

Remington Arms Co., Inc.
Product Service
Legal Case #:2683

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
153087	10/9/2008	9/12/2008	10/10/2008	9/3/2008			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Joe	Edgerton	1355 Wellman Rd	La Porte City	IA	50651		C 319-830-6814

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4079 Other:Unexamined	Could Not Duplicate		
S	fired after releasing safety	Concern:1007 Fired on Safe Release	Unknown	
C				

9/12/08 He bolted in a round, took off safety and it fired. He put the safety back on, closed the bolt and took the safety off and it fired again without him touching the trigger. He said his rifle has an ISS. The ISS was on red at the time. Later when he and friends were checking it, they turned ISS to white then back to red. The rifle would no longer fire on safe release after that.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	7/7MM SAUM	29551	S7656550	BX	1/31/2003 7:00:51 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
9/16/2007	GLENN ZANDERS FUR & SPORT		Y			

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 as gesture of goodwill						
	Repair/Replacement Cost	Repair/Replacement Date				
	60.00	10/10/2008				

9/12/08 Email from Linda Powell/John Loschin was forwarded to me with contact info and a brief description of the problem. I called Mr. Edgerton and am sending an ARS.cm 10/10/2008 returned the rifle to AS to install a new trigger assembly at n/c. We could not duplicate the concern; however, the TA and the trigger pin in the firarm were rusted fls.

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		10/10/2008
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 7MM SAUM
	Date Code		BX
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		

	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	BOLT HEAD SCRATCHED
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	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	ISS	
Sear	Lift	---Select---	.012
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	RUSTY TRIG AND PIN
	Pull	---Select---	7#
	Altered	False	
	Sub-Assembly	Other Remington	

2683

Bx 6/03
221
74
.012

September 15, 2008

Joe Edgerton
1355 Wellman Rd
LaPorte City, IA 50651

Subject: #2683, Model 7

Dear Mr. Edgerton,



I am sorry to learn about the unfortunate incident you experienced with the Model 870 shotgun. As we discussed, I have enclosed a prepaid UPS shipping label for you to ship the firearm back to our factory for examination. **I have also included a copy of this letter to put inside the shipping container. 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.** Please mark the ends of the box with "Supry". Fred Supry will be inspecting the shotgun and will contact me with the results.

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

Sincerely,

Christy Mitchell
Consumer Affairs Administrator
Remington Arms Company

Phone: 800-243-9700 ext 8684
E-mail: christy.mitchell@remington.com

enclosure

could not duplicate concern.
TRIG. - TRIG. pin missing, replace
TPA, check over, clean AT
N/C Good-will Gesture.
#230145

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

Hi.

The gun has had only 21 rounds run thru it.

I fired a few thru it the nite before I flew out and all was well.

I never touched the colored safety device.

It was packed in a leather scabbard, and taken in the tent everynite.

Hunted for 3 days with 3 in the magazine, and either opened floor plate or cycled thru action to empty everyday.

Found a sheep and got ready to shoot at it.

I did notice that it seemed alittle stiff racking one into the chamber.

I figured with the cold snow and or dirt from the trail was the reason.

With one in the chamber I put the sight on it, took the safety switch to fire.

Pulled the trigger and nothing happened.

Put it on safe, jacked out the shell and put in another.

When I got back on the sheep with the scope, I pushed the safety off and the gun fired.

Tried to reload another round, and push the safety back and forth put could not get it to recock. All this time the red was showing on the device. We tried to take the bolt apart on a rock, thus the nicks on the bottom of the bolt. The guide finally got his leatherman to fit in safety hole and rotate it to white. He does not remember which way or how far he turned it. Back at camp that night another guide with a different leatherman got it to fit the special slot and rotated it to red. Did take a small ram, but did not trust the gun.

In bear country, and 6 hrs from the trailhead. It was the only long gun in camp.



Factory Repair Form

Return to Previous Page

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

Model Number: <u>Seven</u>		Serial Number: <u>S7656550</u>	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <u>Lowell Edgerton</u>		Date of Purchase: <u>9-16-07</u>	
Address (no PO Boxes): <u>13155 Wellman Road</u>			
City: <u>LaPorte City</u>		State: <u>Iowa</u>	Zip: <u>50651</u>
Phone (Daytime): <u>319 342-4383</u>		Fax: _____	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>ledgerton at copper.net</u>			
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: <u>Sept. 3 - 2008</u>			
500 characters left			
Ammunition Information:			
Manufacturer: <u>Remington</u>		Type: <u>160gr Nosler Pt. 7mm SAUM</u>	
Other (i.e. bullet weight/type, shot size, powder): _____			
Handload Information:			
Powder Used: _____		Powder Weight: _____	
Case/Hull Used: _____		Primer Used: _____	
Bullet Type/Shot Size: _____		Reloader Used: _____	
Firearms Care (Cleaning and Lubrication):			
Brand of cleaning solution used: <u>usually Sweets or shooters choice</u>			
How often do you clean the bore? (Months or Number of rounds) <u>cleaned after 5rds & 10, total of only 21</u>			
How often do you clean the action? (Months or Number of rounds) <u>after 10</u>			
How often do you clean the trigger assembly? (Months or Number of rounds) <u>N.A. yet</u>			
Brand of lubricant used: <u>Hoppes</u>			
How often do you lubricate the bore? (Months or Number of rounds) <u>after cleaning for storage</u>			
How often do you lubricate the action? (Months or Number of rounds) <u>once in a while + total 21rd. shot</u>			

How often do you lubricate the trigger assembly? (Months or Number of rounds) New gun

Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? ☒ YES ☐ NO

When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? _____

What were the services performed? _____

NOTE: In order to better service our customers some firearms/parts are sent to a certified Remington Premier Authorized Repair Center.

Ship your ENSURED firearm by either UPS or Parcel Post to:

**Remington Arms Co., Inc.
Attn: Arms Service Division
14 Hoefler Avenue
Ilion, NY 13357**

⚠ 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.

- :: 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.
- :: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.
- :: Ship your ENSURED 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.

Charge repairs will be processed using the following guidelines:

:: 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)

:: 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. We process checks electronically through Check21.