

Remington Arms Co., Inc.
Product Service
Legal Case #:8211

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
290255	11/26/2012	11/27/2012	11/27/2012				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Charles Don	Mitchell	119 Morgan Ln	Greenville	KY	42345		H 270-338-0172

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		Unknown
S	Fired when he pushed the safety forward	Concern:1007 Fired on Safe Release		
C				
12/11/12 Per note on SR, he pushed the safety forward and the gun went off by itself.cm				

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	7/308 WIN	86052	S7664804	WB	8/2/2007 7:47:11 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	SPORTS SOUTH INC	TWO PIECE BASE,BOTTOM HALF RINGS,BBL RING	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
Per Ilion, will replace TPA, check over and test at no charge as goodwill						
Repair/Replacement Cost	Repair/Replacement Date					
51.04	12/11/2012					
12/11/12 Per Ilion, could not duplicate concern. To restore confidence in rifle will replace TPA, check over and test at no charge as goodwill.cm						

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B. TRAVIS
	Exam Date		11/28/2012
	Product Type		RF
	Action Type		A
	Assigned To		J/BALIO
Cause	4038	Could Not Duplicate Concern	
	Description		20" 308 WIN SS FL
	Date Code		WB
	Bore Plugged	False	

Barrel	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; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		XMP SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.010
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	4.5#
	Altered	False	
	Sub-Assembly	X-Mark Pro	
Non-Remington Components	Description		TWO PIECE BASE,BOTTOM HALF RINGS,BBL RING

Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700



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. PLEASE RETAIN THIS COPY FOR YOUR RECORDS.

Service Request Number	Serial Number / Description	Date of Request:
SR00034550	S7664804	11/09/2012
	Model SEVEN RIFLE Caliber: 308	Date Printed: 11/09/2012
Customer:	Destination:	
CHARLES DON MITCHELL	Arms Services	
119 MORGAN LANE	14 Hoefler Ave	
GREENVILLE, KY 42345 US	Ilion, NY 13357 US	
Email:	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

M530 - CHECK TRIGGER SAFETY BLOCK

M992 - GUN GOES OFF BY ITSELF WHEN SAFETY IS PUSHED

Service Request Section

PUSHED SAFETY FORWARD AND GUN WENT OFF BY ITSELF.

Parts And Service Details

Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount
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THIS GUN HAS NOT
Been shot but 50 times

RECEIVED
NOV 29 2012

BY:.....

could not do. concern.
to restore confidence in
Rifle will rep. TPA, check
over & just AT N/C
Good-will

260974

Serial Number:

S7664804

Model: SEVEN



RE00290255

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

Grand Total: \$.00



Bal 490.00

Whittaker Gun's

6976 West Louisville Ln.
Owensboro, KY 42301
(270) 229-0140
www.whittakerguns.com



Remiton - 1800 243 9700
11-9-12 parts & Repair DATE 11-2-08

SOLD TO _____

ADDRESS _____

90 Day Layaway - No Refund

[illegible]

ALL Claims and Returned Goods MUST be Accompanied By This Bill

SIGNATURE _____





