

Remington Arms Co., Inc.  
Product Service  
Legal Case #:1723

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
137439	11/27/2007	11/6/2007	11/28/2007	10/31/2007			

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Steve	Benedetto	1096 River Rd	Livermore	ME	04253		H 207-897-3839

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI bruised thumb				
PD broke safety	Cause:4015 Improper Maintenance			
S	Concern:1007 Fired on Safe Release		U	
C				

11/6/07-pushed safety forward and gun fired, safety broke off. Bruised thumb.lw

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	7/7mm-08	24778	7741783	LS	3/2/1998
Date Purchased	Where Purchased	Accessories	Original Owner			
	BILL HICKS & CO LTD	SEE THRU SCOPE BASE	Y			

CONCERN:FSR

Ammunition Information - None Defined

Other Products Information - None Defined

## Settlement

Remington/7/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Replace TA at discount						
Repair/Replacement Cost	Repair/Replacement Date					

11/6/07-sending ARS, ltr, box.lw 12/4/07-replacing TA at discount.lw

## Examination[Remington/CF/BA]

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

PS 8656

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

PS 8657



# Remington®

1723  
November 6, 2007

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,



Laura Watson  
Consumer Affairs Administrator  
Remington Arms Company

Phone: 800-243-9700 ext 8789

Fax: 336-548-7890

E-mail: [laura.watson@remington.com](mailto:laura.watson@remington.com)

Serial Number: **7741783**

Model: **7**



**RE00137439**

TRIG. ASSM. DIRTY. TRIG. BINDING -  
will not properly return.  
replace JPA, checkover, clean  
AT 1/2 MSP. Quote

# Remington

## Factory Repair Instructions

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

Model Number: 77		Serial Number: 7741789	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: Steve Beredetto		Date of Purchase: About Sept 1979	
Address (no PO Boxes): 1096 River Rd.			
City: Livermore		State: ME	Zip: 04253
Phone (Daytime): 207-847-2539		Fax:	
E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem: I LOADED THE RIFLE, THEN I TOOK THE SAFETY OFF TO SHOW MY FATHER-HOW IT WORKS AND THE GUN FIRED. IT WAS A SORRY MORNING, ABOUT 35° OUT, WHEN THE GUN WENT OFF MY DAD & FRIEND HAD JUST WALKED IN FRONT OF ME, WHEN IT FIRED THE SAFETY WENT OFF HITTING MY THUMB. I THOUGHT IT WAS A SCARY THING!			
Ammunition Information:			
Manufacturer: Remington		Type: CORN-LERT	
Other (i.e. bullet weight/type, shot size, powder): 140 Gr P&T CORN-LERT			
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: Owens protector			
How often do you clean the bore? (Months or Number of rounds) 5/1000 rounds or 1 year			
How often do you clean the action? (Months or Number of rounds) Once a year			
How often do you clean the trigger assembly? (Months or Number of rounds) 1 year			
The gun HAS FIRD ABOUT 7 SHOTS FIRD THROUGH IT			
Brand of lubricant used: Owens protector			

( PS 8660 )

How often do you lubricate the bore? (Months or Number of rounds)	Once a month
How often do you lubricate the action? (Months or Number of rounds)	Once a month
How often do you lubricate the trigger assembly? (Months or Number of rounds)	Once a month
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?	
<input checked="" type="checkbox"/> YES <input 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?	
<p>Ship your INSURED firearm by either UPS or Parcel Post to:</p> <p style="text-align: center;"><b>REMINGTON ARMS CO., INC</b></p> <p style="text-align: center;"><b>ATTN: Arms Service Division</b></p> <p style="text-align: center;"><b>14 Hoefler Ave</b></p> <p style="text-align: center;"><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.              :: 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 INSURED 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.           </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)              :: 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>	

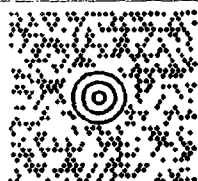
( PS 8661

STEVE BENEDETTO  
1096 RIVER RD  
LIVERMORE ME 04253

10 LBS  
RS

1 OF 1

SHIP TO:  
ATTN: PRODUCT SERVICES  
REMINGTON ARMS CO INC  
14 HOEFLE AVE  
ILION NY 13357

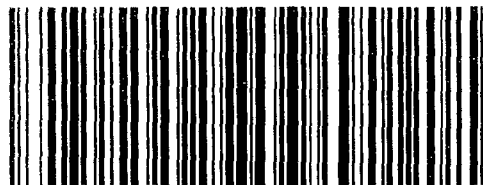


NY 135 0-01



UPS GROUND

TRACKING #: 1Z 4XX 596 90 6586 2530



BILLING: 3RD PARTY  
DESC: FIREARM  
RETURN SERVICE

REF 1: STEVE BENEDETTO/LW  
REF 2: ATTN: SERVICE DEPT/REF# 7741783

WS 9.0.49

LP2844 69.0A 07/2007



International Shipping Notice - Carriage hereunder may be subject to the rules relating to liability and other terms and/or conditions established by the Convention for the Unification of Certain Rules Relating to International Carriage of Goods by Air (the "Warsaw Convention") and/or the Convention on the Contract for the International Carriage of Goods by Road (the "CMR Convention"). These commodities, technology or software were exported from the U.S. in accordance with the Export Administration Regulations. Shipment contrary to U.S. law prohibited. For shipping advice call 1-800-782-7822. United Parcel Service of America, Inc.

( PS 8662

Remington Arms Co., Inc.  
Product Service  
Legal Case #:1828

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
137777	12/5/2007	12/6/2007	12/6/2007				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Gander Mountain	Jim	Collins	9923 Grant St	Thornton	CO	80229		W 303-450-8122

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4006 Altered Adjustments or Components		Unknown	
S	fires on bolt closing Concern:1008 Fired on Bolt Closing			
C				

PI

PD

S fires on bolt closing

C

Cause:4006 Altered Adjustments or Components

Concern:1008 Fired on Bolt Closing

Unknown

12/10/07-correspondence from repair-sear engagement are messed up, firearm will fire when bolt is closed.lw

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	7/17 REM	24792	7686259	RM	11/23/1992
Date Purchased	Where Purchased	Accessories	Original Owner			
	GO SPORTSMENS SUPPLY INC	SCOPE BASE,RINGS	U			

CONCERN:FBC

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/7/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Replace TA at discount						
	Repair/Replacement Cost	Repair/Replacement Date				

12/10/07-quote sent to replace TA at 1/2 normal charges.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/6/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4006	Altered Adjustments or Components	TRIGGER ASSM SET SCREWS ALTERED
Barrel	Description		18.5" 17 REM
	Date Code		RM
	Bore Plugged	False	
	Bulged	False	
	Fired	False	

PS 8663



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

( PS 8664

PS 8665



**DERMTN™**

**Service Request**

**Service Order # 2102**

1828

RM 11/92

**SHIPPED TO VENDOR/STORE:**

REMINGTON ARMS COMPANY INC.  
14 HOEFLER AVE

ILION, NY 13357

Attn: WARRANTY REPAIRS DEPT.

Date Shipped: 11/26/2007 Phone: (336) 548-8700

**RETURN SHIP TO:**

Gander Mountain, FFL# 5-84-001-01-80-01481  
Attn: Gun Parts Dept.  
9923 Grant St.  
Thornton, CO 80229

18.5"

**FIREARM INFORMATION:**

Manufacturer: Remington Arms Co Inc.  
Model: SEVEN

Type: Rifle  
Cal/Ga.: .17cal

Serial Number: 7686259  
Cased?: ☒

**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:**

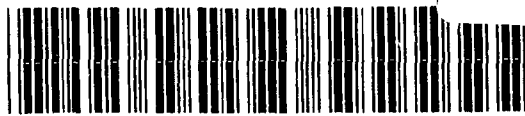
Please include the service order number on all invoices and correspondence.

**SHIP TO ABOVE ADDRESS**

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

TRIG ASSM SET SCREWS ALTERED  
CONNECTOR WILL NOT CONTACT SEAR  
Replace TPA, check oven, clean,  
at 1/2 normal changes.  
Quote

Serial Number: **7686259**  
Model: **7** PS 8666



**RE00137777**

Remington Arms Co., Inc.  
Product Service  
Legal Case #:1302

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
129668	5/23/2007	5/24/2007	5/24/2007				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Rocky Mtn Sports	Brandon	Mcartor	4706 S Douglas Hwy	Gillette	WY	82718		W 307-686-0221

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4006 Altered Adjustments or Components			Unknown
S	Fires on bolt closing or safety off Concern:1008 Fired on Bolt Closing			
C				
5/25/07-corresp. from repair-gun will fire when bolt is closed down or it will fire when safety is pushed off.lw				

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	7/7MM08	24786	7657986	AJ	3/17/1989
Date Purchased	Where Purchased	Accessories	Original Owner			
	ELLETT BROTHERS	SCOPE BASE	U			

CONCERN:FBC,FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/7/CF/BA -

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Replace TA at 1/2 cost						
Repair/Replacement Cost	Repair/Replacement Date					

5/25/07-Trigger screws altered. Trigger dirty. quote sent to replace TA at 1/2 price.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		5/24/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4006	Altered Adjustments or Components	SET SCREWS ALTERED AND STICKY LUBRICATION RESIDUE
Barrel	Description		18.5" 7MM08
	Date Code		AJ
	Bore Plugged	False	
	Bulged	False	
	Fired	False	

PS 8667

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

PS 8668

is a DR150 + STICKLEBILICATION DISC  
 mounting parts to STICK/BIND. Mount with  
 back of disc at 1/2 normal cost.

227551

Quote 1307 012 34

CUSTOMER'S ORDER NO.		DEPARTMENT		DATE	
		Arms		4-29-07	
NAME Remington Arms Co.					
ADDRESS 870 Remington Dr					
CITY, STATE, ZIP Madison NC 27025					
OLD BY		CASH	C.O.D.	CHARGE	ON ACCT.
LTP					
QUANTITY	DESCRIPTION			PRICE	AMOUNT
1	Remington Model 7 mm-08				
2	SN. 7657986				
3					
4	This weapon was brought in				
5	by customer who says the				
6	it was fair when it				
7	Bought in Cleveland and				
8	out of the Cleveland area				
9	at the time it was				
10	brought in. Please				
11	be paid off. Please				
12	be paid off. Please				
13	be paid off. Please				
14	be paid off. Please				
15	be paid off. Please				
16	be paid off. Please				

Number: 7657986

Model: 7

RE000129668

FedEx | Ship Manager | Label 453101910003834

RECEIVED  
 MAY 25 2007

Page 1 of 1

From: (307)686-0221  
 BRANDON MCARTOR  
 ROCKY MOUNTAIN DISCOUNT SPORTS  
 4706 S. DOUGLAS HWY

GILLETTE, WY 82718



CL802207/14/03

SHIP TO: (336)548-8700

REMINGTON ARMS INC ARMS SERVICES  
 REMINGTON  
 14 HOEFER AVE

ILION, NY 13357

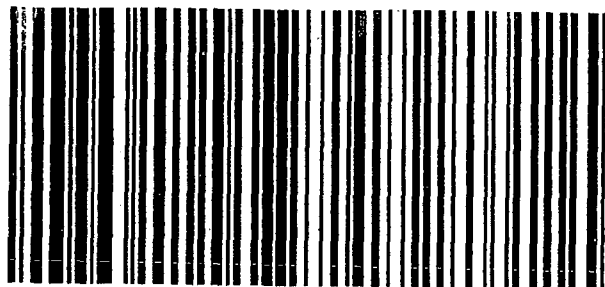
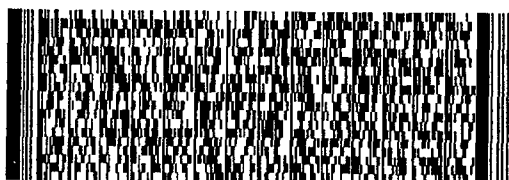
Ship Date: 14MAY07  
 AcWgt: 10.0 LB  
 System#: 4692366/INET2600  
 Account#: S \*\*\*\*\*

BY: [Signature]

Invoice #  
 Reference #  
 PO #  
 Dept #

Ship ID

(PS 8669)



(9612015) 4531019 10003834

GND

015

1

DIRECT SIGN

of

BARBER - Kinzer PPS GAL RE0007771

### Status

New 5/23/2007 8:26:22 AM

**Customer:**

Received From

**Return To:**

Received From

## ROCKY MOUNTAIN SPORTS

4706 SOUTH DOUGLAS HIGHWAY

PO Box

**GILLETTE**

State: WY Zip Code: 82718

Country: US

**FFL**

## History / Status

Shipping / Billing

- ☐ Shipping Hold
- ☐ IntelFace Hold
- ☐ Estimate Sent
- ☐ Parts Received
- ☐ Passed Inspection
- ☐ Return As Received
- ☐ Has been Approved
- ☐ Internal Repair

### Current Status

## NEW

5/23/2007 8:26:22 AM

valentids

## Product Services

Repair Location	Repair Description	Repair Date	Repair Status
1. Engine Room	Oil Change	2023-10-25	Completed
2. Cabin	Interior Cleaning	2023-10-26	Completed
3. Deck	Deck Repainting	2023-10-27	In Progress
4. Hull	Hull Inspection	2023-10-28	Pending
5. Mast	Mast Repair	2023-10-29	Completed
6. Rigging	Rigging Adjustment	2023-10-30	In Progress
7. Electronics	Electronics Check	2023-10-31	Pending
8. Propeller	Propeller Inspection	2023-11-01	Completed
9. Fuel System	Fuel System Check	2023-11-02	In Progress
10. Steering	Steering Adjustment	2023-11-03	Pending
11. Winches	Winch Maintenance	2023-11-04	Completed
12. Anchors	Anchors Inspection	2023-11-05	In Progress
13. Bimini Top	Bimini Top Repair	2023-11-06	Pending
14. Cabin Hatches	Cabin Hatch Inspection	2023-11-07	Completed
15. Battery Bank	Battery Bank Check	2023-11-08	In Progress
16. Water Pump	Water Pump Inspection	2023-11-09	Pending
17. Ventilation	Ventilation Check	2023-11-10	Completed
18. Safety Equipment	Safety Equipment Check	2023-11-11	In Progress
19. Navigation	Navigation System Check	2023-11-12	Pending
20. Communication	Communication System Check	2023-11-13	Completed
21. Hull Plating	Hull Plating Inspection	2023-11-14	In Progress
22. Deck Hardware	Deck Hardware Check	2023-11-15	Pending
23. Mast Hardware	Mast Hardware Inspection	2023-11-16	Completed
24. Rigging Hardware	Rigging Hardware Check	2023-11-17	In Progress
25. Electronics Hardware	Electronics Hardware Inspection	2023-11-18	Pending
26. Propeller Hardware	Propeller Hardware Check	2023-11-19	Completed
27. Fuel System Hardware	Fuel System Hardware Inspection	2023-11-20	In Progress
28. Steering Hardware	Steering Hardware Check	2023-11-21	Pending
29. Winch Hardware	Winch Hardware Inspection	2023-11-22	Completed
30. Anchor Hardware	Anchor Hardware Check	2023-11-23	In Progress
31. Bimini Top Hardware	Bimini Top Hardware Inspection	2023-11-24	Pending
32. Cabin Hatch Hardware	Cabin Hatch Hardware Check	2023-11-25	Completed
33. Battery Bank Hardware	Battery Bank Hardware Inspection	2023-11-26	In Progress
34. Water Pump Hardware	Water Pump Hardware Check	2023-11-27	Pending
35. Ventilation Hardware	Ventilation Hardware Inspection	2023-11-28	Completed
36. Safety Equipment Hardware	Safety Equipment Hardware Check	2023-11-29	In Progress
37. Navigation Hardware	Navigation Hardware Inspection	2023-11-30	Pending
38. Communication Hardware	Communication Hardware Check	2023-12-01	Completed
39. Hull Plating Hardware	Hull Plating Hardware Inspection	2023-12-02	In Progress
40. Deck Hardware Hardware	Deck Hardware Hardware Check	2023-12-03	Pending
41. Mast Hardware Hardware	Mast Hardware Hardware Inspection	2023-12-04	Completed
42. Rigging Hardware Hardware	Rigging Hardware Hardware Check	2023-12-05	In Progress
43. Electronics Hardware Hardware	Electronics Hardware Hardware Inspection	2023-12-06	Pending
44. Propeller Hardware Hardware	Propeller Hardware Hardware Check	2023-12-07	Completed
45. Fuel System Hardware Hardware	Fuel System Hardware Hardware Inspection	2023-12-08	In Progress
46. Steering Hardware Hardware	Steering Hardware Hardware Check	2023-12-09	Pending
47. Winch Hardware Hardware	Winch Hardware Hardware Inspection	2023-12-10	Completed
48. Anchor Hardware Hardware	Anchor Hardware Hardware Check	2023-12-11	In Progress
49. Bimini Top Hardware Hardware	Bimini Top Hardware Hardware Inspection	2023-12-12	Pending
50. Cabin Hatch Hardware Hardware	Cabin Hatch Hardware Hardware Check	2023-12-13	Completed
51. Battery Bank Hardware Hardware	Battery Bank Hardware Hardware Inspection	2023-12-14	In Progress
52. Water Pump Hardware Hardware	Water Pump Hardware Hardware Check	2023-12-15	Pending
53. Ventilation Hardware Hardware	Ventilation Hardware Hardware Inspection	2023-12-16	Completed
54. Safety Equipment Hardware Hardware	Safety Equipment Hardware Hardware Check	2023-12-17	In Progress
55. Navigation Hardware Hardware	Navigation Hardware Hardware Inspection	2023-12-18	Pending
56. Communication Hardware Hardware	Communication Hardware Hardware Check	2023-12-19	Completed
57. Hull Plating Hardware Hardware	Hull Plating Hardware Hardware Inspection	2023-12-20	In Progress
58. Deck Hardware Hardware Hardware	Deck Hardware Hardware Hardware Check	2023-12-21	Pending
59. Mast Hardware Hardware Hardware	Mast Hardware Hardware Hardware Inspection	2023-12-22	Completed
60. Rigging Hardware Hardware Hardware	Rigging Hardware Hardware Hardware Check	2023-12-23	In Progress
61. Electronics Hardware Hardware Hardware	Electronics Hardware Hardware Hardware Inspection	2023-12-24	Pending
62. Propeller Hardware Hardware Hardware	Propeller Hardware Hardware Hardware Check	2023-12-25	Completed
63. Fuel System Hardware Hardware Hardware	Fuel System Hardware Hardware Hardware Inspection	2023-12-26	In Progress
64. Steering Hardware Hardware Hardware	Steering Hardware Hardware Hardware Check	2023-12-27	Pending
65. Winch Hardware Hardware Hardware	Winch Hardware Hardware Hardware Inspection	2023-12-28	Completed
66. Anchor Hardware Hardware Hardware	Anchor Hardware Hardware Hardware Check	2023-12-29	In Progress
67. Bimini Top Hardware Hardware Hardware	Bimini Top Hardware Hardware Hardware Inspection	2023-12-30	Pending
68. Cabin Hatch Hardware Hardware Hardware	Cabin Hatch Hardware Hardware Hardware Check	2023-12-31	Completed
69. Battery Bank Hardware Hardware Hardware	Battery Bank Hardware Hardware Hardware Inspection	2024-01-01	In Progress
70. Water Pump Hardware Hardware Hardware	Water Pump Hardware Hardware Hardware Check	2024-01-02	Pending
71. Ventilation Hardware Hardware Hardware	Ventilation Hardware Hardware Hardware Inspection	2024-01-03	Completed
72. Safety Equipment Hardware Hardware Hardware	Safety Equipment Hardware Hardware Hardware Check	2024-01-04	In Progress
73. Navigation Hardware Hardware Hardware	Navigation Hardware Hardware Hardware Inspection	2024-01-05	Pending
74. Communication Hardware Hardware Hardware	Communication Hardware Hardware Hardware Check	2024-01-06	Completed
75. Hull Plating Hardware Hardware Hardware	Hull Plating Hardware Hardware Hardware Inspection	2024-01-07	In Progress
76. Deck Hardware Hardware Hardware Hardware	Deck Hardware Hardware Hardware Hardware Check	2024-01-08	Pending
77. Mast Hardware Hardware Hardware Hardware	Mast Hardware Hardware Hardware Hardware Inspection	2024-01-09	Completed
78			

# THE JOURNAL

Current Location  
JUN

Transfer Number

**Refresh**

**Close**

Remington Arms Co., Inc.  
Product Service  
Legal Case #:1868

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
138329	12/15/2007	12/17/2007	12/17/2007				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Joel	Milowicki	340 Brinker Road	Hunker	PA	15639		H 724-396-9220

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern		Unknown	
S	fires on safe release Concern:1007 Fired on Safe Release			
C				

12/19/07-correspondence from repair-trigger sticks when safety is moved to firing position. gun goes off or delays fire.lw

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial Bbl.	DOM
Remington	CF/BA	7/7MM08 REM		7649292 AI	3/31/1988
Date Purchased	Where Purchased	Accessories	Original Owner		
	D & R SPORTS CENTER	SCOPE BASE,BOTTOM HALF OF FRONT RING	U		

CONCERN:FSR

Ammunition Information - None Defined

Other Products Information - None Defined

## Settlement

Remington/7/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
New TA n/c						

Repair/Replacement Cost	Repair/Replacement Date
65.00	12/19/2007

12/19/2007 talked to customer, he bought the gun used and said he had it go off a couple times. I changed the paperwork to replace the TA at no charge as a gesture of goodwill, customer extremely pleased with Remingtons response fls.

## 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	4038	Could Not Duplicate Concern	
Barrel	Description		18.5" 7MM08 REM
	Date Code		AI
	Bore Plugged	False	
	Bulged	False	
	Fired	False	

( PS 8671 )



	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	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	
	Description		STANDARD M/7 SAFETY
Safety	Function	Like new; Functioning	
	Lift	---Select---	.011
Sear	Notch	Like new; Functioning	
	Tests	Test Fired	False
	Feeding Test	False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	8.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	Other Remington	
Non-Remington Components	Description		SCOPE BASE,BOTTOM HALF OF FRONT RING

( PS 8672

PS 8673

# Remington

## Factory Repair Instructions

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

Model Number: <u>Model Seven</u>		Serial Number: <u>7649292</u>	
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: <u>Joel Philowicki</u>		Date of Purchase: <u>Not sure</u>	
Address (no PO Boxes): <u>340 Brinker Road</u>			
City: <u>Anker</u>		State: <u>PA</u>	Zip: <u>15639</u>
Phone (Daytime): <u>724-396-9220</u>		Fax:	
E-mail Address:			
<input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem: <u>This gun is unsafe the trigger sticks when safety is move to firing position gun goes off with out 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 4 or 5 times</u>			
Ammunition Information:			
Manufacturer: <u>Remington</u>		Type: <u>Nozelers</u>	
Other (i.e. bullet weight/type/shot size, powder): <u>140 grain</u>			
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>Aoppes</u>			
How often do you clean the bore? (Months or Number of rounds) <u>1 a year</u>			
How often do you clean the action? (Months or Number of rounds) <u>every 2-3 months</u>			
How often do you clean the trigger assembly? (Months or Number of rounds) <u>1 a year</u>			
Brand of lubricant used: <u>Aoppes gun oil</u>			

PS 8674

How often do you lubricate the bore? (Months or Number of rounds)	3 times a year
How often do you lubricate the action? (Months or Number of rounds)	3 times <del>a month</del>
How often do you lubricate the trigger assembly? (Months or Number of rounds)	1 a year less than 20 rounds
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?	
<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
Comments: I really hope Remington make this right because I've never had a problem with my mossberg ruger winchester or myrlin	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	At shooting range, 2003
What were the services performed?	trigger assembly cleaned
Ship your INSURED firearm by either UPS or Parcel Post to:	
<b>REMINGTON ARMS CO., INC</b>  <b>ATTN: Arms Service Division</b> <b>14 Hoefler Ave</b> <b>Ilion, NY 13357</b>	
<p><b>WARNING:</b> DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. <b>THIS IS A VIOLATION OF FEDERAL LAW.</b> 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.</p> <p>:: Record the serial number of your firearm before sending it.</p> <p>Damage in shipping and handling. Preferably, (e returned.) Loss or damage. The box. Shipments without a proper st. Remington is not responsible for purchase insurance from your carrier.</p> <p>elines: ned to you C.O.D. (To avoid C.O.D. Charges, please your gun)</p> <p>imate 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>	

Serial Number:

7649292

Model: 7



RE00138329

Call me about payment  
could not duplicate concern  
Trigger ASSM. DIRTY/STICKY causing  
parts to bind. Replace TPA;  
check over, clean AT 1/2 normal  
charges. Quote

( PS 8675 )

PrintDisplay

Page 1 of 3

Remington Arms Co., Inc.

Product Service

Legal Case #:1700

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
135964	10/29/2007	10/30/2007	10/30/2007				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Timothy	Stone	4840 ODonnel St	Liverpool	NY	13088		H 315-457-0377 C 315-708-4761

## Incident Information

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

10/31/07-correspondence from repair-fired on safe release.lw

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial Bbl.	DOM
Remington	CF/BA	7/300 SAUM	24791	7776863 DW	9/25/2002 9:54:20 PM

Date Purchased	Where Purchased	Accessories	Original Owner
	DICK S SPORTING GOODS	BUSHNELL SCOPE,RINGS,BASE	U

CONCERN:FSR

Ammunition Information - None Defined

Other Products Information - None Defined

## Settlement

Remington/7/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Replace TA at discount						

Repair/Replacement Cost	Repair/Replacement Date

10/31/07-Replace TA and clean at discount.lw

Examination[Remington/CF/BA]

PS 8676

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		10/30/2007
	Product Type		RF
	Action Type		A

	Assigned To		F.SUPRY
Cause	4015	Improper Maintenance	TRIGGER AND TRIGGER PIN RUSTED,BBL BRACKET RUSTED AND PITTED
Barrel	Description		22" 300 SAUM
	Date Code		DW
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	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	PS 8677
	Sub-Assembly	ISS	
Sear	Lift	---Select---	.009
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	TRIG AND PIN RUSTED
	Pull	---Select---	10+#

PrintDisplay

Page 3 of 3

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

( PS 8678 )

NYS DL# 225674252

Receipt Of Firearm(s) Delivered to the Plant for Repair  
Firearm Checked For Live Ammunition ☒

File 003616

Delivery Date 10/29/07

1700

D/W  
9/02  
10+  
#  
.009Customer Name (Print) Timothy C StoneAddress 4840 Grandview St Liverpool State NY Zip 13088Phone Number (315) 457-0377 (cell 315-708-4761)Fireman Description Model S&W SAUM Cal./Ga. 300Serial Number 7776863

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 10-PioCustomer request: ck-out safety/trigger (went off when safety was released)Return Process Return to Clark St. Ent. ☒ Return via UPS ☐

By signing this receipt the person delivering the firearm understands to be the only person to receive the firearm upon completion of repairs.

Signature [Signature] Date 10/29/07

person delivering firearm

Signature [Signature] Date 10/29/07

security officer

Signature Walt Buzgid Date 10/29/07

arms service / CSR

12/19 + Tripin rusted.  
Bdc bracket rusted + pitted.  
upma TPA, check down, clean  
AT 1/2 cost.  
Quote

Customer Pick Up Verification

the person whom delivered the above described firearm to the  
wfully possess a firearm in New York State.\_\_\_\_\_  
Date \_\_\_\_/\_\_\_\_/\_\_\_\_  
e same who delivered\_\_\_\_\_  
Date \_\_\_\_/\_\_\_\_/\_\_\_\_  
urning the firearm

(PS 8679)

Serial Number:

7776863

Model: 7



RE001250



Arms Services Repair & Estimate System

FileAdd RepairEstimate RepairExpedite RepairInquiryRepair ToolsCSRToolsReportsTable MaintenanceSystem MaintenanceHelp

Repair Inquiry

Repair Number: RE00135964

Serial: 7776863 Model 7 Center Fire Caliber 300 REM ULTRA MAG LAM Produced: 09/25/2002

Repairman:

Status: New 10/29/2007 10:11:20 AM

Verify Repair

Address Information

Customer:Received From:Return To:Received From:

Name:TIMOTHY C STONETIMOTHY C STONE

Address 1:4840 O'DONNELL STREET4840 O'DONNELL STREET

Address 2:PO Box:PO Box:

City:LIVERPOOLLIVERPOOL

State:NYZip Code:113088State:NYZip Code:113088Country:USCountry:US

FFL:

Contact / ConditionProblemsEstimateHistory / StatusShipping / Billing

Date	User ID	Desc1	Desc2
10/29/2007 10:11	valentds	Repair Added	
10/29/2007 10:11	valentds	From: Check In	To:
10/30/2007 9:58	pencerl	Repair Maintenance	Status: New
10/30/2007 10:00	pencerl	Repair Maintenance	Status: New
10/30/2007 10:00	supriyl	Returned to AS for repair	

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

Current Status

New

10/29/2007 10:11:20 AM

valentds

Product Services

Repair Location

ILN

Current Location

ILN

Transfer Number

Repair Search

Refresh

Close

supriyl10/30/200710:03 AMCAPSNUMINS56FL

start

Inbox - Microsoft Outlook

PS Hold Guns AS

Arms Services Repair

Search for a Serial Number

Part Search by Make

10/30/2007 10:03 AM

At some point this gun got real wet and was not properly cleaned & oiled. the underside of the barrel was rusted, the trigger assembly was rusted, and pine needles fell out of action when we removed the stock.

Quote repair at  $\frac{1}{2}$  normal cost.

PS 8680

RECEIVED  
OCT 31 2007  
BY: *[Signature]*

Remington Arms Co., Inc.

Product Service

Legal Case #:1736

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
12/07/07	12/7/2007	11/8/2007	12/7/2007	11/7/2007			

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Joel	Wilson	124 Old Rosser Road	Stone Mountain	GA	30087		C 404-379-8965

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4005 Defective Trigger Assembly			
S	Fired on bolt closing	Concern:1008 Fired on Bolt Closing	Unknown	
C				

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.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
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

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
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. 12/11/07-apv issued for refund.lw

## Examination[Remington/CF/BA]

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

Barrel	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	MARS/DENTS
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/7 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.015
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	WILL FOLLOW DOWN
	Pull	---Select---	1#
	Altered	False	
	Sub-Assembly	Other Remington	

( PS 8682 )

Remington Arms Co., Inc.  
Product Service  
Legal Case #:1736

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		11/8/2007		11/7/2007			

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Joe	Wilson	124 Old Rosser Road	Stone Mountain	GA	30087		C 404-379-8965

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4079 Other - Unexamined			
S	Fired on bolt closing	Concern:1008 Fired on Bolt Closing	Unknown	
C				

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.	Type	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

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. 11/30/07-  
apv issued for refund.lw

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

( PS 8683 )

**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](mailto:fred.supry@remington.com)

11/30/2007

( PS 8684 )

1736

Dear Remington,

11/14/07

I am writing this letter to show my appreciation to one of your employees and your company as a whole. On Wed. November 7<sup>th</sup>, 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 1yr. 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,

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

7826295

I have called  
Sportsmans Warehouse  
and asked for the  
serial # of the rifle  
being returned.

( PS 8685 )

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 receipt 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 receipt 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.

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

( PS 8686 )

LAURA,  
This is the Joel Wilson  
rifle that we refunded last week.  
The sear/trigger engagement was  
not resetting properly. We installed  
a new TA and will put this rifle  
in WIP.

Red

PS 8687





# FIREARM RETURN/REPAIR FORM

Store #038/ MACON, GA

DATE: 11/8/7

2015

Customer InformationName: Wilson  
LASTJoel  
FIRSTAndrew  
MIDDLEAddress: 124 Old Rosser Rd. Stone Mtn. Ga. 30087  
STREET CITY STATE ZIPFirearm Information

Type: Model 7

Serial Number: 7817748

SKU: \_\_\_\_\_

Problem with Firearm: send to Remington attn. Fred Supry  
For credit from Remington
☒ FIREARM RETURN  
TO Remington

Check One

FIREARM REPAIR

Hunting Manager/Lead Signature

Loss Prevention Manager/Agent Signature

Miscellaneous Information

This section to be completed by Firearms Inventory Specialist.

Shipping Information: Remington 1007 Market St Wilmington DE 19898  
COMPANY STREET CITY STATE ZIP

Date Shipped: 11/9/7

Date Returned: \_\_\_\_\_

A&amp;D # When Disposed: N/A

A&amp;D # When Required: N/A

Misc. Information: Remington is to credit customer.

Serial Number: 7817748

Model: 7



RE00138134

Please complete the below required signatures

Associate Signature: \_\_\_\_\_

driver's license must be attached to this form.  
to Loss Prevention.

( PS 8688 )

Madison, NC 27025

Seller's Invoice No. \_\_\_\_\_ Seller's Invoice Date \_\_\_\_\_

Pay To: \_\_\_\_\_ Joel Wilson \_\_\_\_\_

Street and No. \_\_\_\_\_ 124 Old rosser Road \_\_\_\_\_

City \_\_\_\_\_ Stone Mountain \_\_\_\_\_ State \_\_\_\_\_ GA \_\_\_\_\_ Zip Code \_\_\_\_\_ 30087 \_\_\_\_\_

Vendor Code	
Pmt Method	

For Treasury Use Only	
Date Paid	
Reference No.	
Bank Acct	
USD Amt	
(If in Foreign Currency)	

( PS 8689 )



Cashier: 21 Type: Sale  
Store: 0038 Term: 021 Tran: 9997  
Date: 11/08/2007 Time: 2:10PM  
Operator Number: 50169

###SEVEN CDL 0047700263618  
REG \$799.99 799.99  
REWARDS POINTS: 800  
SUPERME BALLISTIC 020892213432  
REG \$34.99 34.99  
REWARDS POINTS: 35  
SUBTOTAL 834.98  
7.0% Sale Tax 58.45  
TOTAL 893.43

APPROVAL: 122874 STAN: 021747  
Swiped Account # XXXXXXXXXXXXX6049  
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 )