

Remington Arms Co., Inc.
Product Service
Legal Case #:7911

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
280934	8/5/2012	8/6/2012	8/6/2012				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Don	Sirois	516 Cedarbrook Dr	Auburn	AL	36830		

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S	Fired without pulling trigger	Concern:1025	Unexplained Discharge - No Mention of Safety Position	Unknown

C

9/21/12 Per note on SR, per consumer, the gun fired on 2 different times without pulling the trigger.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	7/260 REM	24751	S7634367	LT	2/3/1999
Date Purchased	Where Purchased	Accessories	Original Owner			
	ACUSPORT CORPORATION		U			

CONCERN: FIRED WITHOUT PULLING TRIG

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash	Reim.	Cash
				Settlement	Date APV	Date APV
Can offer to replace TPA, clean, test fire at 1/2 normal cost to restore confidence in rifle						
	Repair/Replacement Cost	Repair/Replacement Date				

9/21/12 Per Ilion, could not duplicate concern. Trigger assm dirty. Can offer to replace TPA, clean, test fire at 1/2 normal cost to restore confidence in rifle.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		8/6/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		20" 260 REM SS
	Date Code		LT
	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	
		Condition	Slightly Worn; Functioning
Extractor	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		STANDARD SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	--Select--	.013
	Notch	Slightly Worn; Functioning	
		Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY
	Pull	--Select--	4#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

Service Request

Remington Service
 PO Box 700
 Madison, NC 27025-0700



201
 LT2/1
 4#
 013

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. **ENCLOSE THIS DOCUMENT WITH YOUR RETURN.**

Service Request Number SR00027003
Serial Number / Description S7634367
Date of Request: 08/20/2012
Date Printed: 08/20/2012

7911

Customer:
 DON SIROIS
 516 CEDARBROOK DR
 AUBURN, AL 36830 US

Destination:
 Arms Services
 14 Hoefler Ave
 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
 M127 - TRIGGER PULL IS OUT OF FACTORY SPECS

Service Request Section
 PER CONSUMER THE GUN FIRED ON 2 DIFFERENT TIMES WITHOUT PULLING THE TRIGGER.

Parts And Service Details

Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount
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8/20/12
Please don't increase trigger pull above 4 lbs.
Thank you Don Sirois

RECEIVED
 SEP 17 2012

BY:.....

Serial Number:

S7634367

Model: 7



RE00280934

could not duplicate concern. T.A. dirty. Can offer to replace TPA, clean & test fire at 1/2 normal cost to restore confidence in rifle.

Quote

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





