

Remington Arms Co., Inc.  
Product Service  
Legal Case #:7325

## Case Information

| RE#    | Date Opened | Date Opened(PS) | Date Closed | Incident Date | Pre Lit | Lit | Obsolete |
|--------|-------------|-----------------|-------------|---------------|---------|-----|----------|
| 256033 | 1/25/2012   | 1/26/2012       | 1/26/2012   |               |         |     |          |

## Customer Information

| Type     | Business | First Name | Last Name | Street     | City    | State | Zip   | Age | Contact        |
|----------|----------|------------|-----------|------------|---------|-------|-------|-----|----------------|
| Incident |          | Hilary     | Duncan    | PO Box 523 | Bastrop | LA    | 71221 |     | H 318-281-2178 |

## Incident Information

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

SR# 10030 - Customer stated gun had FSR while hunting. No injury or damage reported. df

## Firearm Information

| Mfg.           | Type                 | Model/Ga.        | SKU            | Serial  | Bbl. | DOM       |
|----------------|----------------------|------------------|----------------|---------|------|-----------|
| Remington      | CF/BA                | SEVEN/7MM-08 REM | 24786          | 7753198 | PT   | 6/29/1999 |
| Date Purchased | Where Purchased      | Accessories      | Original Owner |         |      |           |
|                | ACUSPORT CORPORATION |                  | U              |         |      |           |

CONCERN: FSR

Ammunition Information - None Defined

Other Products Information - None Defined

## Settlement

| Settlement                  | Release of Claims       | Release Date            | Reimbursement | Cash Settlement | Reim. Date APV | Cash Date APV |
|-----------------------------|-------------------------|-------------------------|---------------|-----------------|----------------|---------------|
| Per Ilion - Quote to repair |                         |                         |               |                 |                |               |
|                             | Repair/Replacement Cost | Repair/Replacement Date |               |                 |                |               |

Per Ilion - Could not duplicate concern. TA dirty, sticky, replace TA, clean & test fire @ 1/2 normal cost - quote. df

## Examination[Remington/CF/BA]

| Part        | Sub-Part               | Code                        | Comment          |
|-------------|------------------------|-----------------------------|------------------|
| Examination | Examiner               |                             | B.TRAVIS         |
|             | Exam Date              |                             | 1/26/2012        |
|             | Product Type           |                             | RF               |
|             | Action Type            |                             | A                |
|             | Assigned To            |                             | T.NAGLE          |
| Cause       | 4038                   | Could Not Duplicate Concern |                  |
| Barrel      | Description            |                             | 18.5" 7MM 08 REM |
|             | Date Code              |                             | PT               |
|             | Bore Plugged           | False                       |                  |
|             | Bulged                 | False                       |                  |
|             | Fired                  | False                       |                  |
|             | Fired while Obstructed |                             |                  |
|             | Muzzle/Crown Condition | Slightly Worn; Functioning  |                  |
|             | Firing Pin             | Slightly Worn; Functioning  |                  |
|             | Shroud                 | Slightly Worn; Functioning  |                  |

|              |                    |                                |              |
|--------------|--------------------|--------------------------------|--------------|
| Bolt         | Face               | Slightly Worn; Functioning     |              |
|              | Handle             | Slightly Worn; Functioning     |              |
|              | Stop               | Slightly Worn; Not Functioning | BINDS        |
| 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--                     | .011         |
|              | Notch              | Slightly Worn; Functioning     |              |
|              | Tests              | Test Fired                     | False        |
| Feeding Test |                    | False                          |              |
| Trigger      | Condition          | Slightly Worn; Functioning     | DIRTY,STICKY |
|              | Pull               | --Select--                     | 5#           |
|              | Altered            | False                          |              |
|              | Sub-Assembly       | Other Remington                |              |

7325

18.5"  
PT 6/9c  
5#  
:011

January 18, 2012

Remington Arms Company, LLC  
14 Hoefler Avenue  
Ilion, NY 13357 US

Gentlemen:

Re: Remington Model Seven 7MM08

S# 7753198

SR00010030

I am sending my gun to be checked. It was purchased August 12, 2000 from gun dealer Larry Deason from Baton Rouge, Louisiana. This year while hunting, when I pushed the safety off to get ready to fire, the gun fired prematurely. I put it back on safety, ejected and reloaded, when I pushed the safety off it fired again prematurely.

Sincerely,

*Mrs. Hilary J. Duncan*  
(Mrs.) Hilary J. Duncan

P. O. Box 523

Bastrop, Louisiana 71221-0523

(318) 281-2178

UPS Address:

7942 Coleman Road

Collinston, Louisiana 71229

Serial  
Number:

7753198

Model: SEVEN



RE00256033

could not dup. com.  
T.A. dirty, sticky. replace  
FOA, clean test at 1/2  
Norm cost.

Quote **RECEIVED**  
JAN 30 2012

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

## Service Request



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.** 12/17/2011

|                                                                                                                                                                                                                                                                   |                             |                    |            |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|--------------------|------------|
| Service Request Number                                                                                                                                                                                                                                            | Serial Number / Description | Date of Request:   | 01/17/2012 |
| SR00010030                                                                                                                                                                                                                                                        | 7753198                     | Date Printed:      | 01/17/2012 |
| Model SEVEN RIFLE                                                                                                                                                                                                                                                 |                             |                    |            |
| Customer:                                                                                                                                                                                                                                                         |                             | Destination:       |            |
| H T DUNCAN                                                                                                                                                                                                                                                        |                             | Arms Services      |            |
| 7942 COLEMAN                                                                                                                                                                                                                                                      |                             | 14 Hoefler Ave     |            |
| COLLINSTON, LA 71229 US                                                                                                                                                                                                                                           |                             | Ilion, NY 13357 US |            |
| Email: hoduncan@suddenlink.net                                                                                                                                                                                                                                    |                             | 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                                                                                                                                                                                                                                                 |                             |                    |            |
| M127 - TRIGGER PULL IS OUT OF FACTORY SPECS                                                                                                                                                                                                                       |                             |                    |            |
| 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                                                                                                                                                                             |                             |                    |            |
| Sub Total:                                                                                                                                                                                                                                                        |                             |                    | .00        |
| Est Sales Tax:                                                                                                                                                                                                                                                    |                             |                    | .00        |
| Grand Total:                                                                                                                                                                                                                                                      |                             |                    | \$ .00     |

1/17/2012





