:christy.mitchell@remington.com)

RECEIVED  
JAN 3 6 2012

BY: \_\_\_\_\_

Number: 7839275  
Model: SEVEN



RE00253351

could not duplicate concerns  
To restore confidence in rifle  
will replace TPA, check over  
rest rifle at N/C

WARRANTY

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

PS 22022

# Service Request



ATTN: Product Service #7063

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 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> SR00006590	<b>Serial Number / Description</b> 7839275 Model SEVEN RIFLE Caliber: 243	<b>Date of Request:</b> 12/13/2011 <b>Date Printed:</b> 12/13/2011
<b>Customer:</b> GREGORY MILLER 48 SAMUEL CHASE DR PORT DEPOSIT, MD 21904 US  Email: Christy		<b>Destination:</b> Arms Services 14 Hoefer 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**

Parts And Service Details								
Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount	

THIS IS NOT AN INVOICE. This is a pre-estimate to repair, recondition, or replace the item(s) being sent based on the conversation with our representative.

**Sub Total:** .00  
**Est Sales Tax:** .00

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

Model Number: <u>Seven</u>		Serial Number: <u>7839275</u>	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <u>Gregory A. Miller</u>		Date of Purchase: <u>10/04/2010</u>	
Address (no PO Boxes): <u>48 Samuel Chase Drive</u>			
City: <u>Port Deposit</u>		State: <u>MD</u>	Zip: <u>21904-1491</u>
Phone (Daytime): <u>410-306-3510</u>		Fax: <u></u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>LMILLER111@ZOOMINTERNET.NET</u>			
E-mail Address: <u></u>			
<input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence:			
<p>On 29 Nov 2011, I was hunting dta in Pennsylvania. I pushed the safety from the safe position to the fire position to shoot at a deer, and the gun fired without me pulling the trigger.</p>			
500 characters left			
Ammunition Information:			
Manufacturer: <u><sup>Sam</sup> Federal / Fusion</u>		Type: <u></u>	
Other (i.e. bullet weight/type, shot size, powder): <u><sup>Sam</sup> 18095 grain</u>			
Handload Information: <u>NA</u>			
Powder Used: <u></u>		Powder Weight: <u></u>	
Case/Hull Used: <u></u>		Primer Used: <u></u>	
Bullet Type/Shot Size: <u></u>		Reloader Used: <u></u>	

**CAMERON'S HARDWARE & SUPPLY INC**  
**2195 BALTIMORE PIKE**  
**OXFORD, PA. 19363**

PAGE NO 1.

**PHONE: (610) 932-2416**

CAMERON'S HARDWARE & SUPPLY, INC. &  
 TRUE VALUE = 2 GREAT NAMES IN HARDWARE!!

MILLER, GREGORY

CUST # \*2492  
 TERMS: DUE UPON RECEIPT

INV # A59702  
 DATE : 10/04/10  
 CLERK: JLM  
 TERM # 551

REF. # S GUN REM PREDATOR

TIME : 6:24  
 \*\*\*\*\*  
 \* INVOICE \*  
 \*\*\*\*\*

QUANTITY	UM	ITEM	DESCRIPTION	SUG. PRICE	PRICE/PER	EXTENSION
1	EA	GS	Gun Sale Surcharge	8.00	8.00 /EA	8.00*
- 1	EA	286545	REWARD CERTIFICATE	10.00	10.00 /EA	-10.00*NR
			CREDIT RETURN			
1	EA	7839275	.243Cal M-7 Predator MOBR REMIA	639.00	639.00 /EA	639.00
1	EA	A24012	.243 Bore Snake HOPPE	18.99	18.99 /EA	18.99
- 1	EA	424671	\$5 Off A \$25 Purchase (non-sale)	5.00	5.00 /EA	-5.00*NR
			CREDIT RETURN			
YOU SAVED \$ 15.00 TODAY BY USING YOUR TRUE VALUE REWARDS CARD. /TVR#3388002999 MID:433208702889841041 APP:02565B XR:59702						
PRIOR DEPOSIT 325.00 (TVR#3388002999 ) Pd 9/25				365.95	TAXABLE	665.99
					NON-TAXABLE	-15.00
					SUB-TOTAL	650.99
				365.95	TAX AMOUNT	39.96
					TOTAL INVOICE	690.95

\*\* PAYMENT RECEIVED \*\*

BANKCARD PAYMENT

X *Gregory A. Miller*

Received By

*Pd 10/4*

## ARS LABEL REQUEST FORM

DATE: 12/13/2011	Service Request # SR00006590
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: mitchellcs	email address: Christy.Mitchell@remington.com

**Business:**

## LABEL INFORMATION

<b>MAIL LABEL TO:</b>	GREGORY MILLER 48 SAMUEL CHASE DR PORT DEPOSIT, MD 21904 US SR00006590  Email: Christy
<b>RETURN ITEM TO:</b>	ILN  Arms Services



4XX598 DEC 13, 2011 ACT WT 10.0 LBS #PK 1  
 SVC GND COM BL WT 10.0 LBS  
 TRACKING# 1Z4XX5969065044272 ALL CURRENCY USD  
 REF 1:SR00006590  
 REF 2:

HANDLING CHARGE 0.00		FRT: 3RD	
SHIPMENT PUB RATE CHARGES:		SVC T/P USD	
DV 0.00	COD 0.00	RS	0.50
DC 0.00	DGD 0.00		
AH 0.00	PR 0.00	ROD	0.00
TOT PUB CHG 8.15		PUB+ HANDLING	8.15

**ATTN: Product Service #7063**







