

Remington Arms Co., Inc.
Product Service
Legal Case #:7406

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
258749	2/15/2012	2/16/2012	2/16/2012				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Jim	Gregory	PO Box 739 220 Wilber Rd	Schoharie	NY	12157		H 518-295-7716

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S	Fired on bolt closing	Concern:1008 Fired on Bolt Closing	Unknown	
C				

3/1/12 Per note with rifle, Gregory recently had an accidental discharge when he chambered a 2nd shell after firing at a deer.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	7/7MM-08 REM	24741	S7602577	PO	6/9/1994
Date Purchased	Where Purchased	Accessories	Original Owner			
	JERRYS SPORT CENTER INC	SCOPE,RINGS,BASE,AFT MKT RECOIL PAD	U			

CONCERN: FBC

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, replace TPA, clean, test at 1/2 normal cost						
	Repair/Replacement Cost	Repair/Replacement Date				

3/1/12 Per Ilion, could not duplicate concern. Trigger assm dirty and rust on safety and trigger pin. Replace TPA, clean, test at 1/2 normal cost.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		2/16/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		20" 7MM-08 REM SS
	Date Code		PO
	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; 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---	N/A
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY,SOME RUST ON SAFE AND TRIGGER PIN
	Pull	---Select---	4#
	Altered	False	
	Sub-Assembly	Other Remington	
Non-Remington Components	Description		SCOPE,RINGS,BASE,AFT MKT RECOIL PAD

Receipt Of Firearm(s) Delivered to the Plant for Repair
Firearm Checked For Live Ammunition ☒

70 "
206/94
4#

Driver's License ID# REDACTED

Delivery Date 2/15/12

7406

Customer Name (Print) Jim Gregory

Employee (Y) (N) ☒

Address PO Box 739 220 Wilber Rd City Schoharie

State NY Zip 12157 Phone Number (518) 295-7716

Manufacturer Rem

Firearm Description Model 7 Cal./Ga. 7-08

Serial Number S7602577

Stock/ Fore-end Condition - circle the description

(Excellent, Good, Fair, Poor, Fancy, Plain, Synthetic, Wood)

Comments on Stock/ Fore-end condition

Metal Condition - circle the description

(Excellent, Good, Fair, Poor, Fancy, Plain Stainless Steel)

Comments on Metal condition

Barrel-Type (VT. Rib; Plain; Deer; Stainless Steel) Barrel length

List additional accessories: IE Scope, Sling, Gun case and description;

NIKON Scope - 4.5 x 14 x 40 - Rubber Insert on BDL Recoil PRC

Customer request: accidental discharge when chambering round - see attached notes

Return Process Return to Clark St. Ent. ☒ Return via UPS []

By signing this receipt the person delivering the firearm understands to be the only person to receive the firearm upon completion of repairs.

Signature [Signature] person delivering firearm

Date 2/15/2012

Signature [Signature] security officer

Date 2/15/12

Signature Bruce W. Trainin

Date 2/15/12

Arms Service / CSR

could not dup. concern
TRIG. ASSM dirty + rust
own safety + trig. pin.
replace TPA, clean test
at 1/2 normal cost.

Quote

Serial Number:

S7602577

Model: 7



RE00258749

Ip Verification

ed the above described firearm to the FEB 20 2012
vfully possess a firearm in New York State.

BY: _____

_____ Date 1/1/12

same who delivered

_____ Date 1/1/12

ning the firearm

Remington.

Jim Gregory

From: "Remington Information" <info@remington.com>
Date: Wednesday, November 23, 2011 2:33 PM
To: — <foxview@midtel.net> —
Subject: Accidental Discharge [Incident: 111121-000082]

Recently you requested personal assistance from our on-line support center. Below is our response.

We will assume your issue has been resolved if we do not hear from you within 72 hours.

Thank you for allowing us to be of service to you.

To access your question from our support site, click here.

Subject

Accidental Discharge

Discussion Thread

Response Via Email (Christy)

11/23/2011 02:33 PM

Mr. Gregory, following is information regarding the location of the factory and a contact number.

<http://www.remington.com/pages/our-company/our-company/company-info/ilion-firearms-plant.aspx>

From NY State Thruway I-90:

Take Exit 30 at Herkimer, NY from I-90 (NY State Thruway). Follow RT 5-S West. Ilion is approximately 3 miles from exit. The Remington factory is located on RT 5-S in the village of Ilion.

Ilion Firearms Plant & Custom Shop
14 Hoefler Avenue
Ilion, NY 13357
TEL: 1-315-895-3200

Response Via Email (Christy)

11/23/2011 07:44 AM

Mr. Gregory, your rifle was produced in 1994. I can send a UPS ground prepaid shipping label to you to have the rifle ship into the factory for inspection to try to determine the cause and avoid any repeat. If you will send the address that the rifle is

1/8/2012

to be returned to I will process the request and email a prepaid shipping label to you. If you prefer, I can mail or fax the label also. After inspection the repairman will put the rifle on hold and send the inspection data to me. I will then contact you with the results and resolution.

Please reply to me directly at christy.mitchell@remington.com so that I can process your label quicker.

If you have any questions, you can reach me at 800-243-9700, press "0" for the operator and ask for Christy.

Sincerely,
Christy Mitchell

Customer By Email (Jim Gregory)

11/21/2011 03:11 PM

My 7mm-08 model seven Remington bolt action (# S7602577) recently had an accidental discharge when I chambered a 2nd shell after firing at a deer. Does this gun have any history of this? Any suggestions to avoid a repeat?

Question Reference #111121-000082

Product Level 1: Other

Date Created: 11/21/2011 03:11 PM

Last Updated: 11/23/2011 02:33 PM

Status: Waiting

----- We hope that this information will be helpful to you. If we can be of further assistance, please contact us at 1-800-243-9700, M-F, 9am-5pm EST. Remington Arms Co. -- America's Oldest Gunmaker 870 Remington Drive, Madison, NC 27025 1-800-243-9700 or 1-336-548-8700--FAX: 1-336-548-7801 Visit us in Remington Country at <http://www.remington.com/> REMEMBER, FIREARMS SAFETY DEPENDS ON YOU! Whether you are a beginner or an advanced user, our new Safety Section is a must for everyone. <http://www.remington.com/safety> -----
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1/8/2012

Remington Arms Co., Inc.
Product Service
Legal Case #:8169

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		11/15/2012		11/10/2012			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Mark	Hanrahan	4301 E. 140th St.	Grandview	MO	64030		H 816-863-7445

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4079 Other - Unexamined		Unknown	
S FSR	Concern:1007 Fired on Safe Release			
C				

11/15/12: Customer called in. He stated his son was using the gun on 11/10/12 & had a FSR. No injury or damage. Customer said this is not the 1st time the gun has had a FSR but it will not do it everytime. The rifle hasn't been used much. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	7/308 WIN	20000			
Date Purchased	Where Purchased	Accessories	Original Owner			
			Y			

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
	Repair/Replacement Cost	Repair/Replacement Date				

11/15/12: Mailing ARS & forms. Box order# 1405580. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

ARS LABEL REQUEST FORM

DATE: 11/15/2012	Service Request # SR00035209
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: fulcherdm	email address: I WILL MAIL LABEL

Business:	Remington Service PO Box 700 Madison, NC 27025-0700 www.Remington.com
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LABEL INFORMATION

MAIL LABEL TO:	MARK HANRAHAN 4301 E. 140TH ST. GRANDVIEW, MO 64030 US SR00035209 Email:
RETURN ITEM TO:	ILN Arms Services

4XX596 NOV 15, 2012 ACT WT 10.0 LBS #PK 1
 SVC GNDCOM BL WT 10.0 LBS
 TRACKING# 1Z4XX5969067409759 ALL CURRENCY USD
 REF 1:SR00035209
 REF 2:

HC 0.00	CNS 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 10.88		PUB + HANDLING 10.88

ATTN: Product Service





