

Remington Arms Co., Inc.  
 Product Service  
 Legal Case #:9743

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
334542	1/17/2014	12/27/2013	1/20/2014				

Customer Information

Type	Business First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	John	Shellhammer	3125 Ridge Rd.	Ford City	PA	16226		H 724-763-9589 E bev4308@yahoo.com

Incident Beverly Shellhammer same address

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				

12/27/13: Customer called in. He stated his wife, Beverly, was using the rifle a few years ago and it fired when she closed the bolt - no damage, no injury. He said the gun is also very inaccurate. df 1/29/14: Spoke w/customer about quote & he stated that he never could get the gun to fire on bolt closing after his wife said it happened to her. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	7/243 WIN	24739	S7647077	CW	4/29/2002 4:53:03 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	SPORTS SOUTH INC		Y			

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

Per Ilion -  
 Quote to repair  
 @ a discount

Repair/Replacement Cost	Repair/Replacement Date

12/27/13: Mailed ARS, letter, SR paperwork. Box order# 1580912. df 1/21/14: Per Ilion - Could not duplicate concern. As a goodwill gesture to restore confidence in rifle, can offer to replace TA, check over & test at 1/2 cost. Check & correct accuracy as needed - quote. df 1/24/14: I called customer & left VM with exam info & quote amount. Waiting on a call back. df 1/27/14: CSR in Consumer Service, Andrew Estilow, emailed Ilion to remove the trigger assemb. from the quote. He spoke w/customer & put on the repair "Customer does not want trigger but does want the chamber muzzle and lap bore and target to address accuracy issue. emailed david k for requote". df 1/28/14: I left cust. VM to contact me, printed the updated quote & emailed to the customer. df 1/29/14: Spoke w/customer. He apprvd & paid quote. df

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/20/2014
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		20" 243 WIN SS
	Date Code		CW
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
Bolt	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
Extractor	Stop	Slightly Worn; Functioning	
	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
Locking	Ext/Eject Test	False	
	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
Overall	Notch Condition	---Select---	
	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
Receiver	Fore End Condition	---Select---	
	Condition	Slightly Worn; Functioning	
Safety	Bulged	False	
	Description		STANDARD SAFETY
Sear	Function	Like new; Functioning	
	Lift	---Select---	.009
	Notch	Slightly Worn; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	5.5#
	Altered	False	SEALANT PRESANT

	Sub-Assembly	Other Remington	
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**Fulcher, Dell Marie**

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**From:** Fulcher, Dell Marie  
**Sent:** Tuesday, January 28, 2014 12:03 PM  
**To:** 'bev4308@yahoo.com'  
**Subject:** John Shellhammer - Remington Repair# 334542  
**Attachments:** mad2-sharp-front@remington.com\_20140128\_120114.pdf

Please see the attached quote to repair.

Sincerely,

Dell Fulcher | Consumer Affairs Administrator Remington Arms Company, LLC PO Box 700, Madison, NC 27025-0700

Phone: 1.800.243.9700 ext 8686 | Fax: 336.548.7872 Email: [dell.fulcher@remington.com](mailto:dell.fulcher@remington.com) Freedom Group Family of Companies: Remington | Marlin | Bushmaster Firearms | DPMS / Panther Arms | H&R | Barnes Bullets | Advanced Armament Corp | Mountain Khakis | Dakota Arms | Parker Gun | Para USA

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**Fulcher, Dell Marie**

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**From:** postmaster@remington.com  
**To:** bev4308@yahoo.com  
**Sent:** Tuesday, January 28, 2014 12:14 PM  
**Subject:** Relayed: Message relayed (bev4308@yahoo.com)

**Delivery to these recipients or groups is complete, but no delivery notification was sent by the destination server:**

[bev4308@yahoo.com](mailto:bev4308@yahoo.com)

Subject:

**Quotation**

*Remington Service*  
PO Box 700

Madison, NC 27025-0700

www.remington.com

**Estimating Report**

Page: 1

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

*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.

Remington disclaims all warranties concerning legality of a firearm's configuration under applicable state, county & local laws or regulations. Consumers are advised to check their local laws to determine whether certain firearm features are lawful.

**Customer:**

JOHN SHELLHAMMER  
3125 RIDGE ROAD  
FORD CITY, PA 16226 US

**Item Return To:**

JOHN SHELLHAMMER  
3125 RIDGE ROAD  
FORD CITY, PA 16226 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.

<b>Repair Number</b>	<b>Serial Number / Description</b>	<b>Date Received:</b>	01/18/2014
RE00334542	S7647077	<b>Estimate Date:</b>	01/28/2014
	Model: SEVEN 243 Caliber BOLT Action RIFLE MfgBy:	<b>Date Printed:</b>	1/28/2014
	Remington-USA		

**Problems**

**Reported**

R014 - Service Request

**Found**

X007 - COULD NOT DUPLICATE CUSTOMERS CONCERN

**Technician Comments**

as a good-will gesture can offer to replace trigger assembly,check over and test fire at 1/2 cost. will chamfer muzzle and lap bore and target to check accuracy.

**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
4000114	Service	GR-SHIPPING & HANDLING (GUN REPAIR)	1	Billable	1	17.00	0	17.00
4000119	Service	GR-TEST	1	Billable	1	23.00	50	11.50
4000120	Service	GR-TARGET	1	Billable	1	28.00	50	14.00

**PAID**  
1/29/14 df

**Sub Total:** 42.50  
**Est Sales Tax:** 2.55

**Grand Total:** \$45.05

# 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

Page: 1

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3125 RIDGE ROAD  
FORD CITY, PA 16226 US

**Item Return To:**

JOHN SHELLHAMMER  
3125 RIDGE ROAD  
FORD CITY, PA 16226 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.

<b>Repair Number</b>	<b>Serial Number / Description</b>	<b>Date Received:</b>	01/18/2014
RE00334542	S7647077	<b>Estimate Date:</b>	01/20/2014
	Model: SEVEN 243 Caliber BOLT Action RIFLE MfgBy:	<b>Date Printed:</b>	1/24/2014
	Remington-USA		

**Problems**

<b>Reported</b>	<b>Found</b>
R014 - Service Request	X007 - COULD NOT DUPLICATE CUSTOMERS CONCERN

**Technician Comments**

as a good-will gesture can offer to replace trigger assembly, check over and test fire at 1/2 cost. will chamfer muzzle and lap bore and target to check accuracy.

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	99.91	50	49.96	
4000114	Service	GR-SHIPPING & 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:** 78.46

**Est Sales Tax:** 4.71

**Grand Total:** \$83.16

# Remington®

2011  
S.S.#  
.009  
CW4/0:

COPY

December 26, 2013

9743

John Shellhammer  
3125 Ridge Rd.  
Ford City, PA 16226  
Phone: 724-763-9589

Ref # 9743, Model 7, Serial # S7647077

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory. The shipping label is for a UPS Hub or UPS Terminal. A box will arrive separately.

**Please include a copy of this letter, form and service request to put inside the shipping container. The letter, form and service request inside are important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly. Mark the ends of the box with "Product Service".**

I hope this action will keep you a loyal Remington customer.

Sincerely,  
Dell Fulcher  
Consumer Affairs Administrator  
Remington Arms Co, LLC  
Phone: 1-800-243-9700 ext. 8686  
Fax: 336-548-7872

RECEIVED  
JAN 21 2014

BY:.....

Serial Number:

S7647077

Model: SEVEN



RE00334542

could not disp. concerns. AS A  
Good-will gesture to restore  
confidence in rifle cap holder to  
M.T.A. check out rest AT  
1/2 cost. check & correct accuracy.  
as needed.

Q

# Service Request

*Remington Service*

PO Box 700

Madison, NC 27025-0700

[www.Remington.com](http://www.Remington.com)



ATTN: Product Service

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

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.**

<b>Service Request Number</b> SR00072179	<b>Serial Number / Description</b> S7647077 Model SEVEN RIFLE Caliber: 243	<b>Date of Request:</b> 12/27/2013 <b>Date Printed:</b> 12/27/2013
<b>Customer:</b> JOHN SHELLHAMMER 3125 RIDGE RD. FORD CITY, PA 16226 US	<b>Destination:</b> Arms Services 14 Hoefler Ave Ilion, NY 13357 US	<b>Email:</b> bev 4308@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**  
M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

**Service Request Section**  
Product Service # 9743. dmf

Parts And Service Details			Qty.	Warranty	Price	Disc	Amount
Material	Type	Description	Needed				

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.

<b>Sub Total:</b>	.00
<b>Est Sales Tax:</b>	.00
<b>Grand Total:</b>	\$.00

Model Number: SEVEN		Serial Number: 59647077	
Name: John Shellhammer		Date of Purchase: 10/16/02	
Address (no PO Boxes): 3125 Ridge ROAD			
City: Ford City		State: Pa.	Zip: 16226
Phone (Daytime): 724-763-9589		Fax:	
E-mail Address: bev4308@yahoo.com			
Please describe your problem: <p>* Gun fired a couple times when wife was working the bolt to unload gun. Her finger was no where near trigger. After this I removed the pin with the red dot-white dot, but haven't hardly used gun since. (I put pin in shipping crate). Gun discharges happened different days.</p> <p>* This gun is very inaccurate. Even at 50 yards I could not get any kind of group. I was shooting off sandbags in the sitting position. Consider myself to be fairly good shot - shooting all my life &amp; marine corp marksman. Highly disappointed with accuracy issue. I only 500 characters left shot Remington Core-LOKT 100 grain ammo.</p>			
<del>NOTE: Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.</del>			
<p><b>WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. THIS IS A VIOLATION OF FEDERAL LAW. IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM.</b></p> <p>:: Record the serial number of your firearm before sending it.  :: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.)  :: Remove all accessories from your firearm to prevent loss or damage.  :: <del>Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.</del></p>			

Use our  
UPS label



# SPORTSMAN'S SUPPLY COMPANY

245 Freeport Road  
BUTLER, PA 16002  
(724) 227-4294



1/31/04  
19702691  
7639589  
DATE 10/16/02

NAME: John Tracy Snelhammer  
ADDRESS: Rt 3 Box 146  
Ford City, PA 16226

SPECIAL ORDER  
 GIFT CERTIFICATE  
 LAY-AWAY  
 TRADE-IN

QTY.	STOCK NO.	DESCRIPTION / SIZE	PRICE	AMOUNT
		Remington 7 Stainless Steel		569.98
		Synthetic 243win	Act 19/19cs	7.00
		Leupold VxII 3X9 Matte		269.98
		Leupold Mts	IUBIO	39.98
		Highlander, Alum		29.98
2		Flip up SETS (EXTRA SET)	15.98	31.96
2		243 AMMO	12.99	25.98
		TAX		57.90
				1,022.76

SPECIAL INSTRUCTIONS: \$20.00 Restocking Fee On All Cancelled Special Orders and Layaways. No Returns On Tree Stands, Bows Or Firearms.

SUB-TOTAL  
TAX  
TOTAL  
DEPOSIT 200.00  
BAL. DUE 822.76

REC'D. BY: Thank You

5 PRODUCT 2522

All claims and returned goods  
MUST be accompanied by this bill.

## SPORTING GOODS

106181

To Florida:  
800-225-5380 or nbs.com

## ARS LABEL REQUEST FORM

DATE: 12/27/2013	Service Request #	SR00072179
QUANTITY: 1	WEIGHT PER PACKAGE:	10 LBS
REQUESTED BY: jstufordm	email address:	JWELLM@LABEL

<b>Business:</b>	Remington Service PO Box 700 Madison, NC 27025-4700 www.Remington.com
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### LABEL INFORMATION

<b>MAIL LABEL TO:</b>	JOHN SHELHAMMER 3123 BRAGE RD. FORD CITY, PA 16226 US SR00072179  Email:
<b>RETURN ITEM TO:</b>	ILN Arms Services



44/596 DEC 27, 2013 ALL CURR USD 1 OF 1  
 SVC GND00M NET WT 10.0 LBS  
 TRACKING: 124X15903000160100  
 REF 1: SR00072179  
 REF 2:

HANDLING CHARGE 0.00		SVC T/P USD
SINGLE-PIECE PUB RATE CHRG:		RS 0.50
GY 0.00	COO 0.00	SD 0.00
DC 0.00	DDO 0.00	SP 0.00
SH 0.00	PR 0.00	PUB+HANDLING 0.23
TOT PUB CHG 0.23		

<b>ATTN: Product Service</b>
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