

Remington Arms Co., Inc.  
Product Service  
Legal Case #:8007

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
284515	10/4/2012	10/5/2012	10/5/2012				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Donald	Cronkhite	670 West Hill Rd.	Morris	NY	13808		H 607-263-2016

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4006 Altered Adjustments or Components		Unknown	
S FSR	Concern:1007 Fired on Safe Release			
C				

SR# 29593: Reason for Return - Perform safety checks on trigger assembly. Service Request Section - 3 incidents of trigger going off when removing the safety. df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	7/7MM-08 REM	24741	S7632101	KS	5/5/1998
Date Purchased	Where Purchased	Accessories	Original Owner			
	HORTON DIST CO INC * LEW	REAR BASE,BOTTOM HALF OF 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 - Quote to repair @ a discount						
	Repair/Replacement Cost	Repair/Replacement Date				

10/10/12: Per Ilion - TA dirty & set screws altered. Trigger not releasing properly. Replace TA, clean & test at 1/2 normal cost - quote. Customer approved & paid quote on 10/9/12. df

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		10/5/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4006	Altered Adjustments or Components	IMPROPER MAINTENENCE
Barrel	Description		20" 7MM-08 REM SS
	Date Code		KS
	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	ACTION DIRTY
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD 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; Not Functioning	DIRTY, TRIG NOT RETURNING WILL FOLLOW DOWN
	Pull	---Select---	2.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	Other Remington	
Non-Remington Components	Description		REAR BASE, BOTTOM HALF OF RING

# Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700



20'  
KSS/  
2.8  
012

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: SR00029593  
Serial Number / Description: S7632101

8007

Date of Request: 09/19/2012

Date Printed: 09/19/2012

## Customer:

DONALD CRONKHITE  
670 WEST HILL RD  
MORRIS, NY 13808 US

## Destination:

Arms Services  
14 Hoefler Ave  
Ilion, NY 13357 US

Email:

Your request for service on the item(s) will be evaluated by our repairman to determine if it returned. If not, you will be contacted with an estimate before work is performed.

Serial Number:

S7632101

Model: 7



## Reason For Return

M310 - PERFORM SAFETY CHECKS ON TRIGGER ASSEMBLY

RE00284515

## Service Request Section

3 INCIDENTS OF TRIGGER GOPING OFF WHEN REMOVEING THE SAFETY  
WILL EMAIL DELL / FS

## Parts And Service Details

Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount
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REMINGTON folks: I COULD NOT GET THE REAR SCOPE MOUNT OFF THE ENCLOSED GUN. IF YOU COULD REMOVE IT IN ADDITION TO CHECKING THE GUNS SAFETY I WOULD GREATLY APPRECIATE IT. IF THERE IS A CHARGE FOR THAT SERVICE I WILL GLADLY PAY IT.

I AM 70 YEARS OLD AND I LOVE THIS GUN, ALONG WITH MY OTHER FINE REMINGTON GUNS. I JUST WANT TO BE IT'S SAFE TO SHOOT WITHOUT FEAR IT'S GOING TO GO OFF WHEN I PUSH THE SAFETY OFF.

(per request to remove rear mount)  
T.A. d. m. t. set screws a / l. n. e. d.  
T.N. i. q. n. o. t. r. e. l. p. r. o. p. e. r. l. y. R. e. p. l. a. c. e  
T.P. A. c. l. e. a. r. e. s. t. a. t. 1/2 N. O. R. M. A. L.  
c. o. s. t.

Thank You RECEIVED  
Don Cronkhite OCT 10 2012

BY: .....

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











