

Remington Arms Co., Inc.  
Product Service  
Legal Case #:1865

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
138356	12/15/2007	12/17/2007	12/17/2007	11/28/2007			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Doug	Lankford	992 Forbus Rd	Cabot	AR	72023	63	H 501-843-8800

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015 Improper Maintenance		Unknown	
S fired on safe release	Concern:1007 Fired on Safe Release			
C				

12/19/07-correspondence from repair-rifle discharged when safety pushed off.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial Bbl.	DOM
Remington	CF/BA	673/300 SAUM	24689	7775620 DW	9/19/2002 12:59:16 PM
Date Purchased	Where Purchased	Accessories	Original Owner		
1/11/2006	GANDER WAREHOUSE #1/Leban	TWO PIECE SCOPE BASE	N		

CONCERN:FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/673/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Repair at n/c						
Repair/Replacement Cost	Repair/Replacement Date					
50	12/18/2007					

12/18/07-repair at n/c goodwill. lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/17/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4015	Improper Maintenance	TRIGGER AND TRIGGER PIN RUSTED
Barrel	Description		22" 300 SAUM
	Date Code		DW - ALSO ZB5 WIP CODE
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Firing Pin	Slightly Worn; Functioning		

( PS 8752 )

Bolt	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/673 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	ISS	
Sear	Lift	---Select---	.004
	Notch	Like new; Functioning	
	Tests	Test Fired	False
		False	
Feeding Test			
Trigger	Condition	Slightly Worn; Functioning	TRIG AND PIN RUSTED
	Pull	---Select---	6.5#
	Altered	False	
	Sub-Assembly	Other Remington	
Non-Remington Components	Description		TWO PIECE SCOPE BASE

( PS 8753 )



1865

VOUG LANKFORD  
992 FORBUS RD.  
CADOT, AR 72027  
501 843 8800

DEAR SIR'S

PER OUR CONVERSATION (PHONE) 11-30-07 REGARDING  
MY REMINGTON RIFLE MO# 673

G.I.#  
DW 9/02  
2211  
004

WHILE DEER HUNTING ON 11-28-07 MY RIFLE  
DISCHARGED WHEN I PUSHED THE SAFETY OFF —  
AFTER MY INITIAL SHOCK, I CONSIDERED THE  
POSSIBILITY THAT "MAYBE I HAD MY FINGER ON  
THE TRIGGER" SO I CHAMBERED ANOTHER  
ROUND, POINTED THE GUN IN A SAFE DIRECTION  
PUSHED THE SAFETY OFF, & IT FIRED AGAIN.  
I UNLOADED THE RIFLE & WENT BACK TO CAMP.  
NOTE: THIS DOES NOT HAPPEN EVERY TIME YOU  
USE IT. ("P.S. I MISSED THE DEER")

PROBLEM #2 SOMETIMES SHEELS WILL NOT FEED  
INTO THE CHAMBER FROM THE CLIP.

PROBLEM #3 WHEN YOU TIGHTEN THE SCREWS  
THAT HOLD THE RIFLE TO THE STOCK, THE FLOOR  
PLATE WILL NOT CATCH. NOTE: WASHERS INSIDE STOCK.

PROBLEM #3

I AM ALSO CONCERNED WITH THE TWO WEAR MARKS  
ON THE BOLT, AFTER SUCH SHORT USE. COULD THIS  
POSSIBLY BE CAUSED BY THE BAD MILLING JOB  
INSIDE THE RECEIVER NEXT TO THE SAFETY?

( PS 8755 )

NEXT PAGE

I AM 67 YEARS OLD, HAVE HUNTED  
55 OF THOSE YEARS, I HAVE BEEN A "REMINGTON MAN"  
ALL MY LIFE.

SINCE ALL OF THESE PROBLEMS ARE FACTORY  
DEFECTS, I DON'T THINK I SHOULD BE CHARGED  
FOR ANY REPAIRS.

THANK YOU FOR YOUR MANY YEARS  
OF SERVICE.

DOUG LANKFORD  
992 FORBES RD.  
CABOT, AR. 72023  
501 847 8800

Serial  
Number:

7775620

Model: 673



RE00138356

could not duplicate concern  
trip. + trip pin rusted and  
causing trip. to BIND. Check  
over completely, repair and  
replace TPA. AT N/c

# 230145

( PS 8756 )



How often do you lubricate the bore? (Months or Number of rounds)	<i>AFTER EACH USE</i>
How often do you lubricate the action? (Months or Number of rounds)	<i>11</i>
How often do you lubricate the trigger assembly? (Months or Number of rounds)	<i>11</i>
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?	
<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
Comments:	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	
What were the services performed?	
<i>NONE</i>	
Ship your <b>INSURED</b> firearm by either <b>UPS</b> or <b>Parcel Post</b> to:	
<p><b>REMINGTON ARMS CO., INC</b></p> <p><b>ATTN: Arms Service Divison</b></p> <p><b>14 Hoefler Ave</b></p> <p><b>Ilion, NY 13357</b></p>	
<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.</p> <p>:: 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.)</p> <p>:: Remove all accessories from your firearm to prevent loss or damage.</p> <p>:: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.</p> <p>:: Ship your <b>INSURED</b> firearm by either <b>UPS</b> or <b>Parcel Post</b>. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.</p> <p>Charge repairs will be processed using the following guidelines:</p> <p>:: Repairs \$75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun).</p> <p>:: For Repairs over \$75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over \$75.00 by setting a pre-authorized amount that can be billed to your credit card.</p>	

( PS 8758 )



# FIREARMS SALE

Date: 01/11/2006  
4473#: 3011  
Assoc. ID: 541838, Dwight

GM#470 - Sherwood FFL# 5-71-01226  
5450 Landers Rd

Sherwood, AR 72117  
(501) 945-4070

Sold To: DOUGLAS DWIGHT LANKFORD  
992 FORBUS ROAD  
  
CAOT, AR 72023  
(501) 843-8800

PS 8759

Inventory Number	Manufacturer/Importer	Model	Type	Caliber/Gauge	Serial Number
400100365830	Remington Arms Co.	673	Rifle	.300RemSaUltMag	7775620

**"Safely storing and securing firearms away from children will help prevent the unlawful possession of handguns by juveniles, stop accidents, and save lives."**

**GANDER MOUNTAIN'S FIREARM GUARANTEE:**  
 All new firearms purchased from Gander Mountain are guaranteed against defects in materials and workmanship for a period of one year from the date of purchase. All used firearms purchased from Gander Mountain are guaranteed against defects in materials and workmanship for a period of 90 days from the date of purchase. Please save this receipt as your proof of purchase should warranty work become necessary. Accidental damage, abuse, and barrel ruptures are not covered by this guarantee.

If you wish to extend your warranty, please ask your Gander Mountain Sales Associate about the Firearm Protection program.

Consistent with industry standards, ALL FIREARM SALES ARE FINAL. No refunds or exchanges can be honored. Each firearm manufacturer requires that you read their owner's manual before using.

I understand the safe method of operations, handling and care of the above firearm(s) and acknowledge receipt of above in satisfactory condition.

Signed: Douglas D. Lankford Date: 01-11-2006

Remington Arms Co., Inc.  
 Product Service  
 Legal Case #:1680

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
135328	10/24/2007	10/25/2007	10/25/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Gander Mountain	Douglas	Spooner	21182 Salmon Run Mall Loop	Watertown	NY	13601		W 315-779-1200

Incident Information

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

10/26/07-correspondence from repair-rifle fires when bolt closes.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	673/6.5MM REM	24683	7797425	LY	2/5/2004 11:40:23 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	GLENN ZANDERS FUR & SPORT		U			

CONCERN:FBC

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/673/CF/BA						
Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Replace TA-goodwill	Repair/Replacement Cost	Repair/Replacement Date				
	35.00	10/26/2007				

10/26/07-replace ta as gesture of goodwill, to restore faith in rifle.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		10/25/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 6.5MM REM MAG VT
	Date Code		LY
	Bore Plugged	False	
	Bulged	False	
	Fired	False	

( PS 8760

**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: **RE0013532B** Serial: 7797425 Model: 873 Center Fire Caliber: 6.5 MM REM MAG Produced: 02/05/2004 Repairman Status: New 10/23/2007 11:04:23 AM

**Address Information**

Customer:  Received From:  Return To:  Received From:

Name: **GANDER MOUNTAIN** **GANDER MOUNTAIN**

Address 1: **ATTN CINDY KILBRIDE** **211823 SALMON RUN MALL LOOP**

Address 2: **180 E 5TH ST SUITE 1300** PO Box: **PO Box:**

City: **SAINT PAUL** **WATERTOWN**

State: **MN** Zip Code: **55101** Country: **US** State: **NY** Zip Code: **13601** Country: **US**

FFL:

Contact / Condition	Problems	Estimate	History / Status	Shipping / Billing
Date	User ID	Desc1	Desc2	Current Status
10/12/2007 12:1	skinnell	Repair Added		New
10/17/2007 3:03	valentids	Repair information change		10/23/2007 11:04:23 AM valentids
10/23/2007 9:38	pencil	From: Check In	To: Repair Bench	Product/Services
10/23/2007 11:0	Travisbw	Repair Maintenance	Status: New	Repair Location
10/23/2007 11:0	coltonca	Estimate Update	Status: Estimating	ILN
10/23/2007 11:0	valentids	Repair information change	To:	Current Location
10/23/2007 11:0	valentids	From: Check In	To:	ILN
10/25/2007 9:02	supiyfl	Returned to AS for repair		Transfer Number

Shipping Hold  Interface Hold  Estimate Sent  Parts Received  Passed Inspection  Return As Received  Has been Approved  Internal Repair

Repair Search Refresh Close

Windows Taskbar: supiyfl | 10/25/2007 | 9:02 AM | CAPS | NUM | JNS | CTRL

Taskbar: start | Inbox - Microsoft O... | Microsoft Word | Microsoft Excel | Arms Services Repa... | Current Cases - Mic... | 9:02 AM

RECEIVED  
 OCT 26 2007  
 BY: *[Signature]*

( PS 8761 )



**DERMTN™**

**Service Request**  
**Service Order # 2232**

*1680*

*JH  
CY 2/05  
"22"  
"010*

**SHIPPED TO VENDOR/STORE:**

REMINGTON ARMS CO., INC  
14 HOEFLER AVE

ILION, NY 13357  
Attn: ARMS SERVICE DEPT

Date Shipped: 10/10/2007 Phone: (800) 243-9700

**RETURN SHIP TO:**

Gander Mountain, FFL# 6-16-045-01-0b-00908  
Attn: Gun Parts Dept.  
21182 Salmon Run Mall Loop  
Watertown, NY 13601

**FIREARM INFORMATION:**

Manufacturer: Remington Arms Co Inc.  
Model: 673 GUIDE GUN

Type: Rifle  
Cal/Ga.: 6.5REMMAG

Serial Number: 7797425  
Cased?:

**DESCRIPTION OF ITEM RETURNED:**

MODEL 673 BOLT ACTION GUIDE RIFLE, SERIAL #7797425, 6.5REMMAG CALIBER

**REASON FOR RETURN:**

RIFLE FIRES WHEN BOLT CLOSSES. HAS HAPPENED MORE THAN ONCE

**ATTENTION VENDOR**

Please contact me with any questions or concerns.

**DOUGLAS SPOONER**

**(315) 779-1200**

**BILLING INFORMATION:**

Please include the service order number on all invoices and correspondence:

**SHIP TO ABOVE ADDRESS**

Forward all invoices to: **Gander Mountain**  
**Attn: Cindy Kilbride**  
**180 E. Fifth Street Suite 1300**  
**St. Paul, MN 55101**

*could not duplicate concern  
to restore confidence in rifle.  
replace TPA, checkover, clean,  
function test.  
#230145*

Serial Number:

**7797425**

*10/17 3:03*

Model: **673**



**RE00135328**

( PS 8762 )

# Gunsmith SO# 2232

GM#261 - Watertown  
 21182 Salmon Run Mall Loop  
 Watertown, NY 13601  
 (315) 779-1200  
 Gunsmith: Doug Spooner



**\* Transferred Status \***

CUSTOMER INFORMATION:	
Home #: (315) 779-1200	Day #:
Name: GM 261, NA	
Address: SALMON RUN MALL LOOP	
WATERTOWN, NY 13601	

DATES:	
Acquired:	09/28/2007
Apx Comp:	
Completed:	
Cust. Called:	
Disposed:	

FIREARM INFORMATION:			
Manufacturer: Remington Arms Co Inc.	Type: Rifle	Serial Number: 7797425	
Model: 673 GUIDE GUN	Cal/Ga.: 6.5REMMAG	Firearm Value: \$500.00	Cased?: <input type="checkbox"/>

Description: BOLT ACTION RIFLE VENT RIB, BLUED Condition: NEW  
 FINISH, LAMINATED STOCK

Service Description: RIFLE FIRES ON CLOSING BOLT-SAFETY ISSUE. TRIGGER HAS NOT BEEN TAMPERED WITH, SEALING COMPOUND STILL INTACT

LABOR		
UPC	Description	Amount
Labor Sub Total:		\$0.00

Labor Notes:

PARTS		
UPC	Description	Amount
Parts Sub Total:		\$0.00

Parts Notes:

<p><b>* Minimum two week turn around time for any shop work*</b></p>	TOTALS	
	Labor Sub Total:	\$0.00
	+ Parts Sub Total:	\$0.00
	Total:	\$0.00
	- Deposit Amount:	\$0.00
Amount Due:	\$0.00	

**\* Does not include Sales Tax \***

The Child Safety Lock Act of 2005 states "it is unlawful for a dealer to sell, deliver, or transfer any handgun to any person, other than another licensee, unless the transferee (buyer) is provided with a secure gun storage or safety device for that handgun." Gander Mtn. will be providing trigger locks to all transferees (buyer's) for a nominal fee. Transferees may also supply their own secure gun storage or safety device.

( PS 8763 )