

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		
S FBC	Concern:1008	Fired on Bolt Closing	Unknown	
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

http://cps03sp01.remington.com:99/Remington_PSA/PrintDisplay.aspx?ID=9743&Type=... 1/29/2014

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		
	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---	.009
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	5.5#
	Altered	False	SEALANT PRESANT

	Sub-Assembly	Other Remington	
--	--------------	-----------------	--

Fulcher, Dell Marie

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 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

Confidentiality/Proprietary Note: This e-mail and any files transmitted with it are intended solely for the use of the individual or entity to which they are addressed. If you are not the intended recipient or the person responsible for delivering the e-mail to the intended recipient, be advised that you have received this e-mail in error and that any use, dissemination, forwarding, printing or copying of this e-mail is strictly prohibited. If you have received this e-mail in error, please reply back to sender advising that you have received the e-mail in error and delete this e-mail from your system.

Fulcher, Dell Marie

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

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.

Repair Number

RE00334542

Serial Number / Description

S7647077

Model: SEVEN 243 Caliber BOLT Action RIFLE MfgBy:

Remington-USA

Date Received: 01/18/2014

Estimate Date: 01/28/2014

Date Printed: 1/28/2014

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

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.

Repair Number

RE00334542

Serial Number / Description

S7647077

Model: SEVEN 243 Caliber BOLT Action RIFLE MfgBy:

Remington-USA

Date Received: 01/18/2014

Estimate Date: 01/20/2014

Date Printed: 1/24/2014

Reported

R014 - Service Request

Problems

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	
F305574B	Part	7 X-MARK PRO TRIG ASSB - BLACK (OS)	1	Billable	1	99.91	50	49.96	
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: 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 can offer to
M.T.A. check out rest AT
1/2 cost. check & correct accuracy.
as needed.

Q

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

PS 30668

Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700

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.**

Service Request Number SR00072179	Serial Number / Description S7647077 Model SEVEN RIFLE Caliber: 243	Date of Request: 12/27/2013 Date Printed: 12/27/2013
Customer: JOHN SHELLHAMMER 3125 RIDGE RD. FORD CITY, PA 16226 US	Destination: Arms Services 14 Hoefler Ave Ilion, NY 13357 US	
Email: <u>ben 4308@yahoo.com</u>		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

Product Service # 9743. dmf

Parts And Service Details

Material	Type	Description	Qty. Needed	Warranty	Price	Disc	Amount
----------	------	-------------	----------------	----------	-------	------	--------

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

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 like a marine corp marksman. Highly disappointed with accuracy issue. I only 500 characters left shot Remington Core-Lokt 100 grain ammo.</p>			
NOTE: Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.			
<p>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.</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. :: 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.</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 Shellhammer
ADDRESS Rm 3 Box 146
Ford City, PA 16226

☒ SPECIAL ORDER
☐ GIFT CERTIFICATE
☐ LAY-AWAY
☐ TRADE-IN

QTY.	STOCK NO.	DESCRIPTION / SIZE	PRICE	AMOUNT
6W		Remington 7 Stainless Steel		569.98
		Synthetic 243win	Act 19/100	7.00
		Leupold Vx II 3X9 Matte		269.98
		Leupold Mts	IUBIO	39.98
		Highlander, Alup		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

106181

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

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

SPORTING
GOODS

ARS LABEL REQUEST FORM

DATE: 12/27/2013	Service Request # SR00072179
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: jstichardm	email address: jwill MAIL LABEL

Business:	Remington Service PO Box 200 Madison, NC 27025-0200 www.Remington.com
------------------	---

LABEL INFORMATION

MAIL LABEL TO:	JOHN SHELLHAMMER 3125 BRAGE RD. FORD CITY, PA 16226 US SR00072179 Email:
RETURN ITEM TO:	ILN Arms Services



44/598 DEC 27, 2013 ALL CURR USD 1 OF 1
 SVC GND COM NET WT 10.0 LBS
 TRACKING: 124X15982005160100
 REF 1: SR00072179
 REF 2:

HANDLING CHARGE 8.00		SVC T/P USD
SINGLE-PIECE PUB RATE CHRG:		
GY 0.00	COG 0.00	AS 0.50
DC 0.00	DDG 0.00	SD 0.00
DA 0.00	PR 0.00	SP 0.00
TOT PUB CHG 9.23	PUB-HANDLING	0.23

ATTN: Product Service







