

Remington Arms Co., Inc.  
Product Service  
Legal Case #:8795

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
306878	4/3/2013	4/11/2013	4/11/2013				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Sue	Bowman	8789 T.5 NORTH LAKESIDE DRIVE	Rapid River	MI	49878		H 906-630-9504 E billbowman2005@yahoo.com

Incident Information

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

Service Request# 44229 - Reason for Return: Fails to Fire, Perform Safety Check on Trigger Assembly. Service Request Section: "Failed to fire and gun also fired when safety taken off". df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	77MM08 REM	24741	S7608762	EP	10/16/1995
Date Purchased	Where Purchased	Accessories	Original Owner			
	WALTER CRAIG INC	SCOPE BASE	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 - Replace TA, clean & test @ n/c		Remington/7/CF/BA				
	Repair/Replacement Cost	Repair/Replacement Date				
	\$51					

4/12/13: Per Ilion - Could not duplicate concern. TA dirty & som light rusting. Replace TA, clean & test fire at n/c. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		4/11/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		20" 7MM08 REM SS
	Date Code		EP
	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	STANDARD SAFETY
	Function	Like new; Functioning
Sear	Lift	---Select---
	Notch	Slightly Worn; Functioning
	Tests	Test Fired
Feeding Test	False	False
Trigger	Condition	Slightly Worn; Functioning
	Pull	---Select---
	Altered	False
	Sub-Assembly	M/700 Non-Bolt Lock
Non-Remington Components	Description	SCOPE BASE

# VIV Service Request

Remington Service  
PO Box 700  
Madison, NC 27025-0700



20"  
EP 10/  
5.5"  
0.11

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 SR00044229	Serial Number / Description S7608762 Model SEVEN RIFLE	<u>8795</u>	Date of Request: 02/05/2013 Date Printed: 03/20/2013
Customer: SUE BOWMAN 8789 T.5 NORTH LAKESIDE DRIVE RAPID RIVER, MI 49878 US	Destination: Arms Services 14 Hoefler Ave Lion, NY 13357 US	Email: billbowman2005@yahoo.com	

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**  
M110 - FAILS TO FIRE  
M310 - PERFORM SAFETY CHECKS ON TRIGGER ASSEMBLY

**Service Request Section**  
failed to fire and gun also fired when safety taken off

**Parts And Service Details**

Material	Type	Description	Qty	Unit	Price	Disc	Total
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The gun

Serial Number:

S7608762

Model: SEVEN



RE00306878

THIS IS NOT AN INVOICE. This is a pre-estimate to repair, recondition, or replace the

Could not duplicate concern  
T.A. dirty & some life rusting.  
CAN O.F. to replace TPA, crown  
& TEST fire at 1/2 normal cost

Sub Total: .00  
Est Sales Tax: .00

Grand Total

RECEIVED  
APR 12 2013

BY: .....

Search Mail Search Web Hi, Bill

SENT CONTACTS CALENDAR gun service repair

Compose Delete Move Actions

Inbox (1) Drafts Sent Spam (241) Trash (3) FOLDERS

gun service repair From: Bill Bowman To: info@remington.com

this gun has fired accidently twice. The first time we thought it was buck fever as they where shooting at a buck. This happened three years ago. This year it happened again pulled the trigger and nothing checked the safty again and it was off tried again did not fire brought the gun back in the inclosed dccr blind thought I forgot to rack a shell in. The second I touched the bolt the gun went off. This is the same thing discribed to the first time. I talked to an avid compition shooter and he the same problem with a remington stainless rifle he said the firing pin sticks and when the bolt moves it release's it. this gun has only a box and a half of ammo shot in it., been well taken care rem oil on moving parts as all my remington guns have. thank you sue bowman e-mail at billbowman2005@yahoo.com service request #sr00044229- serial #s7608762model seven rifle









