

Remington Arms Co., Inc.
Product Service
Legal Case #:8399

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
295959	1/11/2013	12/19/2012	1/25/2013	12/10/2012			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Bruce	Clevenger	2000 Welltown Rd	Winchester	VA	22602		E bclevenger@vaeagle.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI cut thumb				
PD	Cause:4015 Improper Maintenance		U	
S	Concern:1007 Fired on Safe Release			
C				

12/21/12 Bruce and his friend set up on the bench rest and when his friend took the safety off the gun fired. He had a cut to his thumb. Bruce thought he had his finger on the trigger so he tried it and same thing happened and cut his thumb also. Afterward they tried to replicate it with a fired casing and it would not malfunction. He is not going to try it with a live round again.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	7/350 REM MA	24765	7743769	ES	10/12/1998
Date Purchased	Where Purchased	Accessories	Original Owner			
	SPORTS SOUTH INC	SCOPE,RINGS,TWO PIECE BASE	Y			

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
Offered replacement of trigger, clean, test no charge as goodwill						
	Repair/Replacement Cost	Repair/Replacement Date				
	46.59	1/25/2013				

12/21/12 Mailing ARS.cm 1/15/13 Emailed inspection info and offered replacement of trigger, clean, test no charge as goodwill. No phone number.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/14/2013
	Product Type		RF
	Action Type		A
	Assigned To		J.BALIO
Cause	4015	Improper Maintenance	
Barrel	Description		20" 350 REM MAG
	Date Code		ES
	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; 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; Not 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---	N/A
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	TRIG AND TRIG PIN RUSTED TRIG WORKS SLUGGISH WILL FOLLOW DOWN
	Pull	---Select---	4.5#
	Altered	False	
	Sub-Assembly	Other Remington	
Non-Remington Components	Description		SCOPE,RINGS,TWO PIECE BASE

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S	Concern:1007 Fired on Safe Release			
C				

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	SPORTS SOUTH INC	SCOPE,RINGS,TWO PIECE BASE	Y			

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

Repair/Replacement Cost Repair/Replacement Date

12/21/12 Mailing ARS.cm 1/15/13 Emailed inspection info and offered replacement of trigger, clean, test no charge as goodwill. No phone number.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/14/2013
	Product Type		RF
	Action Type		A
	Assigned To		J.BALIO
Cause	4015	Improper Maintenance	
Barrel	Description		20" 350 REM MAG
	Date Code		ES
	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; Not Functioning	BTDS
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	
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	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
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	Function	Like new; Functioning	
Sear	Lift	---Select---	N/A
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	Tests	Test Fired	False
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	Altered	False	
	Sub-Assembly	Other Remington	
Non-Remington Components	Description		SCOPE,RINGS,TWO PIECE BASE

2/6-3/6

20"
ES 10/9
4.5#

8399

COPY

December 21, 2012

Bruce Clevenger
2000 Welltown Rd
Winchester, VA 22602

Subject: Case # 8399, Model 7, SR# 39320

Dear Mr. Clevenger,

I am sorry to hear of the problems you have had with your Remington firearm. Please include a copy of this letter with the rifle as well as the Service Request form. **The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the product is logged in correctly.** Please mark the small ends of the boxes "Product Service".

I apologize for the inconvenience that this incident has caused and I hope that these actions will keep you a loyal Remington customer.

Sincerely,

Christy Mitchell
Consumer Affairs Administrator
Phone: 800-243-9700, ext 8684
christy.mitchell@remington.com

Serial
Number:

7743769

Model: SEVEN



RE00295959

RECEIVED
JAN 15 2013

BY:.....

Remington Arms Company, LLC • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

Service Request

Remington Service
PO Box 700

Madison, NC 27025-0700



ATTN: Prod Serv #8399

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 SR00039320	Serial Number / Description 7743769 Model 7	Date of Request: 12/21/2012 Date Printed: 12/21/2012
Customer: BRUCE CLEVENGER 2000 WELLTOWN RD WINCHESTER, VA 22602 US		Destination: Arms Services 14 Hoefler Ave Ilion, NY 13357 US
Email: scoped and hard case, needs to be 15 lbs.		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
M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Service Request Section
Prod Serv #8399

Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount
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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

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PI cut thumb				
PD	Cause:4079 Other - Unexamined			U
S	Concern:1007 Fired on Safe Release			
C				

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	Repair/Replacement Cost	Repair/Replacement Date				
12/21/12 Mailing ARS.cm						

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
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12/19/12 Emailed
8399

Reference #
121211-000067
Status
Updated
Assigned To
Staff Danny -
SLA
Not specified
Queue
CSR
Date Created
12/11/2012 09:20 AM
Date Initial Solution Response
None
Last Updated
12/14/2012 03:04 PM
Customer SmartSense
0 (on -3 to +3 scale)
Staff SmartSense
0 (on -3 to +3 scale)

Custom Shop

Discussion Thread

Customer (Bruce Clevenger) 12/11/2012 10:00 AM
I have sent you two questions and you keep asking if I want a response to my question and I keep responding yes, but you don't send me the answer, you just keep sending me the same form. when can I expect to see an answer?

Customer (Bruce Clevenger) 12/11/2012 09:40 AM

To whom it may concern,
I bought a Model 7 350 Rem Mag from the Custom Shop.
I got it out of my Gun Safe yesterday to let a friend of mine shoot it.
He got the gun set up on the bench rest and we both got a surprise when he took the safety off and the gun fired.

Needless to say he was none too happy, especially with the chunk of meat he was missing out of his thumb.

I accused him of having his finger on the trigger when he pushed the safety off.

He assured me that this was not the case.

So I took the rifle and chambered a round.

I pointed the gun to the ground pushed the safety off, and yes it fired, and yes I have a chunk of meat missing from my thumb.

You can stop laughing, it really is not funny.

Thank God we both know how to handle a gun safely.

After giving my friend a band aid and placing a band aid on my thumb to stop the bleeding, I loaded the rifle with a fired casing and tried to get the gun to replicate what it had done with a live round in the chamber.

The gun did not malfunction, and no, I am not going to place another live round in the chamber to see if it is going to fire again when I push the safety off.

Number one, I do not trust this gun and number two, I need to know how to ship this gun back to the Custom Shop for repair.

The gun does have a scope on it and I really do not want to remove it.

Please advise on how you want to handle this issue.

Sincerely,

E. Bruce Clevenger

Customer (Bruce Clevenger) 12/11/2012 09:20 AM

To whom it may concern,

I bought a Model 7 350 Rem Mag from the Custom Shop.

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Please advise on how you want to handle this issue.

Sincerely,

E. Bruce Clevenger

Primary Contact

First Name: Bruce

Last Name: Clevenger

Organization:

Login: bclevenger@vaeagle.com

Title:

Contact Type:

Email: bclevenger@vaeagle.com

Email - Alternate #1:

Email - Alternate #2:

Office Phone:

Mobile Phone:

Fax:

Assistant Phone:

Home Phone:

Street

City

State/Province

Postal Code

Country

Additional Information

Mitchell, Christy

From: Clevenger, Bruce [bclevenger@vaeagle.com]
Sent: Thursday, December 20, 2012 9:49 PM
To: Mitchell, Christy
Subject: Re: Returning Gun

Christy,
The serial number on my Remington Model 7 350 REM Magnum is 7743769.
My mailing address is as follows:
Bruce Clevenger
2000 Welltown Rd.
Winchester, Va. 22602

ARS LABEL REQUEST FORM

DATE: 12/21/2012	Service Request # SR00039320
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: mitchelles	
email address: Christy.Mitchell@remington.com	

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

MAIL LABEL TO:	BRUCE CLEVINGER 2000 WELLTOWN RD WINCHESTER, VA 22602 US SR00039320 Email: scoped and hard case, needs to be 15 lbs.
RETURN ITEM TO:	ILN Arms Services

4XX596 DEC 21, 2012 ACT WT 15.0 LBS #PK 1
 SVC GND COM BL WT 15.0 LBS
 TRACKING# 1Z4XX5969065731583 ALL CURRENCY USD
 REF 1:SR00039320
 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 0.60
 DC 0.00 DGD 0.00
 AH 0.00 PR 0.00 ROD 0.00
 TOT PUB CHG 10.09 PUB + HANDLING 10.09

ATTN: Prod Serv #8399



