

P.I. YES GUN EXAMINATION REPORT NUMBER: 641GENERAL CONDITION: GOODOUTSIDE WORK: SCOPE MOUNT ADDEDFIRED AMMO TYPE: NOT KNOWN

&amp; CONDITION: \_\_\_\_\_

PROOF: (REP) INSP.: 128 TEST: 123HEADING: OKBREECH OPENING: OKRECOIL SHOULDERS: OKCHAMBER: OK

TEST: \_\_\_\_\_

COMPONENT CONDITION: (Damaged, Broken, Old Style)

SLIGHT MARKS ON STOCK BOLT PLUG ISMARRED ON LEFT SIDECOMPLAINT: FIRING WHEN THE SAFETY IS MOVED FROM  
SAFE TO THE FIRE POSITION.

INCIDENT: \_\_\_\_\_

COMMENTS:

Unable to duplicate customer complaint -• Trigger pull 3<sup>rd</sup>- Sear lift full safe .010- Sear lift Null .0075- Sear engagement .015- OK on trick test.MODEL: 700 BDLR #: 06964DATE: 2-8-82FROM: SPORTCO INC.1696 COBB PARKWAY S.  
MARIETTA GEORGIA 3006.GUN #: A6663581CODE: 02 = 9-78GA./CAL.: 3006CHECKED BY: M. HARRYAPPROVED: 9102 3/16/82APPROVED: RGJ 3/16/82APPROVED: P.V. 3/16/82APPROVED: WJ 3/16/82

bcc: K.D. Green  
D.J. Sanita  
R-06964

April 7, 1982

American Service Company  
Of Atlanta, Inc.  
Attn: C. Everett Thomas, Jr.  
President  
2006 Weems Rd.  
Tucker, Georgia 30084

Dear Mr. Thomas:

Reference is made to your letter of March 29, 1982, regarding the status of the Model 700 30-06 caliber rifle, serial number A6663581, that was returned to us for examination.

Per your request, we will replace the trigger assembly and return the rifle directly to you instead of Sportco, Inc. Please allow from a week to ten (10) days for processing and return of the rifle.

Based on the code stamps on your rifle it was, in fact, produced in September of 1978. While it may seem unusual, it is entirely possible that the rifle was in a distributors and/or dealers inventory for the interval in question.

Thank you for your cooperation in this matter, Mr. Thomas. We trust that when your rifle is once again in your possession, you will find it satisfactory in every respect.

Sincerely,

J.A. Stekl, Supervisor  
Firearms Product Service

JAS:tp

**RECEIVED**

**APR 6 1982**

**J. A. STEKL**

**american service company  
of atlanta, inc.**

**C. EVERETT THOMAS, JR.  
PRESIDENT**

29 March 1982

Mr. J. A. Stekl, Supervisor  
Firearms Product Service  
Remington Arms Company, Inc.  
Ilion, New York 13357

Dear Mr. Stekl:

Thank you for your letter of 19 March 1982 concerning the defective rifle that I purchased from your dealer, Sportco, Inc., which was manufactured by your firm.

Although I have no alternative, or reason, to disagree with your findings that according to your tests the gun operated properly, was manufactured properly, was not altered, etc., etc. I am however, going on record as completely disagreeing with your conclusion that the trigger was being pulled at the same time the safety lever was being removed from the "safe" position to the "fire" position. The gun not only misfired while being used by my son, but it also misfired under my inspection, and under the inspection of Mr. Marv Huddleston who was guiding our hunting trip. I might point out, that Mr. Huddleston is an experienced, licensed guide in the state of Colorado, and a highly regarded rifle hunter, bow hunter, as well as a fisherman and woodsman. Your conclusion is simply not correct, and it goes without saying that I will not accept your position of having no liability should this condition persist.

Your offer to replace the trigger assembly at no charge is certainly appreciated, and I would appreciate your doing so. Also, since it took your dealer, Sportco, Inc., months to return the rifle to you for repairs, which caused both of us frustrations and unnecessary correspondence, I would appreciate your returning the rifle directly to me at the address on this letterhead.

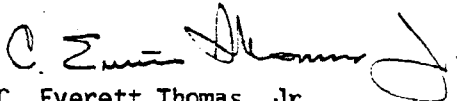
Mr. J. A. Stekl  
Page Two

Mr. Stekl, one other statement that you made caused me some concern, especially because of the way that Sportco, Inc. has responded to the situation. You stated that the rifle that I purchased was produced in September of 1978, and I purchased the rifle somewhere around August of 1981. Is it not unusual for a rifle to be manufactured by your firm, and not sold to the first end user for some three years? Your comments on this matter will be appreciated.

Again, your attention to my problem and concerns are appreciated.

Cordially yours,

AMERICAN SERVICE COMPANY OF ATLANTA, INC.

  
C. Everett Thomas, Jr.  
President  
CET/bbr

cc: Sportco, Inc.

Ms. Diane W. Holland, Counselor  
State of Georgia  
Office of Consumer Affairs  
205 Butler Street, S. E.  
Plaza Level, East Tower  
Atlanta, Georgia 30334

Ms. Rosemary S. Pooler  
Consumer Protection Board  
Two World Trade Center  
Room 8225, 82nd Floor  
New York, New York 10047

Mr. Gregory W. Sturgeon  
Attorney at Law  
2616 Equitable Building  
100 Peachtree Street, N. W.  
Atlanta, Georgia 30303

cc: K.D. Green

**DON'T SAY IT-WRITE IT**

To D.J. SANITA Location ARMS SERVICE 52-2  
From J.A. STEKL Location PRODUCT SERVICE 52-4 Phone No. \_\_\_\_\_  
Subject R#06964 M/700 BDL L.H. 30-06 RIFLE, SERIAL #A6663581 Date 4/6/82

Please replace the trigger assembly on the subject rifle at no-charge and return to:

American Service Company of Atlanta, Inc.  
Attn: C. Everett Thomas, Jr., President  
2006 Weems Rd.  
Tucker, Georgia 30084

Please note that this rifle was returned to us by Sportco, Inc., Marietta, Georgia for Thomas.

Please expedite the work and keep the old trigger for possible future reference.

Thank you,

*JAS*  
JAS:tp

RD 779

STOP, LOOK, AND LIVE

bcc: F.T. Millener  
K.D. Green  
R.B. Sperling

March 23, 1982

Mr. Theodore W. Snow, Investigator  
Department of Law  
State Office Building  
207 Genesee St.  
Utica, New York 13501

Re: C. Everett Thomas, Jr. Complaint

Dear Mr. Thomas:

Reference is made to your letter of March 22, 1982 regarding the subject complaint, involving an allegedly defective Remington Model 700 BDL 30-06 caliber rifle, serial number A6663581.

We are attaching copies of all the correspondence involved in this matter, which should be self-explanatory.

We believe that this information will enable you to close your case on the matter.

Sincerely,

J.A. Stekl, Supervisor  
Firearms Product Service

(JAS:tpp  
encl.



Department of Law  
State Office Building  
207 Genesee Street  
Utica, New York 13501

STATE OF NEW YORK  
DEPARTMENT OF LAW  
ALBANY, N.Y. 12224

ROBERT ABRAMS  
ATTORNEY GENERAL

RECEIVED

MAR 23 1982

March 22, 1982

J. A. STEKL

Mr. J. A. Stekl, Supervisor  
Firearms Product Service  
Remington Arms Company, Inc.  
Ilion, NY 13557

Dear Mr. Stekl:

The Consumer Protection Unit of the State Attorney General's office is in receipt of the enclosed complaint from Mr. C. Everett Thomas, Jr., Pres., American Service Co. of Atlanta, Tucker, Georgia 30084.

We do not represent the complainant; however, we are duty bound to protect the rights of the consumer under the New York State Consumer Protection Laws. Your written response to each of the factual allegations in the complaint will help us to determine whether legal action on our part is warranted. We assume that there are always two sides to a problem. In order to obtain knowledge of both sides of the dispute, we would appreciate your prompt review of this matter.

Kindly inform this office, in writing, within ten (10) days of your findings and/or the disposition you intend to make in order to resolve this complaint. We would also request that you enclose copies of any documents which may be relevant in explaining your position.

Very truly yours,

ROBERT ABRAMS  
Attorney General

By *W. Snow*  
THEODORE W. SNOW  
Investigator  
Telephone: (315) ~~793-6120~~  
793-2225

Enclosure

FEB 26 1982

GOVERNMENT'S OFFICE  
OF CONSUMER AFFAIRS

C. EVERETT THOMAS, JR.  
PRESIDENT

american service company  
of atlanta, inc.

21 February 1982

Mr. J. A. Stekl, Supervisor  
Firearms Product Service  
Remington Arms Company, Inc.  
Ilion, New York 13557

Subject: Remington Model 700 BDL  
Serial Number A666-3581  
Purchased 11 August 1981

Dear Mr. Stekl:

I am in receipt of your letter dated 7 December 1981 in response to my 20 November 1981 letter to your dealer Sportco, Inc. in Marietta, Georgia which I copied you with.

After sending you a copy of the letter to Sportco, Inc., and prior to receiving your letter I returned the rifle to Sportco, Inc. and it was my understanding that they were going to forward it to you for repairs. Therefore, I did not immediately respond to your letter.

After approximately three months, and numerous telephone calls, I still do not have the repaired rifle that I purchased for my son. I am sure that you will understand my irritation over this situation.

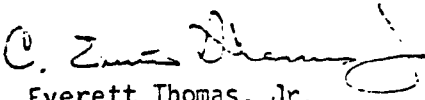


Mr. J. A. Stekl  
Page Two

Mr. Stekl, over three months ago I advised you and your dealer, of some very serious defects in a rifle that I purchased and was manufactured by your firm. I also requested a written statement that the repairs had been made. Thus far, I have received nothing but a letter from you, and the apparent "run around" from your dealer. Your comments concerning this situation would be sincerely appreciated.

Cordially yours,

AMERICAN SERVICE COMPANY OF ATLANTA, INC.

  
C. Everett Thomas, Jr.  
President  
CET/bbr

cc: Mr. Gregory W. Sturgeon  
Attorney at Law

Sportco, Inc.

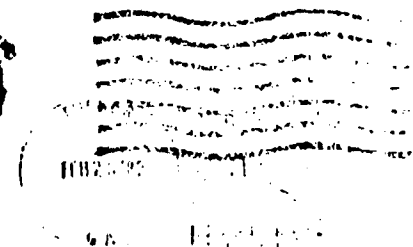
Mr. Barry Reid, Program Director  
Consumer Affairs

Reid - Tucker, Georgia 30084



american service company  
of atlanta, inc.

2006 Weems Road  
Tucker, Georgia 30084



Mr. Barry Reid, Program Director  
Consumer Affairs  
205 Butler Street, S. E.  
Plaza Level - East Tower  
Atlanta, Georgia 30334

Dennis:  
Please hold this rifle for reply.  
Thank you,  
Jim

cc: Sportco, Inc.  
bcc: F.T. Millener  
K.D. Green  
D.J. Sanita  
R#06964

March 19, 1982

American Service Company  
Of Atlanta, Inc.  
Attn: C. Everett Thomas, Jr.  
President  
2006 Weems Rd.  
Tucker, Georgia 30084

Dear Mr. Thomas:

Examination has been completed on the Model 700 BDL L.H. 30-06 caliber rifle, serial number A6663581, which Sportco, Inc. returned to us because it allegedly "will discharge when the safety switch is moved from the safety position to the fire position".

The returned firearm, which was produced in September of 1978, has been examined by our firearms experts who report that it contained our high-pressure proof test, gallery test, and final inspection stampings, indicating that it had successfully passed all our necessary tests prior to shipment.

The general condition of the gun appeared to be good, and it was noted that scope mounts had been added after it originally left our factory. In addition, it was noted that the stock contained slight mars as did the bolt plug. In going over the individual parts, we found the headspace, recoil shoulders, and chamber all to be normal.

Examination of the rifle and trigger assembly could not duplicate the condition that was reported. All parts tolerances and dimensions were found to be normal, including sear-connector engagement. Also, factory seals were intact on the trigger adjusting screws, indicating no alterations were made on the trigger outside our company. Trigger pull was within our specifications at 3 pounds.

Based on our findings, Remington Arms Company, Inc., cannot accept any liability or responsibility for the incidents. It is possible that while you were moving the safety lever from the "safe" position to the "fire" position, you at the same time were inadvertently applying finger pressure to the trigger. When the safety lever reached the "fire" position, the gun then discharged - as it is designed to do - because the trigger was being pulled with the gun no longer on "safe".

March 19, 1982

-2-

We trust that we have clarified the circumstances that could possibly have caused the accidental discharges and, as a gesture of good-will, even though there is nothing wrong with the present trigger assembly, we can replace it with another assembly at no-charge, to insure that your faith in the rifle is restored, or, the rifle can be returned as received. We will await the decision and reply.

Thank you for having afforded us this opportunity to examine the rifle and to be of service.

Sincerely,

J.A. Stakl, Supervisor  
Firearms Product Service

JAS:tpg

cc: Sportco, Inc.  
bcc: F.T. Millener  
K.D. Green  
D.J. Sanita

March 3, 1982

American Service Company  
of Atlanta, Inc.  
Attn: C. Everett Thomas, Jr.  
President  
2006 Weems Rd.  
Tucker, Georgia 30084

Dear Mr. Thomas:

Reference is made to your letter of February 21, 1982, regarding the status of your Model 700 BDL 30-06 caliber rifle, serial number A6663581, that Sportco, Inc. of Marietta, Georgia returned to us for examination.

In checking with our Arms Service Division, it was learned that the rifle was received here at our plant on February 8, 1982, and that it is presently going through our examination and testing process.

Our examination should be completed within the next week, and you will be notified of our findings at that time.

Thank you for your continued cooperation.

Sincerely,

J.A. Stekl, Supervisor  
Firearms Product Service

JAS:tpg

RECEIVED

MAR - 1 1982

american service company  
of atlanta, inc.

21 February 1982

Mr. J. A. Stekl, Supervisor  
Firearms Product Service  
Remington Arms Company, Inc.  
Ilion, New York 13557

Subject: Remington Model 700 BDL  
Serial Number A666-3581  
Purchased 11 August 1981

Dear Mr. Stekl:

I am in receipt of your letter dated 7 December 1981 in response to my 20 November 1981 letter to your dealer Sportco, Inc. in Marietta, Georgia which I copied you with.

After sending you a copy of the letter to Sportco, Inc., and prior to receiving your letter I returned the rifle to Sportco, Inc. and it was my understanding that they were going to forward it to you for repairs. Therefore, I did not immediately respond to your letter.

After approximately three months, and numerous telephone calls, I still do not have the repaired rifle that I purchased for my son. I am sure that you will understand my irritation over this situation.

J. A. STEKL  
Rec'd 2/8/82  
R-06964  
P.I. 3/1/82 J. Hill  
C. EVERETT THOMAS, JR.  
PRESIDENT

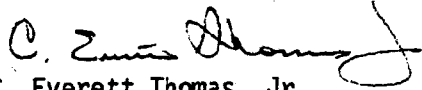
5.)

Mr. J. A. Stekl  
Page Two

Mr. Stekl, over three months ago I advised you and your dealer, of some very serious defects in a rifle that I purchased and was manufactured by your firm. I also requested a written statement that the repairs had been made. Thus far, I have received nothing but a letter from you, and the apparent "run around" from your dealer. Your comments concerning this situation would be sincerely appreciated.

Cordially yours,

AMERICAN SERVICE COMPANY OF ATLANTA, INC.



C. Everett Thomas, Jr.  
President  
CET/bbr

cc: Mr. Gregory W. Sturgeon  
Attorney at Law

Sportco, Inc.

Mr. Barry Reid, Program Director  
Consumer Affairs

cc: Sportco, Inc.  
bcc: F.T. Millener  
K.D. Green  
D.J. Sanita

December 7, 1981

41  
American Service Company  
Of Atlanta, Inc.  
Attn: C. Everett Thomas, Jr.  
President  
2006 Weems Rd.  
Tucker, Georgia 30084

Dear Mr. Thomas:

We are in receipt of the copy of your letter of November 20, 1981 to Sportco, Inc., Marietta, Georgia, regarding the difficulty you have encountered with your Model 700 rifle, serial number A6663581, firing when the safety is moved from the "safe" to the "fire" position.

We were indeed sorry to learn of your having a problem of this nature, as it is not characteristic of the Model 700 rifle.

Please, at your convenience, return the rifle via insured and collect transportation, to:

Remington Arms Company, Inc.  
Arms Service Division  
Ilion, New York 13357

If, upon receipt, the rifle is found to be factory faulty, any necessary repairs will be made on a no-charge basis.

Thank you for bringing this matter to our attention and for having afforded us this opportunity to be of service.

Sincerely,

J.A. Stekl, Supervisor  
Firearms Product Service

JAS:tp



american service company  
of atlanta, inc.

C. EVERETT THOMAS, JR.  
PRESIDENT

20 November 1981

Sportco, Inc.  
1696 Cobb Parkway, S. E.  
Marietta, Georgia 30062

Subject: Remington Model 700BDL  
Serial Number A666 3581  
Purchased 11 August 1981

Gentlemen:

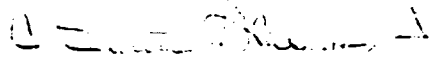
Please be advised that the subject rifle purchased from your firm has a very dangerous defect. The rifle will discharge when the safety switch is moved from the safety position to the fire position, and it will discharge when the bolt is moved to clear cartridges from the chamber and clip.

I am not sure whether or not the aforementioned malfunctions occur every time the situations outlined exist, or if they are intermittent problems. In any event, I am sure that you will agree that they are very dangerous, and I would like them repaired, or the rifle replaced, and a written statement that the repairs have been made.

By copy of this letter I am putting the manufacturer on notice of these problems.

Cordially yours,

AMERICAN SERVICE COMPANY OF ATLANTA, INC.

  
C. Everett Thomas, Jr.  
President  
CET/bbr

cc: Mr. Gregory W. Sturgeon, Attorney at Law

2006 Weems Road / Tucker, Georgia 30084

*Malibu*

SPORTCO INC.  
1095 COLLINS PARKWAY SE  
MARIETTA, GEORGIA 30067  
Phone 932-2250

CUSTOMER'S ORDER NO.		PHONE		DATE		
15-11-11		539 453		8-11-81		
NAME C. E. THOMAS, JR.						
ADDRESS 2006 WILSONS RD TUCKER GA 30084						
SOLD BY	CASH	C.O.D.	CHARGE	ON ACCT.	MOSE RETD.	PAID OUT
<i>DIB</i>						
1 - <i>Winington 30-06 BDL</i>						<i>305.00</i>
1 - <i>Winington 30-06 BDL</i>						<i>299.95</i>
1 - <i>Redfield Scope 21-7X</i>						<i>159.95</i>
1 - <i>Win Scope Base</i>						<i>15.90</i>
1 - <i>Win Rings</i>						<i>25.95</i>
						<i>\$501.75</i>
<i>Tax</i>						<i>15.06</i>
						<i>\$516.81</i>
<i>Labor</i>						<i>15.00</i>
<i>int. Scope + Bone Sight</i>						<i>531.81</i>
<i>PAID DOWN</i>						<i>-50.00</i>
<i>Balance Due</i>						<i>\$ 481.81</i>
<i>check # 7528</i>						
RECEIVED BY <i>[Signature]</i>						TAX
						TOTAL

8557

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

PRODUCT 1000 *NEW* Inc. Canton, Mass. 01460

Thank You

P.I. YES GUN EXAMINATION REPORT NUMBER: 641

GENERAL CONDITION: GOOD

OUTSIDE WORK: SCOPE MOUNT ADDED

FIRED AMMO TYPE: NOT KNOWN

& CONDITION:

PROOF: (REP) INSP.: 128 TEST: 123

HEADING: OK

BREECH OPENING: OK

RECOIL SHOULDERS: OK

CHAMBER: OK

TEST:

COMPONENT CONDITION: (Damaged, Broken, Old Style)

SLIGHT MARKS ON STOCK, BOLT PLUG IS  
MARRED ON LEFT SIDE.

COMPLAINT: FIRING WHEN THE SAFETY IS MOVED FROM  
SAFE TO THE FIRE POSITION.

INCIDENT:

COMMENTS:

Unable to duplicate customer complaint -  
• Trigger pull 3<sup>rd</sup>  
- Sear lift full safe .010  
- Sear lift Null .0075  
- Sear Engagement .015  
- OK on trick test.

MODEL: 700 BDL

R #: 06964

DATE: 2-8-82

FROM: SPORTCO INC.

1696 COBB PARKWAY SE  
MARIETTA GEORGIA 30061

GUN #: A6663581

CODE: QR = 9-78

GA./CAL.: 3006

CHECKED BY: M. HARDY

APPROVED: 9/10/82 3/16/82

APPROVED: 8/8/82 3/16/82

APPROVED: P.W. 3/16/82

APPROVED: 8/8/82 3/16/82