

Remington Arms Co., Inc.  
Product Service  
Legal Case #:10636

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
466342	9/17/2014	8/25/2014	11/17/2014	8/24/2014			

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Todd	Brockel	1709 9th Ave S.W.	Aberdeen	SD	57401		H 605-228-8875

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD Shot couch and a hole in floor	Cause:4038	Could Not Duplicate Concern	Unknown	
S FBC	Concern:1008	Fired on Bolt Closing		
C				

8/25/14: Received call from Todd Brockel, he said his rifle fired in his house while unloading. He said that the rifle fired as he was closing the bolt. He said that he shot a hole in the couch and the floor. He said that he will forward me an estimate for repair of couch and floor. No jury. jbi

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	SEVEN/223 REM	85952	7836497		4/25/2008 8:38:44 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	BILL HICKS & CO LTD		Y			

CONCERN:FBC 10/08/2014 gun arrived at Lonoke for review by Kris Carson. SKS

Ammunition Information - None Defined

Other Products Information - None Defined

## Settlement

Remington/SEVEN/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Repair of rifle and \$1500.00 compensation	Y	11/12/2014	\$1500.00			

for property  
damage

Repair/Replacement Repair/Replacement  
Cost Date  
\$27

REDACTED

8/26/2014: Sending ARS, letter, and SR paperwork. Box sent on SAP order 1721061. Ticket # 165342. jbi  
9/22/14: Per Ilion, could not duplicate concern. jbi 9/24/14: Kris Carson requested that rifle be sent to him  
for examination. I emailed Ilion to ship to Kris Carson. jbi 11/5/14: Received email from Kris Carson, he  
advised that I offer consumer for compensation of property damage. I called Todd Brockel, he  
agreed to having the trigger assembly replaced and also for compensation of property damage.  
He agreed. I mailed consumer a release. jbi 11/17/14: Release received. jbi

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		K. COFFIN
	Exam Date		9/19/2014
	Product Type		RF
	Action Type		A
	Assigned To		S. NICHOLS
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 223 REM
	Date Code		CB
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
Bolt	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
Extractor	Stop	Slightly Worn; Functioning	
	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
Locking	Ext/Eject Test	False	
	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
Overall	Notch Condition	---Select---	
	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
Receiver	Fore End Condition	---Select---	
	Condition	Slightly Worn; Functioning	

	Bulged	False	
Safety	Description		XMP
	Function	Like new; Functioning	
Sear	Lift	---Select---	.011
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	2.5#
	Altered	False	SEALANT PRESENT
	Sub-Assembly	X-Mark Pro	

# RELEASE OF ALL CLAIMS

REDACTED

KNOW ALL PERSONS BY THESE PRESENTS:

That I Todd Brockel, having an address of 1709 9<sup>th</sup> Ave. S.W., Aberdeen, SD 57401 being of lawful age in consideration of and upon receipt

("Consideration"), do hereby release and forever discharge REMINGTON ARMS COMPANY, LLC its/their parents and affiliated companies and its/their predecessors, successors, assigns, employees, officers, agents and directors and any other persons or entities ("Releasees") from all debts, claims, demands, damages, costs, expenses, injuries, actions and causes of action whatsoever nature or kind, whether known or unknown, on account of, resulting, or which may result from an incident or incidents occurring in or about August 24, 2014 which I have alleged was caused while using products manufactured and/or sold by Releasees.

I further state that receipt by me of the Consideration described above constitutes a full and complete release and settlement of the claims described above, that this release is a compromise and is not to be construed in any way as an admission by the Releasees of any responsibility for the incident, or for an alleged defect in said products or that any such defect exists. The products alleged to be involved in my claim are listed below.

It is understood and agreed that this Release of All Claims is not and shall not be considered an admission of liability for any violation of any law, statute or regulation, any breach of contract, actual or implied, or any commission of any tort on the part of Releasees, by whom such liability is expressly denied.

I will not disclose the terms of this Release of All Claims to any third party, for any reason whatsoever, without the express prior written authorization of the Releasees or as may otherwise be required by law.

I acknowledge that I have carefully read and understand the contents of this Release of All Claims and sign the same as my own free act.

IN WITNESS WHEREOF, intending to be bound hereby, I have hereto set my hand this 12<sup>th</sup> day of November, 2014.

Todd Brockel  
Print Name

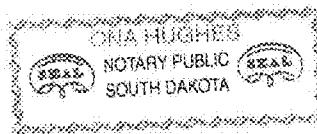
Todd Brockel  
Signature

REDACTED

Social Security Number or Driver's License #

Notary signature:

[Signature]



Products alleged to be included in claim(s):  
Remington Model Seven, Serial # 7836497



November 5, 2014

Todd Brockel  
1709 9<sup>th</sup> Ave. S.W.  
Aberdeen, SD 57401  
Phone: 605-228-8875

Ref # 10636, Model Seven, Serial # 7836497

Dear Mr. Brockel,

Please review the following Release. If you are in agreement with our terms, please take it to a Notary to be completed by them & you.

Mail the Release to my attention at the following address:

Remington Outdoor Company  
Attn: J.B. Irving/Consumer Affairs Administrator  
PO Box 700  
Madison, NC 27025-0700

I apologize for the inconvenience this has caused and I hope that this action will keep you a loyal Remington customer.

Sincerely,  
J.B. Irving  
Consumer Affairs Administrator  
Remington Outdoor Company  
Phone: 336-548-8684  
Fax: 336-548-7872

enclosure

Dear J.B. Irving,

Enclosed are the copies of the forms you requested me to send back with the rifle including the copy of the receipt for my rifle which I purchased in July of 2008 at Sodak Sport and Bait here in Aberdeen, SD. Also enclosed are estimates for the replacement and repair of the carpet/floor and pictures of the damages to our floor, carpet, and couch. I got the estimate for the replacement carpet/pad based on similar quality/cost as my insurance agent advised. I didn't know what your thoughts would be on the damage to our leather couch, and since you cannot see the damage from the front or sides I will leave it up to you. As I stated to you over the phone, I have owned this rifle for several years and shot several hundred rounds through it without any malfunctions. I sincerely hope that you will honor the amounts listed on the estimates for repair.

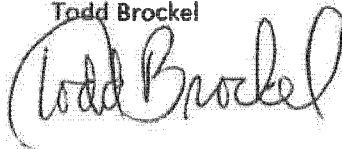
I was going to take Model SEVEN out to our shooting range to check the sight-in before our fall hunting seasons open as I planned on carrying it with me on hunting trips for predators. After this incident I took my Model 700 Mossy Oak 22-250 to the range the following weekend and found myself anxious when chambering a round. This experience has had an effect on me that will hopefully disappear over time. I have fired thousands of rounds of ammunition through rifles, handguns, and shotguns over the last 40 years and have owned/purchased well over 20 Remington firearms with plans to purchase an RS1 9mm when it becomes available again.

As I also told you, I have not been treated well by Remington twice in the past, and recently not even acknowledged when I emailed a complaint about the 700 CDL SSF 50<sup>th</sup> Anniversary Limited Edition 300 Win Mag I just purchased that had 2 cuts from the checkering tool on the buttstock and residue from the engraving on the stock that was hard to remove. In spite of being treated like this on several occasions I have always liked Remington rifles and have owned them in several calibers ranging from the .204, .22, .243, .25, .260, .270, 7mm, and .30 caliber rifles.

In all honesty I have to tell you that if I am not satisfied with the treatment I receive from Remington regarding this situation, I will no longer purchase Remington products for myself, my children, or my grandchildren. I also would prefer that Remington buy this rifle back, as the memory of it going off like that will add to the overall picture of the poor customer service I have received. I expect that I will hear directly back from you Mr. Irving via email to set up a time to make a phone call if necessary. I sincerely hope that I can continue to be a loyal Remington Customer.

Regards,

Todd Brockel

A handwritten signature in black ink that reads "Todd Brockel". The signature is written in a cursive, flowing style with a large, prominent "T" and "B".

# Remington®

22"  
CB 4/08  
2.5"  
011

August 26, 2014

Todd Brockel  
1709 9<sup>th</sup> Ave S.W.  
Aberdeen, SD 57401  
Phone: 605-228-8875

10636

Ref # 10636, Model 7, Serial # 7836497

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination. A box will arrive separately.

Please include a copy of this letter and service request to put inside the shipping container. The letter and service request inside are important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly. Mark the ends of the box with "Product Service". Product Service will be inspecting the firearm.

I hope that this action will keep you a loyal Remington customer.

Sincerely,  
J.B. Irving  
Consumer Affairs Administrator  
Remington Arms Co, LLC / H&R  
Phone: 336-548-8684  
Fax: 336-548-7872

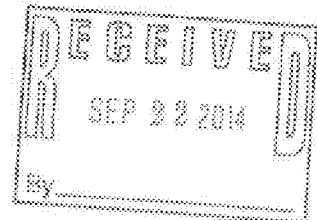
TAG: X

7836497

Model: SEVEN



RE00466342



**Weiszhaar Floor Covering**  
 10022 101 St. S.E.  
 Oakes, ND 58474-9158  
 701-783-4451 Home 605-380-0190 Cell

CUSTOMER'S ORDER NO.		PHONE		DATE <b>9/2/14</b>	
NAME <b>Todd &amp; Karen Brunk</b>					
ADDRESS <b>Est</b>					
SOLD BY	CASH	C.O.D.	CHARGE	ON ACCT	PAID OUT
QTY.	DESCRIPTION			PRICE	AMOUNT
24.33 sq	12x18" Carpet & Pad				
24.33 sq	tear out carpet & pad			25 <sup>00</sup>	60 83
	install new carpet & pad			85 <sup>00</sup>	206 81
	move furn.				80 00
	repair floor				75 00
	haul away old				45 01
	<b>Est</b>				467 64
				TAX	28 06
RECEIVED BY				TOTAL	495 70

**PAYMENT DUE WITHIN  
7 DAYS OF COMPLETION**

**495.70**

**6852**

**Thank You**



9/4/2014

Project:  
Brockel Home

## Estimate

From:  
Mark Malchow  
Malchow's Home Furnishings  
502 South Main Street  
Aberdeen, SD

To:  
Todd and Karen Brockel  
1709 9<sup>th</sup> Ave SW  
Aberdeen, SD 57401

### Materials Description

Qty	Item	Unit Price	Sell Total
24.33 yds	Carpet		
	Product: Godfrey Hirst Oakview		635
	Carpet Pad		145
	Sub Total		780
	Tax		47
	Total		827

### Note:

\*Malchow's Home Furnishings requires a deposit on all special orders prior to order being placed.

**Acceptance of Proposal** -- The above prices, specifications and conditions are satisfactory and are hereby accepted. You are authorized to do the work as specified. Payment will be made as outlined above.

Date of Acceptance: \_\_\_\_\_

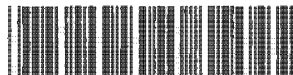
Signature: \_\_\_\_\_

# Service Request

Remington

PO Box 700

Madison, NC 27025-0700



Parts and Repairs: P:800-243-9700/F:336-548-7801 [www.remington.com](http://www.remington.com)

This document is a summary of your request for service. Please review the document for accuracy and to insure the services you are requesting are noted. This information will serve as a guideline for our Service Department to address your specific concerns and provide you with accurate and complete service. **ENCLOSE THIS DOCUMENT WITH YOUR RETURN.**

<b>Service Request Number</b> 165342	<b>Serial Number / Description</b> 7836497 SEVEN PREDATOR CAMO 223 REM 22"	<b>Date of Request:</b> 08/25/2014 <b>Date Printed:</b> 08/25/2014
<b>Customer:</b> TODD BROCKEL 1709 9TH AVE. S.W. ABERDEEN SD 57401 US  Email: brockel@NVC.NET	<b>Destination:</b> .ARM Services 14 Hoefer Ave Ilion NY 13357 US  Email:	
Your request for service on the item(s) will be evaluated by our repairman to determine if it is covered under our warranty policy. If this is your firearm will be repaired and returned. If not, you will be contacted with an estimate before work is performed.		
<b>Reason for Return</b> A_R014 - FORWARD TO PRODUCT SERVICE FOR INSPECTIO		

Your request for service on the item(s) will be evaluated by our repairman to determine if it is covered under our warranty policy. If the item(s) are under warranty we will repair and return them. If the item(s) are not under warranty, you will be contacted with an estimate before work is performed. **Exception:** Estimates of \$75 or less will be serviced and returned via C.O.D. (cash on delivery) without notification, unless quote for all work is stated in the correspondence received.

...

[illegible]

200001 000000

[illegible]
$$\begin{aligned} \frac{1}{\Gamma(\alpha)} \int_0^t (t-s)^{\alpha-1} f(s) ds &= \frac{1}{\Gamma(\alpha)} \int_0^t (t-s)^{\alpha-1} \left( \sum_{k=0}^{\infty} \frac{f^{(k)}(0)}{k!} s^k \right) ds \\ &= \sum_{k=0}^{\infty} \frac{f^{(k)}(0)}{k!} \frac{1}{\Gamma(\alpha)} \int_0^t (t-s)^{\alpha-1} s^k ds \\ &= \sum_{k=0}^{\infty} \frac{f^{(k)}(0)}{k!} \frac{t^{\alpha+k}}{\Gamma(\alpha+k)} \end{aligned}$$

*Abstract*—The authors examined the effects of a 6-week training program on the psychophysiological responses of 10 young men during a simulated combat situation. The subjects were divided into two groups: control and experimental. The experimental group underwent a 6-week training program consisting of physical conditioning, mental preparation, and exposure to simulated combat situations. The control group did not undergo any training. The results showed that the experimental group had significantly lower heart rate, blood pressure, and skin conductance levels compared to the control group during the simulated combat situation. These findings suggest that the training program effectively reduced the physiological stress response to simulated combat.

Figure 1. The three-dimensional structure of the *Salmonella* flagellin monomer. The flagellin monomer is shown in ribbon representation. The N-terminus is colored red, the C-terminus is colored blue, and the rest of the protein is colored green. The flagellin monomer is shown in the context of the flagellar filament, which is shown in gray. The flagellar filament is composed of flagellin monomers that are linked together by covalent bonds. The flagellar filament is shown in the context of the flagellar motor, which is shown in gray. The flagellar motor is composed of flagellin monomers that are linked together by covalent bonds.

[illegible]

**Abstract**

[illegible][illegible][illegible]

Figure 1. Schematic representation of the experimental design. The subjects were divided into two groups: the control group (CG) and the experimental group (EG). The CG was divided into two subgroups: the control group (CG) and the control group (CG). The EG was divided into two subgroups: the experimental group (EG) and the experimental group (EG). The CG was divided into two subgroups: the control group (CG) and the control group (CG). The EG was divided into two subgroups: the experimental group (EG) and the experimental group (EG).

Figure 1. Schematic representation of the experimental design. The subjects were divided into two groups: the control group and the experimental group. The control group was divided into two subgroups: the control group and the experimental group. The experimental group was divided into two subgroups: the control group and the experimental group.

[illegible]

# Remington.

Dear Valued Customer:

Your Remington Model 700 has been returned under the voluntary recall for the XMP Trigger Assembly. Upon receiving your firearm, the following actions have been taken:

- **PROBLEM REPORTED:** TRIGGER UPDATE-XMP
- **PROBLEM FOUND:** TRIGGER REQUIRES UPDATE UNDER RECALL
- **ACTION TAKEN:** THE XMP FIRE CONTROL HAS BEEN UPDATED WITH A FIRE CONTROL THAT MEETS FACTORY SPECIFICATIONS

This service was completed under warranty

If you have any questions, please contact our Customer Service Department:

Remington Arms Company, LLC  
870 Remington Drive  
P.O. Box 700  
Madison, NC 27025-0700

TEL: 1-800-243-9700  
Fax: 1-336-548-7801  
[www.remington.com](http://www.remington.com)

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REMINGTON IS A TRADEMARK REGISTERED IN THE UNITED STATES PATENT AND TRADEMARK OFFICE BY REMINGTON ARMS COMPANY, LLC.

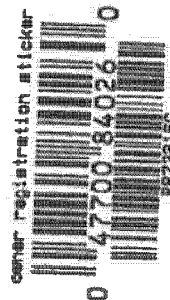
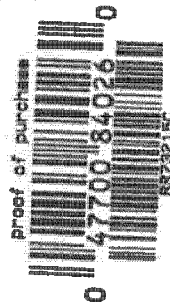
# Remington

**MODEL 700... CDL SF LTD EDITION**  
BOLT ACTION CENTERFIRE RIFLE  
24" BARREL 300 WIN MAG  
50TH ANNIVERSARY EDITION 1963-2013

ASK FOR THE PACKING CARTON

INSTRUCTION BOOK 3500  
96051 WRENCH  
301049 CABLE LOCK

9A FORM F1684

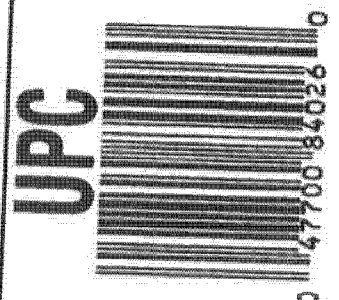


ORDER NO. **84026**

BARREL LENGTH **24"**

CAPACITY **4**

**RR73215C**





Todd Bruckel to [info@remington.com](mailto:info@remington.com) and 2 more ...

Dear Remington,

It is well known that some Remington 700 and Model Seven rifles with X-mark Triggers have had problems with accidental discharges. Today I was going to get ready to take my Model SEVEN .223 Predator out to the range and it still had some ammunition in the magazine. While I was cycling the bolt to unload the gun in my basement, it discharged sending a bullet through the main floor in my living room and lodging in my couch. It damaged the flooring, carpet in my living room, and couch. I am going to be contacting my insurance agent and an attorney if necessary to get this resolved and hold you responsible for the damages. I also will absolutely not keep this gun and want a safe replacement! I will be expecting that someone from Remington contact me immediately this week to start getting this resolved! Thank God that nobody was hurt or the damages were not worse!

An Extremely Upset Customer,

Todd Bruckel  
1708 9th Ave SW  
Aberdeen, SD 57401  
605-328-8875

Yesterday at 12:57:06 PM Strong Negative





www.remington.com

Remington Arms Company, LLC  
870 Remington Drive  
P. O. Box 700  
Madison, NC 27025-0700

## ARS LABEL REQUEST FORM

DATE:	8/25/2014	REQUESTED BY:	J.B. IRVING
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Rifle Ref # 10836			

## LABEL INFORMATION

MAIL LABEL TO: Todd Brockel 1709 9th Ave S.W. Aberdeen, SD 57401 Phone: 605-228-8875
RETURN ITEM TO Remington Arms Co LLC Attn: Arm Service 14 Hoefler Ave. Ilion, NY 13357

PLEASE COMPLETE ALL PARTS OF THIS FORM AND SEND TO THE MEDIA COORDINATOR

4XX696 AUG 26, 2014 ACT WT 10.0 LBS #PK 1  
SVC GND COM BL WT  
TRACKING# 124XX6969080258690 ALL CURRENCY USD  
REF 1: REF. #10836/JJ/PG  
REF 2:

HC 0.00 CNS 0.00 FRT: 3RD  
SHIPMENT PUB RATE CHARGES: SVC T/P USD  
DV 0.00 COD 0.00 RG 0.00  
DC 0.00 OGD 0.00  
AH 0.00 PR 0.00 RGD 0.00  
TOT PUB CHG 12.48 PUB + HANDLING 12.48

mac 9-12-14









