

Remington Arms Co., Inc.
Product Service
Legal Case #:9195

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
321159	9/16/2013	9/17/2013	9/17/2013				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Gray's Gun Shop		Gray's Gun Shop	73 Scott Rd	Lisbon	NY	13658		W 315-393-4968 E jenscottgray@msn.com

Incident Information

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

Per SR00061208 Service Request Section, "Accidental discharge when bolt was closed. Gun shop could not replicate." jbi

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	7/243 WIN	24782	7667295	KK	5/25/1990
Date Purchased	Where Purchased	Accessories	Original Owner			
	JERRY'S SPORT CENTER INC.	SCOPE BASE	U			

CONCERN: FBC

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
Offer to replace trigger assembly, check over, and test at 50% discount						
	Repair/Replacement Cost	Repair/Replacement Date				

9/18/13: Per Ilion, "could not duplicate concern. trigger assembly dirty and sticky. can offer to replace trigger assembly, check over and test fire at 1/2 normal cost." jbi 9/19/13: I called dealer with quote. He will check with customer and call me back. Received call back from dealer, he approved quote with credit card. jbi

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		9/17/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		18.5" 243 WIN
	Date Code		KK
	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---	.010
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY,STICKY
	Pull	---Select---	5#
	Altered	False	SEALANT PRESANT
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		SCOPE BASE

Quotation

Remington Service

PO Box 700

Madison, NC 27025-0700

Estimating Report

Parts and Repairs: P:800-243-9700/F:336-548-7801

www.Remington.com

All PRICES QUOTED ARE IN EXCHANGE FOR REPLACED PARTS.

THIS IS NOT AN INVOICE. THIS IS AN ESTIMATE TO REPAIR, RECONDITION, OR REPLACE THE ITEM(S) DESCRIBED BELOW. IF THIS IS SATISFACTORY, PLEASE APPROVE BY SIGNING BELOW AND RETURNING TO THE ABOVE ADDRESS. REPAIR TO TAKE APPROXIMATELY (6) WEEKS AFTER RECEIPT OF APPROVAL. IF WE DO NOT RECEIVE YOUR APPROVAL IN 21 DAYS, WE WILL RETURN THE ITEM(S) AS RECEIVED, POSTAGE DUE.

Repair Number RE00321159	Serial Number / Description 7667295 Model SEVEN RIFLE Caliber: 243 WIN	Date Received: 09/16/2013 Estimate Date: 09/17/2013 Date Printed: 09/19/2013
Customer: GRAY'S GUN SHOP 73 SCOTT RD LISBON, NY 13658 US	Return To: GRAY'S GUN SHOP 73 SCOTT RD LISBON, NY 13658 US	

Please Circle One:
VISA MC DISCOVER Card No. _____ Exp.Date _____
Open Account: R _____ PO Number: _____

Approval Signature: _____ Date: _____
Daytime Phone: (____) _____ Time to Call: _____

☐ If you desire any change, please use the reverse side for your comments and mark this box.

Problems	
Reported M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION	Found M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Technician Comments
could not duplicate concern.trigger assembly dirty and sticky.can offer to replace trigger assembly,check over and test fire at 1/2 normal cost

ESTIMATE (note: C.O.D./Shipping and Handling Charges are NOT Included in this Quote.)								
Material	Type	Description	Qty Needed	Warranty	Qty From Inv	Price	Disc	Amount
F305574B	Part	7 X-MARK PRO TRIG ASSB - BLACK (OS)	1	Billable	1	97.00	50	48.50
4000114	Service	GR-SHIPING & HANDLING (GUN REPAIR)	1	Billable	1	17.00	0	17.00
4000119	Service	GR-TEST	1	Billable	1	23.00	50	11.50
							Sub Total:	77.00
							Est Sales Tax:	5.39
							Grand Total:	\$82.39

Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700



28.5"
K125/9
54
010

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. PLEASE RETAIN THIS COPY FOR YOUR RECORDS.

Service Request Number SR00061208		Serial Number / Description 7667295		Date of Request: 09/10/2013 Date Printed: 09/10/2013																	
Customer: GRAY'S GUN SHOP 73 SCOTT RD LISBON, NY 13658 US		Model SEVEN RIFLE Caliber: 243		Destination: Arms Services 14 Hoefler Ave Llano, NY 13357 US																	
Email: jenscottgray@msn.com		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 M238 - CLEAN & INSPECT (SAFETY PROGRAM ONLY)																					
Service Request Section Accidental discharge when bolt was closed. Gun shop could not replicate.																					
<table border="1"> <thead> <tr> <th>Material</th> <th>Type</th> <th>Description</th> <th>Qty Needed</th> <th>Warranty</th> <th>Price</th> <th>Disc</th> <th>Amount</th> </tr> </thead> <tbody> <tr> <td colspan="8"> <div style="display: flex; justify-content: space-between;"> <div> <p>Serial Number: 7667295</p> <p>Model: SEVEN</p> <p>RE00321159</p> </div> <div> <p>RECEIVED</p> <p>SEP 18 2013</p> <p>BY:</p> <p>could not dup. concern. T.A. dirty & sticky. CAN offer to rep TPA, check over + test AT 1/2 normal cost.</p> </div> </div> </td> </tr> </tbody> </table>						Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount	<div style="display: flex; justify-content: space-between;"> <div> <p>Serial Number: 7667295</p> <p>Model: SEVEN</p> <p>RE00321159</p> </div> <div> <p>RECEIVED</p> <p>SEP 18 2013</p> <p>BY:</p> <p>could not dup. concern. T.A. dirty & sticky. CAN offer to rep TPA, check over + test AT 1/2 normal cost.</p> </div> </div>							
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<div style="text-align: right;"> <p>Q</p> <p>Sub Total: .00</p> <p>Est Sales Tax: .00</p> <p>Grand Total: \$.00</p> </div>																					







