

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

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	
Feeding Test	Tests	Test Fired	False
		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

Repair Inquiry

Repair Number: **RE00137439** Serial: 7741783 Model 7 Center Fire Caliber: 7
 Verify Repair: MM: 08 REM Produced: 03/02/1998 Repairman: Chuck Dekanek
 Status: Repairing 11/30/2007 11:15:04 AM

Address Information

Customer: Received From Return To: Received From
 Name: **STEVE BENEDETTO** **STEVE BENEDETTO**
 Address 1: 1096 RIVER ROAD 1096 RIVER ROAD
 Address 2: PO Box: PO Box:
 City: LIVERMORE LIVERMORE
 State: ME Zip Code: 04253 Country: US State: ME Zip Code: 04253 Country: US

FFL

Contact / Condition	Problems	Estimate	History / Status	Shipping / Billing
Date	User ID	Desc1	Desc2	Current Status
11/29/2007 11:30	pencerl	From: Repair Bench	To: ApproveRack	Repairing
11/29/2007 3:30	BatchJob	Quotation Control		11/30/2007 11:15:04 AM
11/30/2007 10:4	brenmangj	Left Message For Customer		System
11/30/2007 10:4	brenmangj	Mailed Estimate to Customer		ApproveRack
11/30/2007 11:1	stegalre	Address, Billing, or Ship Metl	from Approval Screen	Repair Location
11/30/2007 11:1	stegalre	Phone call		ILN
11/30/2007 11:1	stegalre	Address, Billing, or Ship Metl	from Approval Screen	Current Location
11/30/2007 11:1	System	Immediate SAP Allocation		ILN
				Transfer Number

Repair Search

Refresh

Close

suprjfl 11/30/2007 2:00 PM DMS NUM INS SCR

RECEIVED
 DEC 03 2007
 BY: *[Signature]*

(PS 8658)

Remington®

1723

7#
LS 2/98
18.5"

November 6, 2007

Steve Benedetto
1096 River Rd
Livermore, ME 04253

Serial Number: **7741783**

Model: **7**



RE00137439

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

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 Bazzotto	Date of Purchase: About Sept 1979	
Address (no PO Boxes): 1096 River Rd.		
City: Livermore	State: Md.	Zip: 21253
Phone (Daytime): 201-847-2539	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, THREW 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 BLEW OFF HITTING MY THUMB. I THOUGHT IT WAS A SCARY MOMENT!		
Ammunition Information:		
Manufacturer: Remington	Type: Core-Lock	
Other (i.e. bullet weight/type, shot size, powder): 140 Gr Pat Sp Core-Lock		
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) 5000 rounds a 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 had about 7 shots fired through it		
Brand of lubricant used: Owens protector		

(PS 8660)

How often do you lubricate the bore? (Months or Number of rounds) <i>Once a month</i>
How often do you lubricate the action? (Months or Number of rounds) <i>" "</i>
How often do you lubricate the trigger assembly? (Months or Number of rounds) <i>17 10444</i>
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?
Ship your INSURED firearm by either UPS or Parcel Post to:
REMINGTON ARMS CO., INC ATTN: Arms Service Division 14 Hoefler Ave Ilion, NY 13357
<p>Ⓢ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.</p> <p>:: Record the serial number of your firearm before sending it.</p> <p>:: 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.)</p> <p>:: Remove all accessories from your firearm to prevent loss or damage.</p> <p>:: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.</p> <p>:: 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)</p> <p>:: 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>

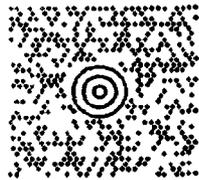
(PS 8661

STEVE BENEDETTO
1096 RIVER RD
LIVERMORE ME 04253

10 LBS
RS

1 OF 1

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

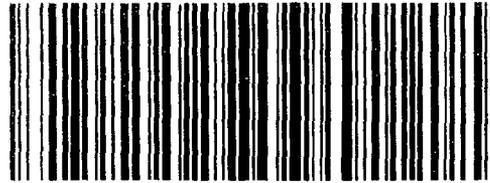


NY 135 0-01



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 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. Diversion contrary to U.S. law prohibited. For shipping pieces call 1-800-782-7822. United Parcel Service of America, Inc. ©2007

(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		
S	fires on bolt closing	Concern:1008 Fired on Bolt Closing	Unknown	
C				

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

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	Tests	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

Repair Inquiry

Repair Number: **RE00137777** Serial: 7686259 Model 7, Center Fire Caliber 17 Repairman: _____
 Verify Repair: _____ REM Produced: 11/23/1992 Status: New 12/5/2007 2:47:06 PM

Address Information

Customer: _____ Received From: _____ Return To: _____ Received From: _____
 Name: **GANDER MOUNTAIN** **GANDER MOUNTAIN**
 Address 1: **ATTN CINDY KILBRIDE** **9923 GRANT STREET**
 Address 2: **1180 E 5TH ST SUITE 1300** PO Box: _____ PO Box: _____
 City: **SAINT PAUL** **THORNTON**
 State: **MIN** Zip Code: **55101** Country: **US** State: **CO** Zip Code: **80229** Country: **US**

FFL: _____

Contact / Condition	Problems	Estimate	History / Status	Shipping / Billing
Date	User ID	Desc1	Desc2	Current Status
12/3/2007 10:46	skinnertl	Repair Added		New
12/5/2007 2:47:06	valentds	Repair information change		12/5/2007 2:47:06 PM
12/5/2007 2:48:4	valentds	From: Check In	To:	valentds
12/6/2007 7:56:1	supryll	Returned to AS for repair	at special price	Product Services
				Repair Location
				ILN
				Current Location
				ILN
				Transfer Number

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

Repair Search Refresh Close

(PS 8665)



DER MTN™

1828

Service Request

Service Order # 2102

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

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	Tests	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

227551
 Quote 1307
 012 34

CUSTOMER'S ORDER NO. DEPARTMENT DATE
 Remington Arms Co. 4-29-07

NAME ADDRESS CITY STATE ZIP
 Remington Arms Co. 870 Remington Dr. ILION NY 13357

OLD BY CASH C.O.D. CHARGE ON ACCT. MDSE RETD PAID OUT
 LPP MA 572 N.C. 22025

QUANTITY	DESCRIPTION	PRICE	AMOUNT
1	Remington Model 7 magos		
2	SN. 7657486		
3			
4	This Weapon Was Bought		
5	By Eastman who says the		
6	it will fire like a		
7	Bolt in closed down		
8	out. Please Repair		
9	at will fire like a		
10	magos		
11	in Remington		
12	to Rocky mts Sports		
13	4266 S. Douglas Hwy		
14	Gillette WY 82218		
15	any questions Please call		
16	307-686-0221		

Number: **7657986**
 Model: **7**



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

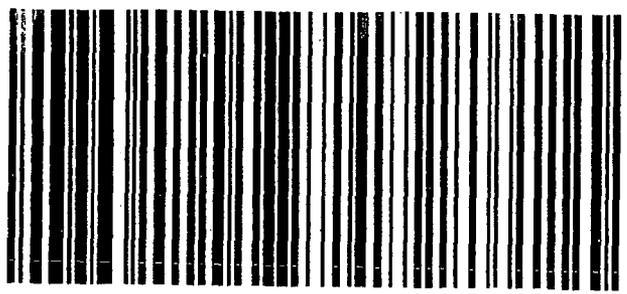
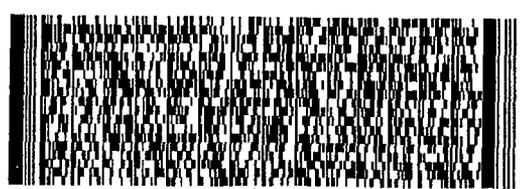


Ship Date: 14MAY07
 AcWgt: 10.0 LB
 System#: 4692366/INET2600
 Account#: S *****

Invoice #
 Reference #
 PO #
 Dept # Ship ID

SHIP TO: (336)548-8700
 REMINGTON ARMS INC ARMS SERVICES
 REMINGTON
 14 HOEFLER AVE
 ILION, NY 13357

(PS 8669)



(9612015) 4531019 10003834

GND 015 1 of
 Direct SIGN

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		
S	fires on safe release	Concern:1007 Fired on Safe Release	Unknown	
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	
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	
Sear	Lift	---Select---	.011
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	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

1968

85#
AT 3/88
'011

Remington

Factory Repair Instructions

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

Model Number: Model Seven Serial Number: 7649292

Are you the original owner? YES NO

Name: Joel Philowicki Date of Purchase: Not sure

Address (no PO Boxes): 340 Brinker Road

City: Anker State: PA Zip: 15639

Phone (Daytime): 724-396-9220 Fax:

E-mail Address:
 I would like to receive future e-mail updates from Remington.

Please describe your problem: 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

Ammunition Information:

Manufacturer: Remington Type: Nozelers
Other (i.e. bullet weight/type, shot size, powder): 140 grain

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: Hoppes
How often do you clean the bore? (Months or Number of rounds) 1 a year
How often do you clean the action? (Months or Number of rounds) every 2-3 months
How often do you clean the trigger assembly? (Months or Number of rounds) 1 a year
Brand of lubricant used: Hoppes gun oil

PS 8674

Over

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 ~~a~~ a month*

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?
 YES 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 S shooting range 2003*

What were the services performed? *trigger assembly cleaned*

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

REMINGTON ARMS CO., INC

ATTN: Arms Service Division
14 Hoefler Ave
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.

Damage in shipping and handling. Preferably, (e. returned.)
 Loss or damage.
 e the box. Shipments without a proper
 st. Remington is not responsible for
 purchase insurance from your carrier.

elines:
 ned to you C.O.D. (To avoid C.O.D. Charges, please
 your gun)

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.

Serial Number: **7649292**

Model: **7**



RE00138329

*Call me about payment
 could not duplicate concern
 Trigger ASSM. DIRTY/STICKY causing
 PARTS to BIND. Rep lace TPA;
 check over, clean AT 1/2 normal
 charges. Quote*

(PS 8675)

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+#

	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. File. 003616
Firearm Checked For Live Ammunition

Delivery Date 10 129 07

1700

D/W
9/02
107#
.009

Customer Name (Print) Timothy C Stone

Address 4840 Broadway St Liverpool State NY Zip 13088

Phone Number (315) 457-0377 (cell 315-708-4761)

Fireman Description Model S&W SAUM Cal./Ga. 300

Serial 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 LO-Pro

Customer 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 10 129 07
person delivering firearm

Signature [Signature] Date 10 129 07
security officer

Signature Walt Buzaid Date 10 129 07
arms service / CSR

TRIP + TRIP IN RUSTED
BDC BRACKET MUST NOT PITTED
M/MAX TPA, CHECK OWN / 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



RE0010501

Dominion

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		Unknown	
S	Fired on bolt closing Concern:1008 Fired on Bolt Closing			
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

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 7th, 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)



FILE # 1736

ALREADY REIMBURSED
JUST EVALUATE FOR
WIP SALES

22/11/05

FIREARM RETURN/REPAIR FORM

Store #038/ MACON, GA

DATE: 11/8/7 015

Customer Information

Name: Wilson LAST Joel FIRST Andrew MIDDLE

Address: 124 Old Rossec Rd. STREET Stone Mtn. CITY Ga. STATE 30087 ZIP

Firearm Information

Type: Model 7 FIREARM RETURN TO Remington

Serial Number: 7817748 FIREARM REPAIR

SKU: _____

Problem with Firearm: send to Remington attn. Fred Supry
For credit from Remington

AM Clark
Hunting Manager/Lead Signature

Loss Prevention Manager/Agent Signature

Miscellaneous Information

This section to be completed by Firearms Inventory Specialist.

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

Date Shipped: 11/9/7 Date Returned: _____

A&D # When Disposed: N/A A&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)



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 # XXXXXXXXXXXX6049
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)