Remington Arms Co., Inc. Product Service Legal Case #:976

Case Information

RE# Date Opened Date Opened(PS) Date Closed Incident Date Pre Lit Lit Obsolete 124546 1/31/2007 1/31/2007 1/31/2007

Customer Information

Type First Name **Last Name** Street City State Zip Contact Age Reporter W 717-565-5261 **Bass Pro Shops** 3501 Paxton St Harrisburg PA 17111

Incident Information

Claims Codes Repair Est. Medical Treatment Medical Status

PΙ

PD Cause:4038 Could Not Duplicate Concern

Unknown

S Fires on safe release Concern:1007 Fired on Safe Release

C

2/1/07-correspondence from repair-Cust states gun will fire when safety is disengaged.lw

Firearm Information

Mfg. Type

Model/Ga.

SKU

Serial Bbl.

DOM

REMINGTON

CF/BA

7/243 WIN

26417 7821772 CA

4/18/2006 11:02:26 PM

Date Purchased

Where Purchased

Accessories

Original Owner 11:02:26 PM

BILL HICKS & CO LTD

SCOPE,RINGS,TWO PIECE BASE,HARD CASE

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 APV APV

Replace TA at

n/c

Repair/Replacement Repair/Replacement

Cost

Date

\$25.00

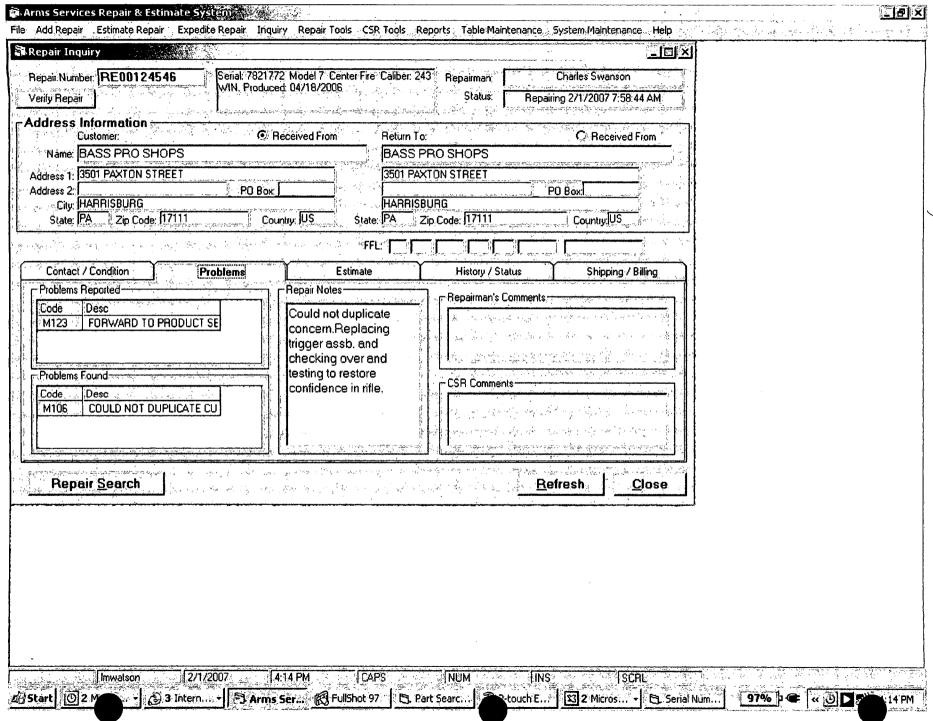
2/1/2007

2/1/07-Replace TA, check over, clean to restore confidence in rifle.lw

Examination[REMINGTON/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS
	Exam Date		1/31/2007
Examination	Product Type		RF
	Action Type		A

	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
	Description		20" 243 WIN
	Date Code		CA
	Bore Plugged	False	
Barrel	Bulged	False	
Darrei	Fired	False	
	Fired while Obstructed	1	
	Muzzle/Crown Condition	Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	
D. Iv	Shroud	Slightly Worn; Functioning	
Bolt	Face	Slightly Worn; Functioning	
	Handle	Like new; Functioning	
	Stop	Like new; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
	Block Condition	Select	
Locking	Lug Condition	Like new; Functioning	
	Notch Condition	Select	
	Exterior Condition	Slightly Worn; Functioning	
Overall	Stock Condition	Like new; Functioning	
	Fore End Condition	Select	<u>_</u>
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/7 SAFETY
	Function	Like new; Functioning	
Sear	Lift	Select	.010
	Notch	Like new; Functioning	
Tests	Test Fired	False	
	Feeding Test	False	
	Condition	Like new; Functioning	
Trigger	Pull	Select	6#
	Altered	False	
Non-Remington Components	Description		SCOPE,RINGS,TWO PIECE BASE,HARD CASE





200

Factory Repair Form

Return to Previous Page

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

Model Number: 7 CDL	Serial Number: 782	1772
Are you the original owner?: YES INC		
Name: BASS PRO SHOPS	Date of Purchase:	
Address (no PO Boxes): 350(PAKTON)	<u>डाध्स्</u>	A THE STATE AND A SECURE AND A
city: HARRISBURG	State: PA	Zip: (7/(/
Phone (Daytime): 7(7-565 - 5261	Fax:	
E-mail Address:(if e-mail address is provided, not sent)	ification of receipt and ship	ment will be
E-mail Address: I would like to receive future e-mail updates from	om Remington.	
Please describe your problem and date of ocu	rrence:	
CUSTOMER IS SAYING GON	will FIRE WI	ten =
SAPETY IS DISENGAGED W	Type:	IN me has
CHAMBER AND A DUTE M	AGAZILE. W	a conclusion
	1 dupper	and in
	on group la confi	and with
500 characters left	pephastone in	Hu
Ammunition Information:	100	
Manufacturer:	Ţype:	<u>.,</u>
Other (i.e. bullet weight/type, shot size, powder):		
Handload Information:	Name of the last o	
Powder Used:	Powder Weight:	
	Primer Used:	
37177	Reloader Used:	
7		
	per of rounds)	
PF00124546	1. 4	PS 8170

How often do you clean the action? (Months or Number of rounds)
How often do you clean the trigger assembly? (Months or Number of rounds)
Brand of lubricant used:
How often do you lubricate the bore? (Months or Number of rounds)
How often do you lubricate the action? (Months or Number of rounds)
How often do you lubricate the trigger assembly? (Months or Number of rounds)
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? YES NO
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?)
What were the services performed?)
NOTE: In order to better service our customers some firearms/parts are sent to a certified Remington Premier Authorized Repair Center.
Ship your INSURED firearm by either UPS or Parcel Post to: Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357
WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. THIS IS A VIOLATION OF FEDERAL LAW. IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM. :: Record the serial number of your firearm before sending it. :: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.) :: Remove all accessories from your firearm to prevent loss or damage. :: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused. :: Ship your 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.
Charge repairs will be processed using the following guidelines:
:: Repairs \$75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)
:: For Repairs over \$75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over \$75.00 by setting a preauthorized amount that can be billed to your credit card.

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TIM WALLACE
Gunsmith

3501 Paxton Street Harrisburg, PA 17111 717-565-5261 Fax: 717-564-1949 TWWallace@basspro.com Remington

PS 8171

Remington Arms Co., Inc. **Product Service** Legal Case #:701

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Casc	111		LILL	au	\mathbf{u}

Pre Lit Lit Obsolete **Incident Date** RE# **Date Opened** Date Opened(PS) **Date Closed** 11/27/2006 11/18/2006

Customer Information

Type First Name Last Name Street City State Zip Age Contact

H 662-560-5223

Reporter Jim Brown 718 Flaglake Rd Sarah MS 38665

C 662-403-8199 E jebrown@northwestms.edu

Incident Information

Medical Repair Medical Claims Codes Status Est. **Treatment**

PΙ

 \mathbf{C}

PD

Cause: 4079 Other - Unexamined Concern: 1008 Fired on Bolt Closing

Unknown

Fired on bolt closing

11/27/06-Cust claims first round there was a delayed firing. Upon closing the bolt on the next round, the gun fired. He took it to a gunsmith who stated that there was a problem with the trigger assembly. The gunsmith thought it was the sear or spring but did not break down the trigger assembly. He did not want to send the gun in and not be without it for several weeks. He also notated that he did purchase another firearm to hunt with in the meantime.lw

Firearm Information	on				
Mfg.	Туре	Model/Ga.	SKU	Serial B	bl. DOM
Remington	CF/BA	7/300 SAUM	29553	S7652646	10/10/2002 9:29:38 AM
Date Purchased	Where Purchased	Accessories	Original Owner		
	SIMMONS GUN SPECIALTIES I		U		

Ammunition Information - None Defined Other Products Information - None Defined Settlement

Remington/7/CF/BA

Reim. Cash Cash Settlement Release of Claims Release Date Reimbursement Date Date Settlement APV

Replace TA at n/c

Repair/Replacement Repair/Replacement Cost Date

\$25.00

11/30/2006

11/27/06-emailed ARS to have gun sent to Paducah. Spoke with Charlie at Paducah and asked that he expedite the firearm.lw 11/30/06-Charlie at Paducah inspected the firearm and noted that all 3 trigger screws had been adjusted. Also there was a heavy, sticky oil in the trigger assembly. Cust claims that he has never even taken the stock off of the gun. Possibly his gunsmith may have done something. I advised Charlie to replace trigger assembly at no charge as gesture of goodwill to get the gun back in a safe condition.lw 12/5/06-Received call from Jim Brown. He got the rifle back from Paducah and wanted to notate that the bolt clicks when you open it. He also notated that the safety rubs the side of the bolt when pushing it to fire. He said it does not hinder the function of the safety. He said he would like to use it this season. I offered to get it back to the factory after season if he still is not satisfied.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

PS 8173

4773

Remington Arms Co., Inc. **Product Service** Legal Case #:823

Case Information

RE# Incident Date Pre Lit Lit Obsolete **Date Opened** Date Opened(PS) **Date Closed**

121425 12/14/2006 12/14/2006 12/14/2006

Customer Information

Type First Name **Last Name** Street City State Zip Age Contact W 207-278-Lew's Gun Lewis 44 Dexter Road/PO Box Corinna ME 04928 Reporter

36

Matteson Shop

Incident Information

Repair Medical Medical Claims Codes Est. **Treatment** Status

PΙ

Improper PD Cause:4015 Maintenance

S Unknown

Fired on Safe Concern:100' Fires on safe release

12/15/06-correspondence from repair-New Model Seven, never sold. Fires on safe release.lw

Firearm Information

Serial Bbl. Mfg. **SKU** Type Model/Ga. **DOM** 7/7MM 4/10/2003 8:30:17 REMINGTON 29543 7783756 CX CF/BA **SAUM** AM

Original Date Where Purchased Accessories Purchased Owner

HENRYS TACKLE

Y LLC

CUST.CONCERN:FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

REMINGTON/7/CF/BA

Reim. Cash Cash Release of Claims Settlement Release Date Reimbursement Date Date Settlement APV **APV**

Replace TA at n/c

Repair/Replacement Repair/Replacement

Cost Date

25.00 12/15/2006

12/15/06-replacing TA, check over, clean at n/c.lw

Examination[REMINGTON/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS
	Exam Date		12/14/2006
Examination	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4015	Improper Maintenance	TRIG AND TRIG PIN RUSTED,TRIG BINDING
	Description		22" 7MM SAUM
	Date Code		CX
	Bore Plugged	False	
Barrel	Bulged	False	
Darrer	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Like new; Functioning	
	Firing Pin	Like new; Functioning	
	Shroud	Like new; Functioning	
Bolt	Face	Like new; Functioning	
	Handle	Like new; Functioning	
	Stop	Like new; Functioning	
	Condition	Like new; Functioning	
Extractor	Cut Condition	Like new; Functioning	
	Ext/Eject Test	False	
	Block Condition	Select	
Locking	Lug Condition	Like new; Functioning	
 	Notch Condition	Select	
	Exterior Condition	Like new; Functioning	
Overall	Stock Condition	Like new; Functioning	
	Fore End Condition	Select	
Doggiyan	Condition	Like new; Functioning	
Receiver	Bulged	False	
Sofoty	Description		STANDARD M/7 SAFETY
Safety	Function	Like new; Functioning	

Sear	Lift	Select	.011
Notch		Like new; Functioning]
Test Fired False		False	
Tests	Feeding Test	False	
	Condition	Like new; Not Functioning	TRIG AND PIN RUSTED TRIG BINDING
Trigger	Pull	Select	10+#
	Altered	False	

(PS 8177

Corporate BATF

.Modelid Material ProdLoc ProdDate Description

SEVEN 29543 ILN 4/10/2003 MODEL SEVEN.TM LAMINATED STOCK BOLT ACTION CENTERFIRE RIFLE

22" BBL 7mm REM SA ULTRA MAG

Date Code Loc Customer Name Zip Code Delivery UserID Activity Reason

2003/05/13 SHIP OHL HENRYS TACKLE LLC 28570 0080942332 almolt

FFL:1-56-031-01-6A-40595

Location: Arms Services

Not on File at this location Location: Custom Gun Shop Not on File at this location

Location: Ilion Plant

Modelid Material ProdLoc ProdDate Description

SEVEN 29543 ILN 04/10/2003 MODEL SEVEN.TM LAMINATED STOCK BOLT ACTION CENTERFIRE RIFLE

22" BBL 7mm REM SA ULTRA MAG

Status Date Inv Loc OverPack Pallet Transfer Shipment DelNoteNbr HoldStatus

Transfered 04/11/2003 Staging P2023212 T2001584

History: Date Action User Activity Description

2002/09/12 Assigned lewisrj SEVEN

2003/01/16 Rolled raymj

2003/04/10 Packed rankinsif .ABN9543-1.FA7275.FB15168.FC8181

2003/04/10 Print rankinsif Packer Print

2003/04/10 Warehoused murrayfb N9543-1

2003/04/11 Transfered macrinakl To: OHL on T2001584

Location: Mayfield

Not on File at this location

Location: Memphis

Modelid Material ProdLoc ProdDate Description

SEVEN 29543 ILN 04/10/2003 MODEL SEVEN.TM LAMINATED STOCK BOLT ACTION CENTERFIRE RIFLE

22" BBL 7mm REM SA ULTRA MAG

Status Date Inv Loc OverPack Pallet Transfer Shipment DelNoteNbr HoldStatus

Shipped 05/13/2003 Intransit 010310499 T2001584 110179 0080942332

History: Date Action User Activity Description

2003/04/14 Received almolt From: ILN on T2001584 2003/04/15 LocChange REK Location: RIFLE RF 2003/04/22 LocChange TEH Location: FA46A54 RF

2003/05/01 LocChange PAI Location: FA46A54 RF 2003/05/12 OverPack Add wrightc into OP: 010310499 DMS Staging

2003/05/12 ShipUnitAdd SKW Shmt:110179 PO:C030225-02 SU:S10356670 - RF

2003/05/13 Shipped almolt Shmt: 110178 Delv: 0080942332

Local BATF

Date Code Loc Customer Name Zip Code Delivery UserID Activity Reason

2003/05/13 SHIP OHL HENRYS TACKLE LLC 28570 0080942332 almolt

Location: Arms Service Repairs

Repair Nbr StatusDate SerialNbr Replacement Description

RE00121425 12/14/2006 7783756 Model 7 Center Fire Caliber: 7 MM REM SA ULTRA MAG

Location: Remington Authorized Repair Centers

Not on File at this location

Location: Non-SAP Serial Number Tracking

Not on File at this location

LEW'S GUN SHOP

CASE 12

44 Dexter Road P O Box 36 Corinna, ME 04928

FFL#6-01-019-01-5L-05713 Tel: 207-278-4773 Fax 207-278-4774

December 05, 2006 5011

Remington Arms Company, Inc. Arms Service Division 14 Hoefler Avenue Ilion, NY 13357

I am returning herewith a new Model Seven LS, Ser#7783756. I obtained this gun new on September 10, 2003, but it has never sold. In checking it over a few days ago, I found a problem which must be corrected before I can resell it.

Releasing the safety after the gun is cocked will cause it to fire. Please do whatever is needed to take care of the defect and return as promptly as possible. Please return it in the original box!

Thank you.

Lewis Matteson
LEW'S GUN SHOP

783756

Model: フ

RE00121405

1714 75

[RIGHT BINDINGS OUNT

TOTOL TOPIC TOPICAL

WORKER AN \$230145

DECEIVED

DEC 1 5 2006

BY:

