

Remington Arms Co., Inc.
Product Service
Legal Case #:3575

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
170092	6/25/2009	6/26/2009	6/26/2009				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		John	Hood	138 N. Sterling St.	Morganton	NC	28655		H 828-217-3764 E goldstuf@bellsouth.net

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S	Cause:4006	Altered Adjustments or Components	Unknown	
C	Gun fires when moved from Safe to Fire	Concern:1007 Fired on Safe Release		

Customer reported: Please inspect the firearm. When you go from Safe to Fire the gun will go off 1/2 the time. dmf

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	7/308 WIN	24743	S7605102	OO	7/23/1994
Date Purchased	Where Purchased	Accessories	Original Owner			
6/15/2009	COTTER & CO		N			

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
Repair at 1/2 normal charges						
	Repair/Replacement Cost	Repair/Replacement Date				
		7/2/2009				

7/2/09: Trigger set screws altered. Trigger has no return. Replace TPA, check over @ 1/2 normal charges. dmf

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		6/26/2009
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY

Cause	4006	Altered Adjustments or Components	
Barrel	Description		20" 308 WIN
	Date Code		OO
	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 M/7 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.012
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	TRIG. NOT RETURNING
	Pull	---Select---	3#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	Other Remington	

Arms Services Repair & Estimate System

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: **RE00170092** Serial: **S7605102** Model: **7** Center Fire: **Caliber** Repairman: **Robert Frink**
 Verify Repair: ☐ 308 WIN Produced: **07/23/1994** Status: **Repairing 6/26/2009 8:30:06 AM**

Address Information

Customer: ☐ Received From: ☒ Return To: ☐ Received From: ☐

Name: **JOHN HOOD** **JOHN HOOD**
 Address 1: **138 N STERLING ST** **138 N STERLING ST**
 Address 2: PO Box: PO Box:
 City: **MORGANTON** **MORGANTON**
 State: **NC** Zip Code: **28655** Country: **US** State: **NC** Zip Code: **28655** Country: **US**
 FFL:

Contact / Condition **Problems** **Estimate** **History / Status** **Shipping / Billing**

Date	User ID	Desc1	Desc2		Current Status
6/24/2009 1:26:1	thomaspe	Repair information change		<input type="checkbox"/> Shipping Hold	Repairing
6/25/2009 7:12:5	penceril	Expedite From: Check In	To: Repair B	<input type="checkbox"/> InterFace Hold	6/26/2009 8:30:06 AM
6/25/2009 12:46	frinkre	Estimate Update	Status: Appro	<input type="checkbox"/> Estimate Serv	System
6/25/2009 12:50	Travisbw	Repair Maintenance	Status: Repair	<input checked="" type="checkbox"/> Parts Received	Gallery
6/25/2009 12:51	frinkre	Estimate Update	Status: Repair	<input type="checkbox"/> Passed Inspection	Repair Location
6/26/2009 8:29:3	frinkre	Estimate Update	Status: Parts	<input type="checkbox"/> Return As Received	ILN
6/26/2009 8:30:0	System	Immediate SAP Allocation		<input type="checkbox"/> Has been Approved	Current Location
6/26/2009 2:06:1	penceril	From: Repair Bench	To: Gallery	<input type="checkbox"/> Internal Repair	ILN
					Transfer Number

Repair Search **Refresh** **Close**

supryl 6/26/2009 4:58 PM CAPS NUM INS SCRL

start 2 Microsoft Office ... Microsoft Word DMS Serial Number T... DCSI Attendance Arms Services Repal... 4:58 PM

RECEIVED
JUN 29 2009

BY:.....

BARBER - Kinzer PPS GAL RE0008527

3575



Factory Repair Form

Return to Previous Page

NOTE: Please complete and print this form, and then include it with your firearm.

007/94
2011
3#
012

Model Number: Seven		Serial Number: S7605102	
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: John Hood		Date of Purchase: 6-15-2009	
Address (no PO Boxes): 138 N. Sterling St.			
City: Morganton		State: NC	Zip: 28655
Phone (Daytime): 828-217-3764		Fax:	
E-mail Address:(if e-mail address is provided, notification of receipt and shipment will be sent) goldstuf@bellsouth.net			
E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: Please inspect this firearm. When you place the gun safety on the "S" position once you open and close the bolt about half the time when you move the safety to the "F" position the gun will fire without touching the trigger.			
<p>TRIG. Setscrews altered. TRIG. HAS NO RETURN. Replace TPA, check over AT 1/2 no further charges.</p>			
272 characters left			
Ammunition Information:			
Manufacturer:		Type:	
Other (i.e. bullet weight/type, shot size, powder):			
Handload Information:			
Powder Weight:			
Primer Used:			
Reloader Used:			
How often do you clean the action? (Months or number of rounds)		f rounds)	
How often do you clean the trigger assembly? (Months or number of rounds)			

Serial Number: S7605102

Model: 700 7



RE00170092