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			F	Remington Arms	s Co., Inc.					
				Product Ser	vice					
				Legal Case #	:1723					
Case Inform										_
RE#	Date O	-	Date Opened(PS)	•	Closed	Incident		Pre Lit	Lit	Obsolete
137439	11/27/	2007	11/6/2007	11/28	/2007	10/31/2	007			
Customer In										
Туре	Business	First Name	Last Name	Street		ity St	ate Zip	0		Contact
Reporter	·	Steve	Benedetto	1096 River I	Rd Live	rmore M	1E 0425	3	H 207	7-897-3839
Incident Info	ormation									
Cla	nims		Codes		Repair I	Est. M	edical Tre	atment	Med	lical Status
PI bruis	ed thumb									
PD broke	e safety	Cause:4	015 Improper M	faintenance			U			
S		Concern	:1007 Fired on Sa	fe Release			U			
С										
11/6/07-pus	hed safety for	orward and gun f	fired, safety broke	off. Bruised thu	mb.lw					
Firearm Info	-								_	
Mfg	-	Туре		Model/			SKU	Serial 7741783	Bb	
Reming Date Pure	-	CF/B. Where Pur		7/7mm Accesso					LS	5 3/2/1998
Date Pure	cnaseo	BILL HICKS &		SEE THRU SC	-	Urigi	Y			
CONCERN:	FSR	DILL HICKS	COLID	SEE TIKU SU	OI E BASE					
r				· · · · · · · · · · · · · · · · · · ·				······································		
		n - None Define								
Other Produ	cts Informat	ion - None Defin	ned							
Settlement										
				Remington/7/0	CF/BA		_			
Settlem	nent	Release of Cla	ims Re	lease Date	Reimburse	ment	Cash ttlement	Reim. Da APV	te	Cash Date APV
Replace discou										
		Repair/Replace Cost	ment Repair	/Replacement Date						
	-		7-replacing TA at	discount.lw						
Examination	[Remington									
r		· · · · · · · · · · · · · · · · · · ·	· · · · · · · · · · · ·							

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS
	Exam Date		11/28/2007
Examination	Product Type		RF
	Action Type		Α
	Assigned To	L	F.SUPRY
Cause	4015		TRIG ASSM DIRTY, TRIGGER BINDING SAFETY SWITCH BROKEN
	Description		18.5" 7MM08 REM
	Date Code		LS
Barrel	Bore Plugged	False	
Barrel	Bulged	False	
	Fired	False	(PS 8656
			Ĺ

http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=1723&Type=Case

12/4/2007

	Fired while Obstructe	d	
	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
Bolt	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
	Condition	Slightly Worn; Functioning	
Extractor	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
	Block Condition	Select]
Locking	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	Select	
	Exterior Condition	Slightly Worn; Functioning	
Overail	Stock Condition	Slightly Worn; Functioning	SCRATCHES
•	Fore End Condition	Select	
Receiver	Condition	Slightly Worn; Functioning]
	Bulged	False]
Safety	Description		BROKEN
Salety	Function	Missing]
	Lift	Select	N/A
Sear	Notch	Like new; Functioning]
	Tests	Test Fired	False
Feeding Test	1 ¢313	False]
	Condition	Slightly Worn; Functioning	SAFETY SWITCH BROKEN
Trigger	Pull	Select	7#
	Altered	False]
	Sub-Assembly	Other Remington]
Non-Remington Components	Description		SEE THRU BASE

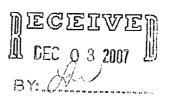
http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=1723&Type=Case

12/4/2007

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/entry Repail d d ress Information Custome: Name STEVE BENEDET Address 1: 1096 RIVER ROAD Address 2: 2: 2: 2: 2: 2: 2: 2: 2: 2: 2: 2: 2:	PD:Box:	STEVE	BENEDETTO ER ROADF RE	9 11/30/2007 11:15:04 AM	
State: ME Zip Code: [0425] Contact / Condition	Problems 1	FFL FFL Filmate	ip Code: [04253 History / Status History / Status Shipping Hold F IntelFace Hold F Estimate Sent Parts Received F Parts Received F Result As Received F Has been Approve T Internal Repair	d <u>Current Location</u>	
Repair Search				rresh Close	

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November 6, 2007

Model:

7

Steve Benedetto 1096 River Rd Livermore, ME 04253

Subject: Model 7 Serial #7741783 RE: Case #1723

Dear Mr. Benedetto,

We were sorry to learn of the accidental discharge you experienced with your wife's Model 7 rifle. We are certainly glad that your injuries were not any more serious, and that you are anxious to get back to enjoying the shooting sports.

As we discussed, I have enclosed a prepaid UPS shipping label and orange "Factory Only" label for you to ship the firearm back to our factory for examination and repair. I have also included a copy of this letter to put inside the shipping box. (The box will come under separate cover). The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly. On the factory repair form, please provide additional information about the incident, including the date of the last occurrence, type of weather, type of ammunition being used, etc.

We apologize for the inconvenience that this incident has caused and we hope that our actions will keep you as a loyal Remington customer.

Sincerely,

auna Watson

Laura Watson Consumer Affairs Administrator Remington Arms Company

Phone: 800-243-9700 ext 8789 Fax: 336-548-7890 E-mail: <u>laura.watson@remington.com</u>

TRIG. ASSM. DIRTY. TRIG. BINDING-WILLNOT PROPERLY MELAN WILLNOT PROPERLY MELAN We have JPA, checkover, clean AT 1/2 MSP. Quote

7741783

RE00137439

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025 Phone 800-243-9700 • www.remington.com

722/98 5 2/98 14.5"

Kem	nington	9 (\$r.	
Factory I	Repair Instructions		
Model Number: 77	Serial Number: 77		-1
)-357-2-4(387- EDate: 274		<u> </u>	┛
Are you the original owner?:			_
Name: Sterre Beredertte	Date of Purchase: $ earrow hole $	Cor Scot. 1979	
Address (no PO Boxes):			
1096 RIUGE Rd.			_
City: /1/ex-mana	State: 10 Con	Zip: 04253	_
Phone (Daytime): 207-847-353	Fax:		_
E-mail Address:			
would like to receive future e-mail updates	from Remington.		1
Please describe your problem:	*		4
140Bdral +Hai BIS	MY 20, THORNA	1 1 5 7 1 (T) / Q	
يريد المريس بلا المستوين المريس المريح المريس			
THE SAFETY DEFT TO	SHOL MY FAT	tites Atrices	
IT WITKS And THE			-
	gene Fired + 13	t was	
A SOMMY MORNING, ALCO A SOMMY MORNING, ALCO ACK LENT CEE MY & A	gene Fired + 1; IT 305 Car 7; w.	HER THE	
A SONNY MORNINY, Atol A SONNY MORNINY, Atol GUN LONT OFF MY 6A Front OP Men WHEN IT FILS	gene Fired + 15 IT 355 Carting defriend HALS ad FAE SAFETY FI	HEUTHE HEUTHE USH WANKAL MU EN OFF Histing	
A SOMMY MOTHING A FACE A SOMMY MOTHING A FOR GUN LEGHT OFF MY & A Front OP men when I F FA MY THE MAN I THEN PATT	gene Fired + 15 IT 355 Carting defriend HALS ad FAE SAFETY FI	HEUTHE HEUTHE USH WANKAL MU EN OFF Histing	
A SOMMY MOTHIN, Ator A SOMMY MOTHIN, Ator AND LENT CFF MY LA Front CP Men WHEN IT FIFS MY THEMAD ITHEN PETT	gene Fired + 15 IT 355 Car 7: W I OFFIELD HALS I HE SAFETY BI	t whe How The Why wolked he en off Hilling Go	
A SOMMY MOTHING ALL THE A SOMMY MOTHING ALL GUN LOUT OFF MYER Front OP men when it Fifs Manufacturer: Reming ten	Gen Fired 1 15 I. 3-5- ONT. W. I. EFFEND AMA 5 I. FAR SAFETY M Type-ECOME-LOP	t whe How The Why wolked he en off Hilling Go	
A SUMMY MOTHING, A.F.	Gener Fired + 15 T. 3-5- CONT. W. -d EFFERS HALS -d FAE SAFETS HI -d the SAFETS HI -d the SAFETS HI - Type: COME-LOP	t whe How The Why wolked he en off Hilling Go	
A SOMMY MOTHING, A. F.C. A SOMMY MOTHING, A. F.C. GUN WONT OFF MY & A. FRONT OP MONING AFFIC Manufacturer: Reming to M Other (i.e. bullet weight/type, shot size, powder): 140000 Pdt Sp dame LCK	Gener Fired + 15 T. 3-5- CONT. W. -d EFFERS HALS -d FAE SAFETS HI -d the SAFETS HI -d the SAFETS HI - Type: COME-LOP	t whe How The Why wolked he en off Hilling Go	
A SUMY MOTHING, A.F.	Gener Fired + 15 I. 3-5- OUT. W. d EFFERD HALS Ed HAE SAFETS FI Type-Clope -Lop STERMAN	t whe How The Why wolked he en off Hilling Go	
A SUMMY MOTHIN, A.L. A SUMMY MOTHIN, A.L. GUN WENT OFF MY (A) Front OP men wden it Fifs Manufacturer: REMING te.M. Other (i.e. bullet weight/type, shot size, powder): 1400m Pdt Sp dura-LCK Handload Information: Powder Used:	Con Fired 15 T 3-5 Con 1. W d of Friend ATA 1 5 d FAE SAFETY AI Type: Econo - Lor Type: Econo - Lor Powder Weight:	t whe How The Why wolked he en off Hilling Go	
A SUMY MOTHING, A.F.	Gener Fired + 15 I. 3-5- OUT. W. d EFFERD HALS Ed HAE SAFETS FI Type-Clope -Lop STERN	t whe How The Why wolked he en off Hilling Go	
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A SUMMY MOTHING, A.F.C. A SUMMY MOTHING, A.F.C. A SUMMY MOTHING, A.F.C. A SUMMY MOTHING, A.F.C. AUGUNT C FF MY & A. FRONT C PINE, WHEN IT FILL MANUFACTURES IT AND IT FOR A THE TOP Ammunition Information: Manufacturer: REMING FROM Other (I.e. bullet weight/type, shot size, powder): 1400 A Patr Sp data - LCK Handload Information: Powder Used: Case/Hull Used:	Con Fired + 15 T 35 Cort. w d EFFE SAFETY FI Type: Corte - Lor Powder Weight: Primer Used:	t whe How The Why wolked he en off Hilling Go	
A SUMMY MOTHING ALL THE A SUMMY MOTHING ALGO GOW WELT OFF MY & A FRONT OF MEN WHEN IT FILS My THE MAD I THELE HAT T Ammunition Information: Manufacturer: Reming to 2 Other (i.e. bullet weight/type, shot size, powder): 1400 M Pdt Sp date - LCM Handload Information: Powder Used: Case/Hull Used: Bullet Type/Shot Size:	Gener Filed + 15 T 35 OUT, U d 6 Friend AMA 5 d 7 FAE SAFETS Fil Type: Come - Lor Powder Weight: Primer Used: Reloader Used:	to when the have the why whyke he en off Hitting	
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A SUMMY MOTHING AND THE A SUMMY MOTHING A FACE GOW WOUT OFF MY & A FRONT OF MEN WEEN IT FILL My THOMAS ITHENED AT THE Manufacturer: Reming to M Other (i.e. bullet weight/type, shot size, powder): 1400 A Pdt Sp date - Lok Handload Information: Powder Used: Case/Hull Used: Bullet Type/Shot Size: Firearms Care (Cleaning and Lubrication): Brand of cleaning solution used: Courses How often do you clean the bore? (Months or Num	Powder Weight: Powder Used: Primer Used: Photoc 121-+ 3 14 Photoc	to whe How The why why kee in en off Holding off on on one Records Hou	
A SUMMY MOTHING, A. F. C. A FRONT OF MONING AND A FORMATION FRONT OF MONING AND A FORMATION Manufacturer: REMING from Manufacturer: REMING from Other (I.e. bullet weight/type, shot size, powder): 14CCM Pdt Op data - LCK Handload Information: Powder Used: Case/Hull Used: Bullet Type/Shot Size: Firearms Care (Cleaning and Lubrication): Brand of cleaning solution used: Curry S	Powder Weight: Primer Used: Primer Used:	to when the How The why which he en off Hitting ST ST ST ST ST ST ST ST ST ST	
A SUMMY MOTHING, A. F. C. A FRONT C P. M. MICH. I THEN I THE MANUFACTURES IN THE I THE I THE MANUFACTURES REMARD TO THE ITHE MANUFACTURES REMARD TO THE MANUFACTURES AND THE ITHE ITHE MANUFACTURES AND THE ITHE ITHE MANUFACTURES AND THE ITHE ITHE MANUFACTURES AND THE ITHE ITHE MANUFACTURES AND THE ITHE ITHE MANUFACTURES AND THE ITHE	Powder Weight: Powder Weight: Primer Used: Primer Used: Photoc 121 - 3 - 14 Photoc 121 - 3 - 14 Photoc 121 - 3 - 14 Photoc 121 - 4 Photoc 13 Photoc 13 Phot	to whe How The why whyke he en off Hotting of Convercine Records Hottin Yens Hentin	

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How often do you lu	
يبيدين والمتحدث والمراجع المراجع والمحادث والمحادث والمحادث والمحادث والمحادث والمحادث والمحادث والمحادث والمح	bricate the bore? (Months or Number of rounds) $= O(2\pi e C M + f) / f O(f)$
How often do you lu	bricate the action? (Months or Number of rounds)
How often do you lu	bricate the trigger assembly? (Months or Number of rounds) $= \sqrt{2} - \sqrt{2} \sqrt{2} \sqrt{2}$
	he cleaning and maintenance recommendations on our web site or in our owners manual?
Comments:	
When was the last til	me that your firearm was serviced by a Remington authorized repairman/gunsmith?
What were the servic	es performed?
Ship your INSURE) firearm by either UPS or Parcel Post to:
	REMINGTON ARMS CO., INC
	ATTN: Arms Service Divison
	14 Hoefler Ave
	Ilion, NY 13357
FIREARM. THIS IS A SEND THEM IN A SEF MODEL AND SERIAL :: Record the serial n :: Pack your firearm	OT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE A VIOLATION OF FEDERAL LAW: IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE PARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND NUMBER OF YOUR FIREARM. umber of your firearm before sending it. for safety and to prevent further damage in shipping and handling. Preferably, px. (Note: Original boxes may not be returned.)
	pries from your firearm to prevent loss or damage.
Provide a return ad return address will	Idress on both the outside and inside the box. Shipments without a proper
	be refused. D firearm by either UPS or Parcel Post. Remington is not responsible for
	ing shipment, so you may elect to purchase insurance from your carrier.
Charge repairs will be	e processed using the following guidelines:
	d under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please and number and expiration date with your gun)
include your credit ca	

at a marine of the second

4 135 0-01 NY . . UPS GROUND TRACKING #: 1Z 4XX 596 90 6586 2530 Storte State weather BILLING: 3RD PARTY DESC: FIREARM RETURN SERVICE REF 1:STEVE BENEDETTO/LW REF 2:ATTN: SERVICE DEPT/REF# 7741783 HS 9.0.49 LP2844 69.0A 07/2007 Distributional Shipping Notice - Carticipe Internet (Ray De Lobject to the rules realing to labolay and other terms answer conditions estatement or in E-Conversion for pau Utilization or Conversion in the international conversion in terms or Annual Printers Conversion (International Conversion on the Conversion International Conversion) and the Chart Chart

10 LBS **RS** SHIP TO: ATTN: PRODUCT SERVICES REMINGTON ARMS CO INC 14 HOEFLER AVE NY 13357 ILION

STEVE BENEDETTO 1096 RIVER RD LIVERMORE ME 04253

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1 OF 1

PS 8662

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			Reming	ton Arms Co.	, Inc.				
			Pr	oduct Service					
			Leg	al Case #:182	8				
Case Inform	ation								
RE#	Date Opened	-	ened(PS)	Date Close		dent Date	Pre Lit	Lit	Obsolete
137777	12/5/2007	12/6/	2007	12/6/2007	7				
Customer In	formation								
Туре	Business	First Name	Last Name	Street	City	State	Zip Age		Contact
Reporter	Gander Mountain	Jim	Collins	9923 Grant	t St Thornt	on CO	80229	W 30	03-450-8122
Incident Inf	ormation								
С	laims		Codes		Repai	r Est. Me	dical Treatm	ent M	edical Status
Pl					-				
PD	Ca	ause:4006 Alt	ered Adjustmen	ts or Compone	ents				
S fires o	n bolt closing Co	oncern:1008 Fire	ed on Bolt Closi	ng			Unknown		
С									
12/10/07-co	rrespondence from re	pair-sear engage	ment are messe	d up, firearm v	will fire when l	bolt is close	ed.lw		
Firearm Info	ormation								
Mfg		Туре		Model/G		SKU	Seria		
Reming		CF/BA		7/17 RE		24792	76862	59 RM	11/23/1992
Date Purc		here Purchase	-	Accessor		riginal Ow	ner		
		TSMENS SUP	PLY INC	SCOPE BASE	,RINGS	U			
CONCERN	:FBC								
A	T								
	Information - None								
	cts Information - Non	e Defined							
Settlement									
			Rem	ington/7/CF/B	A	Cash	Daim	Dete	Cash Data
Settlen	ient Release	of Claims	Release D	ate Rei	mbursement	Cash Settleme	Reim. nt AP		Cash Date APV
Replace discou									
		eplacement Cost	Repair/Repla Date	cement					
12/10/07-qu	ote sent to replace TA	at 1/2 normal c	harges.lw						
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Examination	[Remington/CF/BA]								

Part	Sub-Part	Code	Comment			
	Examiner		B.TRAVIS			
	Exam Date		12/6/2007			
Examination	Product Type		RF			
	Action Type		A			
	Assigned To	}	F.SUPRY			
Cause		~	TRIGGER ASSM SET SCREWS ALTERED			
	Description		18.5" 17 REM			
	Date Code		RM			
Barrel	Bore Plugged	False				
Darrer	Bulged	False	PS 8663			
	Fired	False	F3 0000			
			X			

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1	И		
	Fired while Obstructed Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
Bolt	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
	Condition	Slightly Worn; Functioning	
Extractor	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
	Block Condition	Select	
Locking	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	Select	
	Exterior Condition	Slightly Worn; Functioning	
Overall	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	Select	
Receiver	Condition	Slightly Worn; Functioning	
Receiver	Bulged	False	
	Description		STANDARD M/7 SAFETY
Safety	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
	Lift	Select	N/A
Sear	Notch	Like new; Functioning	
	Tooto	Test Fired	False
Feeding Test	Tests	False	
	Condition	Slightly Worn; Not Functioning	CONNECTOR MISSES SEAR
Tu:	Pull	Select	N/A
Trigger	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	Other Remington	
Non-Remington Components	Description		SCOPE BASE,RINGS

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PS 8664

Arms Services Repair & Estimate System		
	Ir Tods - CSR Tools - Reports - Table Maintenance - Statutin Maintenance - Help	
Repair Number: RE00137777 Serial: 7686259 Model REM Produced:11/23/ Venty Repair	7, Certer Fire: Calber 17, Répairman 1992: Status: Néw 12/5/2007-2:47:06 PM	Contraction of the second s The second se
- Address Information		
Customer	[1] A. M. MARKAN, M. M. MARKAN, M.	
Name: GANDER MOUNTAIN		
Address 1: ATTN CINDY KILBRIDE Address 2: 180 E 5TH ST SUITE 1300 PO'Box	9923 GRANT STREET PO Box	
Address 2: [180 E 5TH ST SUITE 1300 PO'Box*]	THOPNTON	
State: MN Zip Code: 55101 Country: US	State CO Zip Code: 80229 Country US	
Mana ana ana ina mana mana mana ina mangana na mangana na mana na mana na ina ina ina ina ina ina mana na mang Ina ina ina ina ina ina ina ina ina ina i	FFL: [[[[[[[[[[[[[[[[[[[
Contact / Condition	Estimate History / Status Shipping / Billing	
Date User ID Desc1 12/3/200710:46 skinnettl Repair Added 12/5/2007.2:47:0 valentds Repair information change 12/5/2007.2:48:4 valentds From: Check In 12/5/2007.7:55:1 supryfit Returned to AS for repair	Desc2 Current Status Desc2 Shipping Hold New To: IntelFace Hold 12/5/2007/247/05 PM To: Estinale Sent Product Services at special price Parts Received Repair Location F Bassed Inspection JLN Return As Received Current Location Has been Approved INN Transfer Number Internal Repair	
Repair Search	<u>Refresh</u>	
supplier 12/5/2007. [7.58 AM		
1. Stant 🖉 Inbox - Microsoft Out 📭 Arm: Servic		





Service Request

Gander Mountain, FFL# 5-84-001-01-80-01481

RETURN SHIP TO:

Attn; Gun Parts Dept. 9923 Grant St.

Thornton, CO 80229

Service Order # 2102 RM

SHIPPED TO VENDOR/STORE:

REMINGTON ARMS COMPANY INC. 14 HOEFLER AVE

ILION NY 13357 Attn: WARRANTY REPAIRS DEPT. Phone: (336) 548-8700 Date Shipped: 11/26/2007

FIREARM INFORMATION:

Manufacturer: Remington Arms Co Inc. Model: SEVEN

Type: Rifle Cal/Ga.: .17cal Serial Number: 7686259 Cased?: ☑

TRIGASSM SETSCREWS ALTERE, CONNELTOR WILL Not CONTAct SEAN

Ruste

DESCRIPTION OF ITEM RETURNED:

(1) REMINGTON MODEL SEVEN 17 CAL.

REASON FOR RETURN:

FIRARM NEEDS TO BE RETURNED TO REMINGTON FOR REPAIR, SEAR ENGAUGEMENTS ARE MESSED UP, FIREARM WILL FIRE WHEN BOLT IS CLOSED.

ATTENTION VENDOR

Please contact me with any questions or concerns.

Jim Collins

(303) 450-8122

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 St. Paul, MN 55101



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					ington Arms C							
					Product Servi							
Case Inform	notion			L	Legal Case #:11	302						
RE#	Date O 5/23/2		-	p ened(PS) 4/2007	Date Clo 5/24/20		Incident	Date	Pre	Lit	Lit	Obsolete
	nformation	2007	212		5/2 (/20							
Туре	Busine	ess	First Name	Last Name	Str	eet	City	State	Zip	Age		Contact
Reporter	Rocky Mtn		Brandon	Mcartor	4706 S Dor		Gillette		82718		wa	07-686-0221
Incident Inf	•	opento	2.4.12011				0		02710			
monuelli mi	Claims			(Codes		Denair	Fet M	adiaal T	reate	nont l	Aedical Status
PI	Claims				20065		ксран	LSt. IVI	cuical I	cath	BCUUT	
PD			Cause:40	06 Altered	Adjustments of	r Component	ts					
	n bolt closing	g or safety		1008 Fired on	U	, component			Unkn	own		
С		•		·	Ũ							
5/25/07-cor	resp. from re	pair-gun v	will fire when	bolt is closed d	lown or it will	fire when sa	fety is pus	hed off	lw			
									······			
Firearm Inf	ormation											
	lfg.		Туре		Model/Ga.		SKU		Serial		Bbl.	DOM
	ington		CF/BA				24786		765798	6	AJ	3/17/1989
Date P	urchased		here Purchas		Accessories	-	ginal Own	er				
CONCERN		ELL	ETT BROTH	ERS S	SCOPE BASE		U					
CONCERN	in BC, i SR											
Ammunitio	n Informatio	n - None F	Defined									
	ucts Informat											
Settlement	ucis miormai		e Denneu			,						
Bettiement				Re	emington/7/CF	₩A						
~					-			Cash	Rei	m. D	ate	Cash Date
Settler	nent	Release of	of Claims	Release	Date F	Reimbursem	ent	tlement		APV		APV
Replace T												
cos												
]		placement ost	Repair/Rep Dat								
5/25/07 T-		-			lace TA at 1/2	nniae luu						
	00			•	ace IA at 1/2							
	n[Remington								t i arme vi			
Examinatio	Inficentingion											
· · · · · · · · · · · · · · · · · · ·						<u> </u>						· · · ·
└ ──── [₽]	Part		ub-Part	<u>-</u> 1L	Code		VIE	(ommen	۱ 		
		Examin		4		B.TRA						
n		Exam D		4		5/24/20	JU7					
Examinatio	n	Product		4		RF						
		Action		_		A						
L		Assigne	a lo			F.SUPI						
Cause		4006		Altered Adju Components			CREWS A			STIC	ΚY	
L						LOBKI	CATION	NESID				

18.5" 7MM08

AJ

http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=1302&Type=Case

False

False

False

Description

Date Code

Bulged

Fired

Barrel

Bore Plugged

5/25/2007

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<u>ب</u>*.

1

	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning]
	Shroud	Slightly Worn; Functioning]
Bolt	Face	Slightly Worn; Functioning]
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
	Condition	Slightly Worn; Functioning	
Extractor	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
	Block Condition	Select	
Locking	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	Select	
	Exterior Condition	Worn; Functioning	
Overall	Stock Condition	Worn; Functioning	CAMO SYN STK
	Fore End Condition	Select	
Receiver	Condition	Slightly Worn; Functioning	
Receiver	Bulged	False	
	Description		STANDARD M/7 SAFETY
Safety	Function	Like new; Functioning]
	Sub-Assembly	Non-ISS	
	Lift	Select	.012
Sear	Notch	Slightly Worn; Functioning	WORKS SLUGGISH
	Teata	Test Fired	False
Feeding Test	Tests	False]
	Condition	Slightly Worn; Functioning	STICKY LUBE RESIDUE
T.::	Pull	Select	3#
Trigger	Altered	Тгие	SET SCREWS ALTERED
	Sub-Assembly	Other Remington]
Non-Remington Components	Description		SCOPE BASE

PS 8668

http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=1302&Type=Case

5/25/2007

RE00129668	15 A DRIED LUNA BLANDAL DALLA
For: 307)686-02:11 BRANDON MCARTOR ROCKY MOUNTAIN DISCOUNT SPORTS 4706 S. DOUGLAS HWY GILLETTE, WY 82718 SHIP TO: (336)548-8700 REMINGTON ARMS INC ARMS SERVICES REMINGTON 14 HOEFLER AVE ILION, NY 13357	

ddress information F* Received from Referentiation Name: ROCKY MOUNTAIN SPORTS ROCKY MOUNTAIN SPORTS Address 1; R706 SOUTH DOUGLAS HIGHWAY Address 2; ROTE STUTH DOUGLAS HIGHWAY State: MY Zip Code; B2718 Context // Earthon Poblems FFI FFI Outried // Earthon Poblems E stimate History Z Status Shapping / Billing State Provide Status Provide Status Status Provide Status Provid	Répair: Inquiry Repair Number: RE00129668	pedite Repair - Inquiry - Repair Took Senal 7657386: Model7: Cente MM-08 Produced 02/17/1989	er Fire Caliber: 7. Repairman		
FFL Shipping / Biling Date Date Desol Current Status Strigging Hold New Valenids New S/23/2007.8/25: Expedite valenids From: Check In Strigging Hold New S/23/2007.8/25: Expedite valenids From: Check In Parts Received Polder of the second in	Name: ROCKY MOUNTAIN Address 1: 4706 SDUTH DOUGLAS I Address 2: City: GILLETTE	Received From SPORTS HIGHWAY PD:Box	Return To	ed From	
Repair Search Close	Date Code: 5/23/2007.8:26:2 New 5/23/2007.8:28:2 Expedite 5/23/2007.8:28:2 Expedite	Problems E stim UserID Desc1 Valentds RepairAdded Valentds From: Check In	FFL History / Status Shipping mate History / Status Shipping Current S Current S Shipping Shipping Hold Na Na Shipping Hold Status Shipping IntelFace Hold 5/23/2008 Valen Parts Received Product S Hepair Lo Passed Inspection IN IN Hasbeer Approved LU Hasbeer Approved	Alfanting j//Billing Status W D:25 22/AM htts Berrices ocation N Scation N	
	Repair <u>Search</u>			<u>Close</u>	

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(PS 8670

			Re	emington Arms Co., I Product Service Legal Case #:1868	inc.					
Case Informat	tion			Legal Case marcoo						
RE# 138329	Date Openeo 12/15/2007		te Opened(PS) 12/17/2007	Date Closed 12/17/2007	l Incide	ent Date	F	Pre Lit	Lit	Obsolete
Customer Info	ormation									
Туре	Business Fi	irst Name	Last Name	Street	City	State	Zip	Age	C	Contact
Reporter		Joet	Milowicki	340 Brinker Road	Hunker	РА	15639		H 724	4-396-9220
Incident Inform	mation									
Cla	aims		Codes		Repair Est	. Med	lical Tr	eatment	Me	dical Status
PI										
PD				Duplicate Concern			Unkno	wn		
	safe release	Concern: I	1007 Fired on Sat	fe Release			Una			
C	tenco fuo:		d La satisman	2 · · · · · · · · · · · · · · · · · · ·	***	4	n Jalo	Car lu		
12/19/0/-cone	espondence iroi	m repair-inggei	r sticks when sa	fety is moved to firing	g position. gui	goes on	or dela	ys fire.iw	V 	
Firearm Inform	mation									
Mfg.		Гуре		Model/Ga.			SKU	Se	rial B	bl. DOM
Remington		F/BA		7/7MM08 REM						AI 3/31/1988
Date Purchas		Purchased		Accessories		-	inal Ow	ner		
		RTS CENTER	SCOPE BASE	E,BOTTOM HALF O	F FRONT RIN	íG	U			
CONCERN:FS	SR									
	Information - No is Information -			Remington/7/CF/BA		•				
Settlement	Release (of Claims	Releas	e Date Rei	mbursement		ash Iomant		n. Date	
New TA n/c						Ser	lement	A	PV	APV
	65.	. 00	Repair/Repla 12/19/	/2007	1- timon '	- •	• 41	- alc		·1 17 4 -4
no charge as a	a gesture of good	dwill, customer	r extremely pleas	said he had it go off a sed with Remingtons	response fls.	_	_	-	-	ice the 1A at
Examination[F	Remington/CF/I	BA]		· · · · · · · · · · · · · · · · · · ·						· · · · · · · · · · · · · · · · · · ·
P	'art	Sub-I	Part	Code			Co	mment		
		Examiner			B.TRAV	/15				
		Exam Date			12/17/20	JO7				
Examination		Product Type	;		RF					
		Action Type			A					
		Assigned To			F.SUPR	Υ				
Cause		4038	Col	ould Not Duplicate						
<u> </u>		Description			18.5" 7N	MM08 RI	EM			

AI

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http://cps03ap13:200/ps	aapp/PrintDisplay.aspx?ID=1868&Type=Cas	e

False

False

False

Description Date Code

Bore Plugged

Bulged Fired

Barrel

12/19/2007

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	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning]
	Shroud	Slightly Worn; Functioning]
Bolt	Face	Slightly Worn; Functioning	WEAR FROM LEAKING PRIMERS
	Handle	Slightly Worn; Functioning]
	Stop	Slightly Worn; Functioning	
	Condition	Slightly Worn; Functioning]
Extractor	Cut Condition	Slightly Worn; Functioning]
	Ext/Eject Test	False	
	Block Condition	Select	
Locking	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	Select	
	Exterior Condition	Slightly Worn; Functioning]
Overall	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	Select	
	Condition	Slightly Worn; Functioning]
Receiver	Bulged	False]
Q. 6-+-	Description		STANDARD M/7 SAFETY
Safety	Function	Like new; Functioning]
	Lift	Select	.011
Sear	Notch	Like new; Functioning	
		Test Fired	False
Feeding Test	Tests	False	
	Condition	Slightly Worn; Functioning]
T	Puli	Select	8.5#
Frigger	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	Other Remington	
Non-Remington Components	Description		SCOPE BASE, BOTTOM HALF OF FRONT RING

http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=1868&Type=Case

12/19/2007

PS 8672

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🗣 Arms Services Repair & Estimat	te System	
	edite Repair, /Inquiry Repair,Tools, CSR Tools, Reports, (Table Maintenance - System Memberlance - Help	
💐 Repair Inquiry		
Repair Number RE00138329 Venty Repair	Senal: 7649292: Model 7. Center Fire, Caliber: 7. Repairman. MM-08 Produced: 03/31/1998 Status, Closed: 12/15/2007.4:43:38 AM	
Address Information Customer Name: JOEL MILOWICKI	Received From Return To: Received From JOEL MILOWICKI	
Address 1. 340 BRINKER RD. Address 2. City: HUNKER	B40 9RINKER RD. PO'Box HUNKER HUNKER	
State: PA Zip Code (15639	County: US State: PA Zip Code: 15639 County: US	
Date Eode 12/15/2007.4:34 New 12/15/2007.4:43 Closed 12/18/2007.7:52 Comment	Problems E stimate History / Status Shipping / Billing / User ID Desc1 Desc2 Supping Hold Current Status Sanguinegf Repair Added Image: Shipping Hold Image: Shipping Hold Image: Shipping Hold Sanguinegf Rebair Added Image: Shipping Hold Image: Shipping Hold Image: Shipping Hold Image: Shipping Hold Sanguinegf Returned to AS for repair Image: Shipping Hold Image: Shipp	
Repair <u>S</u> earch	<u>Refresh</u> <u>C</u> lose	
Construction of the product of the second	Z18/2007. [7:52'AM CONTRACTOR NUM SOURCE INS STORE CONTRACTOR SCRUP LCCL11 INS Marcooft Excel FSH M. Sources Report	(2) ⊡ 1 4(2),⊒0,2452.0M



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	· · · · · · · · · · · · · · · · · · ·	4.3 188
Remi	ngton	8.55 AF3/88
	ir Instructions orm, and then include it with your firearm.)	.0.
Model Number: Model Scorp	Serial Number: 7649292	
Are you the original owner?: YES NO		
Name: Joel PMilowicku	Date of Purchase: Not sure	
Address (no PO Boxes): 340 Brinke		
city: Annker	State: PA zip: 15639	
Phone (Daytime): 724-396-9220	Fax:	
E-mail Address:	Remington.	
	r is unsafe the trigger	
Sticks when sefet is		
	t touching trigger this	
doesn't always happen.	sometimes the trigger can	
be pulled and firing	is delayed 5 to 10 seconds	
I Have Very Little	trust for this gun. It	
has done this yor 5	+imes_	
17 . 17 . 1 . 1 . 1 . 1 . 1 . 1 . 1 . 1	nametri i contra de la contra de	
Ammunition Information:	····	
Manufacturer: Remination	Type: Mozelars	
Other (i.e. bullet weight/type)-shot size, powder):	140 -9. rain	
		6
Handload Information:		/
Powder Used:	Powder Weight:	J
Case/Hull Used:	Primer Used:	
Bullet Type/Shot Size:	Reloader Used:	
Firearms Care (Cleaning and Lubrication):		
Brand of cleaning solution used: Acrocks		
How often do you clean the bore? (Months or Number of	Frounds) 1 a year	
How often do you clean the action? (Months or Number of	of rounds) every 2 - 3 months	
How often do you clean the trigger assembly? (Months o	pr Number of rounds) jayear	
Brand of lubricant used: Appes Jun or		

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PS 8674

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	a second a s						
		3 times a year	1				
	How often do you lubricate the bore? (Months or Number of rounds) How often do you lubricate the action? (Months or Number of rounds)						
		······································					
	How often do you lubricate the trigger assembly? (Months or Number of	rounds) [a year tess					
	than 20 rounds						
	Have you reviewed the cleaning and maintenance recommendations on YES NO						
	Comments: I realy have Remington Make this right						
	Recause Twe paus-had a problem tittle -	and another mean which	ter or marlin				
	When was the last time that your firearm was serviced by a Remington	authorized repairman/gunsmith?	bing range				
	What were the services performed? Trigger assembly	cleaned	2003				
	Ship your INSURED firearm by either UPS or Parcel Post to:						
	REMINGTON ARMS CO	, INC					
	ATTN: Arms Service Di	vison					
	14 Hoefler Ave						
	Ilion, NY 13357						
	WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREAR FIREARM. THIS IS A VIOLATION OF FEDERAL LAW: IF YOU FEEL YO SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (MODEL AND SERIAL NUMBER OF YOUR FIREARM.	U MUST SEND SPENT SHELLS PLEASE					
	:: Record the serial number of your firearm before sending it.	·· ·· ·· ·· ·· ·					
		g and handling. Preferably,					
	A C C C C C C C C C C C C C C C C C C C						
and		ments without a proper					
1		s not responsible for					
Model:	burchase insural	nce from your carrier.					
		D (To pupid C O D. Charger, plagae					
	your gun)	D. (To avoid C.O.D. Charges, please					
R	LE00138329	the nature of the repair, applicable taxes					
	Jana anipping. Tou min nove so ways to upprove the repair estimate. Rep	airs can be paid by check, money order,	•				
	or credit card (American Express, Discover, MasterCard, or VISA). If you \$75.00 by setting a pre-authorized amount that can be billed to your credit or the setting a pre-authorized amount that can be billed to your credit or the setting a pre-authorized amount that can be billed to your credit or the setting a pre-authorized amount that can be billed to your credit or the setting a pre-authorized amount that can be billed to your credit or the setting a pre-authorized amount that can be billed to your credit or the setting a pre-authorized amount that can be billed to your credit or the setting a pre-authorized amount that can be billed to your credit or the setting a pre-authorized amount that can be billed to your credit or the setting a pre-authorized amount that can be billed to your credit or the setting a pre-authorized amount that can be billed to your credit or the setting a pre-authorized amount that can be billed to your credit or the setting a pre-authorized amount that can be billed to your credit or the setting a pre-authorized amount that can be billed to your credit or the setting a pre-authorized amount that can be billed to your credit or the setting amount that can be billed to your credit or the setting amount that can be billed to your credit or the setting amount that can be billed to your credit or the setting amount that can be billed to your credit or the setting amount that can be billed to your credit or the setting amount that can be billed to your credit or the setting amount that can be billed to your credit or the setting amount that can be billed to your credit or the setting amount that can be billed to your credit or the setting amount that can be billed to your credit or the setting amount that can be billed to your credit or the setting amount that can be billed to your credit or the setting amount that can be billed to your credit or the setting amount that can be billed to your credit or the setting amount that can be billed to your credit or the setting amount that can be b						
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	TOW DE MONONTECONE						
	JILY OF STOLY STICKY C	TDA					
	paurs ro winds here	- Amomin (
	Maeck own, clean it 1						
	changes. Quite	PS 867	75				
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		ł		Re	mington Arms Product Ser Legal Case #	vice	nc.					
Case Inform	mation				Degui Cuse "	.1700		•				
RE# 135964	Date Oj 10/29/2	2007	Date Op 10/30	ened(PS) /2007	Date C 10/30/		Incide	nt Date	e Pi	re Lit	Lit	Obsolete
Type	Business	First Nam	e Last l	Name	Street		City	State	Zip	Age	(Contact
Reporter	2 40 41 400	Timothy	Sto		4840 ODonne	51 Q4	•		13088	~5~	-	5-457-0377
	. .	Thiouty	50			n Gr	Liverpool	NY	13000		C 31:	5-708-4761
Incident In						D		N			24	1's al Ctatava
PI	Claims			Codes		ĸ	epair Est.	Medic	al Trea	tment	Me	dical Status
PD S fired C	on safe rele	ease Con		7 Fired or	er Maintenance 1 Safe Release			Ŭ	Inknow	n		
10/31/07-co	orresponde	nce from rep	air-fired o	on safe rel	lease.lw							
Firearm Inf Mfg.	formation	Туре			Model/Ga.		SKI	J	Serial	Bbl.		DOM
Remingte	on	CF/BA		7	7/300 SAUM		2479	1 7	776863	DW	9/25/2	002 9:54:20
Date Purchase	W	here Purcha	sed	Accessories			Original Owner			PM		
	DIC	CK S SPORT GOODS	ING		BUSHNELL PE,RINGS,BA	SE	U					
CONCERN	I:FSR											
		ion - None D ation - None		F	Remington/7/C	JF/BA						
Settlem	ent F	Release of C	aims	Relo	ease Date	Rein	ibursement		ash			Cash Date
Replace T discou	TA at							Setti	ement	А	PV	APV
		epair/Replac Cost	ement		Replacement Date							
10/31/07-R	eplace TA	and clean at	discount.l	w								
Examinatio	on[Remingto	on/CF/BA]		· · · · · ·							S 8	676
Pa	nrt	Sub-P	art		Code	<u> </u>		C	ommen	t]
		Examiner				B.TR	AVIS		<u> </u>	<u> </u>		
,	•	Exam Date				10/30/	/2007					
Examinatio	on	Product Typ	e			RF						
		Action Type				Α						· · · ·
I												

http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=1700&Type=Case

11/1/2007

	Assigned To		F.SUPRY	
Cause	4015	Improper Maintenance	TRIGGER AND TRIGGER I BRACKET RUSTED AND F	PIN RUSTED,BBL PITTED
	Description		22" 300 SAUM	
	Date Code		DW	
	Bore Plugged	False		
	Bulged	False		
Barrel	Fired	False]	
	Fired while Obstructed			
	Muzzle/Crown Condition	Slightly Worn; Functioning		
	Firing Pin	Slightly Worn; Functioning		
	Shroud	Slightly Worn; Functioning		
Bolt	Face	Slightly Worn; Functioning		
	Handle	Slightly Worn; Functioning		
<u></u>	Stop	Worn; Functioning		
Extractor	Condition	Slightly Worn; Functioning		
	Cut Condition	Slightly Worn; Functioning		
	Ext/Eject Test	False		
	Block Condition	Select		
Locking	Lug Condition	Slightly Worn; Functioning		
	Notch Condition	Select		
		Slightly Worn; Functioning		
Overall	Stock Condition	Slightly Worn; Functioning		
	Fore End Condition	Select		
Receiver	Condition	Slightly Worn; Functioning		
_	Bulged	False		
	Description		STANDARD M/7 SAFETY	
Safety	Function	Like new; Functioning		PS 8677
	Sub-Assembly	ISS		
	Lift	Select	.009	
Sear	Notch	Like new; Functioning		
Feeding Test	Tests	Test Fired False	False	
Trigger	Condition	Slightly Worn; Not Functioning	TRIG AND PIN RUSTED	
	Pull	Select	10+#	

http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=1700&Type=Case

11/1/2007

	Altered	False	
	Sub-Assembly	Other Remington	
Non-Remington Components	Description		BUSHNELL SCOPE, RINGS, BASE

NYS DL# 225624252 Receipt Of Firearm(s) Delivered to the Plant for Repair. File 003615 Firearm Checked For Live Ammunition 街 Delivery Date <u>10</u> 1<u>19</u> 1<u>67</u> 9/02 S. Immet Customer Name (Print) Timortius Address 4840 Monroet St. Incorport State NY Zip 13088 Phone Number (315) - 457-0377 (cell'315-708-4761) Fireman Description Model Seven SAUM Cal./Ga. 300 Serial Number ______6863 Stock/ Fore-end Condition circle the description (Excellent, Good, Fair, Poor, Fancy, Plain, Synthetic, Wood) Comments on Stock/ Fore-end condition ____ Metal Condition circle the description (Excellent, Good, (Fair,) Poor, Fancy, Plain Stainless Steel) Comments on Metal condition _ Barrel Type (VT. Rib, Plain, Deer; Stainless Steel) Barrel length List additional accessories IE Scope, Sling, Gun case and description; Scope LO-Pic Customer request: choot SAFty/TRASSER CWENT OFF When GAFty WAS Return Process Return to Clark St. Ent. [1] Return via UPS [] $\frac{13}{127} \xrightarrow{13}_{127} \xrightarrow{13}$ By signing this receipt the person delivering the firearm understands to be the only person to receive the firearm upon completion of repairs. Signature person delivering firearm Signature security officer Signature 1/ arms service / CSR Customer Pick Up Verification parson whom delivered the above described firearm to the wfully possess a firearm in New York State. 168 Date / e same who delivered PS 8679 Date urning the firearm D. ø

🗣 Arms Services Repair (). Estimat	and the stand of the	ана сели на сел Сели на сели на				
File Add Repair Estimate Repair Expe	dite Repair - Inquiry - Repair	Contract of the second s		and the second second second second		
Repai: Number RE00135964	Senal: 7776863 Model 7 REM ULTRA MAG LAM F	Center Fire (Caliber - 300	Repairman.	10/29/2007.10.11.20 AM		
Address Information	Received Fice	m: Betrinn To		C Received From		
Name: TIMOTHY C STONE Addiese 1: 4840 ODDINNEL STREET Addiese 2: - Gily: LIVERPOOL State: NY Zip Gode; 113088	RO Box	TIMOTH 4840 000 	Y C STONE	20:Box[
Contact / Condition	Problems :	FFL: []	History // Status	Shipping / Billing		
Date User ID 10/29/2007 10:1 valentds 10/29/2007:10:1 valentds 10/30/2007.958 pencerl 10/30/2007.10:0 pencerl 10/30/2007.10:0 supplie 10/30/2007.10:0 supplie	Desc1 Repair Added From Check In Repair Maintenance Repair Maintenance Returned to AS for repair	Desid2 To: Status: New Status: New	 Shipping Hold InterFace Hold Estimate Sent Paits Received Passed Inspection Return As Received Has been Approvi Internal Reparts 	Current, Status New 10/29/2007.10.11.20:MM valentds Product Services <u>Repair Location</u> ILEN ed <u>Current Location</u>		
Repair <u>S</u> earch			Re	rfresh <u>C</u> lose		
and the second	30/2007 SIL003AM - 3		Second States			
Starty, Dinbox - Microsoft	: Ou	45 🥵 🥵 Arms	Services Repair: 👾 🖾 📖 Se	earch for a Serial N	Part Search by Materin 🥵 🗿 🛵 🕬 1	0.03 AM-1

At some point this goin got real wet and was not properly claimed & oiled the underide of the barrel was rusted, the trigger assembly was rusted, and pine needles fell out of paction when we removed the stock. Quote repair at 12 normal cost. PS 8680

DECEIVED OCT 3,1 2007 BY:

Examination[Remington/CF/BA]

Remington Arms Co., Inc. Product Service Legal Case #:1736 Case Information RE# Date Opened(PS) Obsolete **Date Opened Incident Date Date Closed** Pre Lit Lit 12/07/07 12/7/2007 11/8/2007 12/7/2007 11/7/2007 Customer Information Contact Туре **Business First Name** Last Name Street City State Zip Age C 404-379-8965 Reporter Joel Wilson 124 Old Rosser Road Stone Mountain GA 30087 Incident Information Claims Codes **Repair Est. Medical Status Medical Treatment** PI PD Cause:4005 Defective Trigger Assembly Unknown S Fired on bolt closing Concern:1008 Fired on Bolt Closing С Customer on vacation said he shot a hog and when he chambered the next round it went off, he chambered another round and it also went off.

Customer on vacation said he shot a hog and when he chambered the next round it went off, he chambered another round and it also went off. He then unloaded the rifle and everytime he cycled it the firing pin dropped. He then tried the safety and it would fire on safe release. Sounds like the connector may have broken. I authorized him to purchase another rifle at the closest Bass Pro and have them return his rifle to my attention. We will reimburse the customer for the new rifle. I did this, as a gesture of goodwill, because he was on vacation and in the middle of his hunting season. fls.

Firearm Information							
Mfg.	Туре	Model/Ga.	SKU	Serial	Bbi.	DO	M
Remington	CF/BA	7/270 WSM	26361	7817748	RZ	11/7/2005 2	:25:27 PM
Date Purchased	Where Purchased	Accessories	Original Owner				
	BILL HICKS & CO LTD)	Y				
CONCERN:FSR		14					
Ammunition Informatio	on - None Defined		hannagananan (
Other Products Informa	tion - None Defined						
Settlement							
		Remington/7/	CF/BA				
Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlem	-	Reim. Date APV	Cash Date APV
reimbursement for firearm	· · · ·		893.43			12/11/2007	
	Repair/Replacement Cost	Repair/Replacement Date					

Agreed to reimburse customer for the purchase of a replacement rifle upon the return of his model seven 270 WSM caliber rifle. 12/11/07apv issued for refund.lw

Part Sub-Part Code Comment Examiner **B.TRAVIS** 12/7/2007 Exam Date Product Type RF Examination Action Type ÍA F.SUPRY Assigned To WILL FOLLOW DOWN 4005 Defective Trigger Assembly Cause Description 22" 270 WSM Date Code RZ

http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=1736&Type=Case

Trigger

Feeding Test

Tests

Pull

Condition

Altered

Sub-Assembly

	Bore Plugged	False	
	Bulged	False	
Barrel	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
Bolt	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
	Condition	Slightly Worn; Functioning	
Extractor	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
	Block Condition	Select	
Locking	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	Select	
	Exterior Condition	Slightly Worn; Functioning	
Overall	Stock Condition	Slightly Worn; Functioning	MARS/DENTS
	Fore End Condition	Select	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
	Description		STANDARD M/7 SAFETY
Safety	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
	Lift	Select	.015
Sear	Notch	Like new; Functioning	

False

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WILL FOLLOW DOWN

Test Fired

---Select---

Other Remington

Slightly Worn; Not Functioning

False

False

PS 8682

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12/11/2007

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				R	emington Arms Co., l	Inc.					
					Product Service						
					Legal Case #:1736						
Case Info	rmation										
RE#	Date Ope	ned	Date Openeo 11/8/200	• •	Date Closed	Incident I 11/7/200		Pre l	lit	Lit	Obsolete
Customer	Information										
Туре	Business	First Name	Last Name	•	Street	City	State	Zip	Age		Contact
Reporter		Joe	Wilson	124	Old Rosser Road	Stone Mountain	GA	30087		C 4	04-379-8965
Incident In	nformation										
	Claims			Codes		Repair Est.	Medica	l Treati	nent	Me	dical Status
PI											
PD			Cause:4079	Other -	Unexamined		ī Im	known			
S Fire C	d on bolt clos	sing	Concern:1008	Fired o	n Bolt Closing		Un	IKHOWN			

Customer on vacation said he shot a hog and when he chambered the next round it went off, he chambered another round and it also went off. He then unloaded the rifle and everytime he cycled it the firing pin dropped. He then tried the safety and it would fire on safe release. Sounds like the connector may have broken. I authorized him to purchase another rifle at the closest Bass Pro and have them return his rifle to my attention. We will reimburse the customer for the new rifle. I did this, as a gesture of goodwill, because he was on vacation and in the middle of his hunting season. fls.

Firearm Information						
Mfg.	Туре	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	7/270 WSM				1/1/1900
Date Purchased	Where Purchased	Accessories	Original Owner			
			Y			

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

		Remington/7/C	F/BA			
Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
reimbursement for firearm			893.43		11/30/2007	
	Repair/Replacement Cost	Repair/Replacement Date				

Agreed to reimburse customer for the purchase of a replacement rifle upon the return of his model seven 270 WSM caliber rifle. 11/30/07apv issued for refund.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

PS 8683

11/30/2007

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PS 8684

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Watson, Laura M.

From: Supry, Fred L.

Sent: Friday, November 30, 2007 8:42 AM

To: Watson, Laura M.

Subject: Joel Wilson

11/30/2007

Laura,

Please refund \$893.43 to:

Joel Wilson 124 Old Rosser Road Stone Mountain, GA 30087

Mr. Wilson was hunting and had a problem with his Model 7 – I had him go to Bass Pro Shop and purchase another rifle, and Bass Pro will return his rifle to my attention. I have the receipt and other papers from Mr. Wilson and I will put them in the package sent out today.

Fred Supry, Manager Product Service and Law Enforcement Training Remington Arms Company 14 Hoefler Avenue Ilion, NY 13357

 Phone:
 315-895-3606

 Fax:
 315-895-3661

 e-mail:
 fred.supry@remington.com

11/30/2007

Dear Remington,

11/14/07

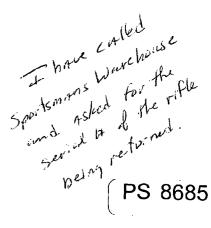
1736

I am writing this letter to show my appreciation to one of your employees and your company as a whole. On Wed. November 7th, 2007 I had a scary experience while deer hunting with my Remington Model Seven rifle. I had shot a large wild hog. After shooting the hog I attempted to chamber another round in my rifle. As I closed the bolt the rifle fired. The first thought that crossed my mind was that I had somehow pulled the trigger while loading the round. So with the rifle pointed in a safe direction, I once again tried to bolt another shell into the rifle and it fired again ! By this time I was in a near state of panic ! The place I was hunting just so happens to have a healthy population of rather large and rather toothy wild hogs, black bears, etc. and there I was with no means of self defense! Needless to say that was not a good position to be in. For some reason my next action was to call information on my cell phone and get the telephone number for Remington. Through your 1800 number I was able to get in touch with your custom shop. I spoke to someone in the shop whose name I can't quite remember and explained my situation. He was very helpful and seemed genuinely concerned about what had happened. He and I discussed several scenarios that could have happened to my rifle, none of which he or I could do anything about at the time. I am not sure why I thought to call your 1800 number at that particular moment but it just seemed like the right idea at the time. My situation was not much better after talking to your shop but I did feel a little better regardless . As luck would have it the friend I was hunting with came to see what all the shooting was about shortly after I hung up the phone and picked me up. The person I spoke to at the shop had given me a phone number to call to leave a message explaining what had happened. He told me that someone would be in touch with me the next day during business hours. This was not particularly good news. To allow you to understand my situation a little better I guess I should tell you a little about me, I am a single dad raising a 10 year old daughter and I don't get a lot of opportunities to take off for a few days and go deer hunting,. So a malfunctioning deer rifle did not fit into my big plans, if you know what I mean. Especially since my rifle was only lyr. Old and I had saved up for a long time to buy it. I didn't have another rifle to use to continue my vacation so I was kind of stuck between a rock and a hard place. Based on past life experience with other companies I was not very hopeful of a good outcome with regards to customer service. I couldn't have been more wrong! At 8:05 Thursday morning, I was sitting in my deer stand with my camera trying to make the best of a bad situation when my phone rang, it was Mr. Fred Supry he had gotten my message and wanted me to tell him what had happened the evening before. I told him the story and asked him if there was anything he could do to help. He told me to go to Bass Pro Shop and purchase another rifle (hopefully a Remington) and send him the receipt along with my old rifle and he would reimburse me for it. I couldn't believe that your company would do that for me. I am by nature not a very emotional guy but the fact that this guy didn't know me at all but was willing to do that for me really made me feel good. It showed that he and your company care about your customers even after the sale has been made. It is good to know that there are still American companies out there that stand behind their products and are proud of what they make. When I got to Bass Pro Shop in Macon, Georgia I started looking at the rifles they had on display. The first one that caught my eye was a Remington Model Seven CDL in .270WSM. The exact rifle that I had! I didn't need to look any farther, that was the rifle I wanted. Because of your truly awesome customer service and Fred Supry in particular, I had no reservations about buying another Remington. Any company that is willing to stand behind their product like you do has got this Georgia boy's business for life. I am proud and honored to own a Remington rifle.

Thank you for what you do,

7826295

Joel Wilson 124 Old Rosser Road Stone Mountain, GA. 30087



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Mr.Supry,

My name is Joel Wilson I spoke to you a couple of weeks back about a rifle I was having problems with . I am mailing you my reciept for the new rifle I purchased and hopefully you have received my old rifle from Bass Pro Shop. I just wanted to thank you again for helping me get my situation resolved so quickly. The way you handled the situation was better than I could have hoped for and you will never know how much I appreciated it. The only way I can think of to pay you back is to extend an invitation to allow me to take you turkey hunting this spring if you happen to find yourself anywhere close to Georgia. Even though I wasn't able to seal the deal on a big Whitetail before I had to go back to work, I still had a good and much needed vacation. The reciept is enclosed with this note and also a copy of a letter I sent to your corporate office thanking you and them for all the help.

PS 8686

Sincerely, Joel 124 old rosser road Stone mountain, Georgia, 30087

le: , Add Repair, - Estimate Repair - E	nate System xpedite Repair - Inquiry - Repair Tools - CSR Tools - Reports - Table Maintenance - System Maintenance - Help 	
Repail Number RE00138134 Veilly Repair	Serial: 7817748: Model 7: Center Fire: Caliber: 270 WSM: Victors Closed: 12/7/2007.11:15:59.4M	
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Date Code 12/7/2007.7:58: New 12/7/2007.7:58: Vpdate 12/7/2007.1:15 Estimate 12/7/2007.1:15 Cosed 12/7/2007.1:15 Cosed 12/7/2007.1:15 Cosed 12/7/2007.1:15 Cosed 12/7/2007.1:15 Maint	FFL History / Status Shipping / Biling Problems E stimate History / Status Shipping / Biling User: ID Desc1 Current Status Current Status valentds Repair Added Closed 12/77/2007 13:15:59/AM Travisbw E stimate Update C stimate Sent Travisbw Travisbw E stimate Update Check In Travisbw Repair Mantenance P Parts Received Repair Location Travisbw Repair Mantenance P Return As Received Current Location Travisbw Extract of the stimate Update P Return As Received Tunit Travisbw Extract of the stimate Update P Return As Received Tunit Travisbw Extract of the stimate Update P Return As Received Tunit Travisbw Extract of the stimate Update P Return As Received Tunit Tavisbw Extract of the stimate Update P Return As Received Tunit Total Deen Approved Tunit Tunit Travisbus	
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LAURA, This is the Joel Wilson rifle that we refunded Inst week. The sear/frigger engagement was not resetting property. we installed a new TA and will put this rifle in wip. TRED PS 8687

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LAST Address: (24 61)		RST		AIDDLE	
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	<u>Firearm</u>]	Information		· · ·	
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Serial Number:	73817748		TO Check One	Remingtor	V
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RE001	38134		. ·	PS 8688)

PS 8689

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Remington Arms Company, Inc.

Madison, NC 27025

				Seller's Invoice		
Purchase Order No.	Selle	er's Invoice No.				
Laura Watson						
Name of Person Originating APV	– Pay	То:	Joel Wilson			
Madison/ 8789						
Location/Extension of Originator	Stree	et and No.	124 Old rose	ser Road		
12/11/2007						
Date Prepared	City	Stone Mou	ntain	State GA	Zip Code	30087
%Days, NetDays or				Vendor Code		
	Desired Pay Date			Pmt Method		
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Cashier: 21 Type: Sale Store: 0038 Term: 021 Tran: 9997 Date: 11/08/2007 Time: 2:10PM Operator Number: 50169

APPROVAL: 122874 STAN: 021747 Swiped Account # XXXXXXXXXXX6049 Visa Card 893.43

OUTDOOR REWARDS NUMBER: XXXXX8033 TOTAL POINTS EARNED: 835 BALANCE: \$19.26

BASS PRO SHOPS SPORTSMANS WAREHOUSE 5000 BASS PRO BLVD MACON, GA 31210 (478) 757-7600 WWW.BASSPRO.COM



2 ITEMS SOLD

PS 8690

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