

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

RECEIVED
JAN 16 2012

BY:

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

was ready

Number:

7839275

Model: SEVEN



RE00253351

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

PS 25565

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.**

Service Request Number SR00006590	Serial Number / Description 7839275 Model SEVEN RIFLE Caliber: 243	Date of Request: 12/13/2011 Date Printed: 12/13/2011
Customer: GREGORY MILLER 48 SAMUEL CHASE DR PORT DEPOSIT, MD 21904 US Email: Christy	Destination: 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			Qty	Warranty	Price	Disc	Amount
Material	Type	Description	Needed				

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: Seven		Serial Number: 7839275	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: Gregory A. Miller		Date of Purchase: 10/04/2010	
Address (no PO Boxes): 48 Samuel Chase Drive			
City: Port Deposit		State: MD	Zip: 21904-1491
Phone (Daytime): 410-306-3510		Fax: _____	
E-mail Address: (If e-mail address is provided, notification of receipt and shipment will be sent) LMILLER111@ZOOMINTERNET.NET			
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: On 29 NOV 2011, I was hunting DPA 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.			
500 characters left			
Ammunition Information:			
Manufacturer: Sam Federal / Fusion		Type: _____	
Other (i.e. bullet weight/type, shot size, powder): 180 95 grain		_____	
Handload Information: NA			
Powder Used: _____		Powder Weight: _____	
Case/Hull Used: _____		Primer Used: _____	
Bullet Type/Shot Size: _____		Reloader Used: _____	

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						
** PAYMENT RECEIVED **				365.95	TAXABLE	665.99
PRIOR DEPOSIT					NON-TAXABLE	-15.00
(TVR#3388002999) Pd 9/25					SUB-TOTAL	650.99
BANKCARD PAYMENT				365.95	TAX AMOUNT	39.96
					TOTAL INVOICE	690.95

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: mitchelcs	email address: Christy.Mitchell@remington.com

Business:

LABEL INFORMATION

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



4XX596 DEC 13, 2011 ACT WT 10.0 LBS #PK 1
 SVC GND COM BL WT 10.0 LBS
 TRACKING# 174XX5989085044272 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





