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		U	
S	Concern:1007 Fired on Safe Release			
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

Arms Services Repair & Estimate System

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: RE00137439 | Serial: 7741733 Model 7 Center Fire Caliber: 7 MM-08 REM Produced: 03/02/1998 | Repairman: Chuck Dekanek | Status: Repairing 11/30/2007 11:15:04 AM

Verify Repair

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:
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
11/29/2007 11:3	pencerl	From: Repair Bench	To: ApproveRack
11/29/2007 3:30	BatchJob	Quotation Control	
11/30/2007 10:4	brennangj	Left Message For Customer	
11/30/2007 10:4	brennangj	Mailed Estimate to Customer	
11/30/2007 11:1	stegallre	Address, Billing, or Ship Meth	from Approval Screen
11/30/2007 11:1	stegallre	Phone call	
11/30/2007 11:1	stegallre	Address, Billing, or Ship Meth	from Approval Screen
11/30/2007 11:1	System	Immediate SAP Allocation	

- [ ] Shipping Hold
- [ ] InterFace Hold
- [x] Estimate Sent
- [x] Parts Received
- [ ] Passed Inspection
- [ ] Return As Received
- [x] Has been Approved
- [ ] Internal Repair

Current Status: Repairing
11/30/2007 11:15:04 AM
System
ApproveRack
Repair Location: ILN
Current Location: ILN
Transfer Number:

Repair Search | Refresh | Close

supryfl | 11/30/2007 | 2:00 PM | CAPS | NUM | INS | SCRL

Start | Inbox - Microsoft Ou... | Arms Services Repai... | Search for a Serial N... | PS Hold Guns AS | Current Cases - Micr... | 2:00 PM

RECEIVED
DEC 03 2007
BY:

PS 8658

Remington®

1723

7#
LS 2/98
K.S.11

November 6, 2007

Serial Number: 7741783
Model: 7
RE00137439

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

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 TPA, checkover, clean AT 1/2 MSP. Quote

PS 8659

Remington

Factory Repair Instructions

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

Model Number: 7	**Serial Number:** 7741789
Are you the original owner?: ☑ YES ☐ NO	
Name: Steve Bardette	**Date of Purchase:** About Sept 1979
Address (no PO Boxes): 109 Lower River Rd.	
City: Livermore	**State:** Me. **Zip:** 04253
Phone (Daytime): 207-897-3539	**Fax:**
E-mail Address: ☐ I would like to receive future e-mail updates from Remington.	

Please describe your problem:

I loaded the rifle, then [illegible] the safety off to show my father how it works and the gun fired. It was a sunny morning, about 35° out. When the gun went off, my bad-friend and I just walked in front of me when it fired the safety flew off hitting my thumb. It hurt pretty bad for a month!

Ammunition Information:

Manufacturer: Remington	Type: Core-Lokt
Other (i.e. bullet weight/type, shot size, powder): 140 Gr Pt Sp Core-Lokt	

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: Outers protector + 3 in one oil

How often do you clean the bore? (Months or Number of rounds) Since I received it [illegible]

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) I don't.

The gun has had about 9 shots fired through it

Brand of lubricant used: Outers protector & 3 in one

PS 8660

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

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 Divison
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.
:: 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 pre-authorized amount that can be billed to your credit card.

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 LP2044 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 please call 1-800-782-7892. United Parcel Service, Louisville, KY

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				

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

Arms Services Repair & Estimate System

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: RE00137777

Verify Repair

Serial: 7686259 Model 7 Center Fire Caliber 17
REM Produced 11/23/1992

Repairman:

Status: New 12/5/2007 2:47:06 PM

Address Information

Customer: Received From

Name: GANDER MOUNTAIN
Address 1: ATTN CINDY KILBRIDE
Address 2: 180 E 5TH ST SUITE 1300 PO Box:
City: SAINT PAUL
State: MN Zip Code: 55101 Country: US

Return To: Received From

GANDER MOUNTAIN
9923 GRANT STREET
PO Box:
THORNTON
State: CO Zip Code: 80229 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	User ID	Desc1	Desc2
12/3/2007 10:46:	skinnertl	Repair Added	
12/5/2007 2:47:0	valentds	Repair information change	
12/5/2007 2:48:4	valentds	From: Check In	To:
12/6/2007 7:56:1	supryfl	Returned to AS for repair	at special price

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

Current Status: New
12/5/2007 2:47:06 PM
valentds
Product Services
Repair Location: ILN
Current Location: ILN
Transfer Number:

Repair Search | Refresh | Close

supryfl 12/6/2007 7:56 AM CAPS NUM INS SCRL

Start | Inbox - Microsoft Out... | Arms Services Repair... | Microsoft Excel - PS H... | 7:56 AM

PS 8665

DER MTN.™

1828

Service Request

Service Order # 2102

RM 11/92

18.5"

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

FIREARM INFORMATION:

Manufacturer: Remington Arms Co Inc. Type: Rifle Serial Number: 7686259
Model: SEVEN Cal/Ga.: .17cal 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

TRIG ASSM SET SCREWS ALTERED
CONNECTOR WILL NOT CONTACT SEAR
Replace TPA, check over, clean,
A4 1/2 normal changes.
Quote

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

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			
S Fires on bolt closing or safety off	Concern:1008 Fired on Bolt Closing		Unknown	
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 DRIED & STICKY LUBRICATION INSIDE
CAUSING PARTS TO STICK/BIND. MUST HAVE TPA
CHECK OUT & CLEAN AT 1/2 NORMAL COST.

227551

Quote 1302 .012 3#

CUSTOMER'S ORDER NO.	DEPARTMENT	DATE
	Hunting	4-29-07

NAME: Remington Arms Co.

ADDRESS: 870 Remington Dr

CITY, STATE, ZIP: Madison N.C. 27025

SOLD BY	CASH	C.O.D.	CHARGE	ON ACCT.	MDSE RETD	PAID OUT
LPP						

QUANTITY	DESCRIPTION	PRICE	AMOUNT
1	Remington model 7 .308-08		
	SN. 7657986		
	this Weapon Was Brought in		
	By Customer who Says the		
	it will Fire When the		
	Bolt is Closed Over with		
	out Pulling trigger. or		
	it Will Fire When Safety		
	is Pushed off. Please Repair		
	or Replace as need and Return		
	to Rocky Mtn Sports.		
	4706 S. Douglas Hwy		
	Gillette Wy 82718		
	any Question Please call		
	307-686-0221		

Number: 7657986

Model: 7

RE00129668

FedEx | Ship Manager | Label 453101910003834

Page 1 of 1

RECEIVED MAY 25 2007 BY:

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

Invoice #
Reference #
PO #
Dept #
Ship ID

FedEx Ground

CL.5022307/14/23

From: (307)686-0221
BRANDON MCARTOR
ROCKY MOUNTAIN DISCOUNT SPORTS
4706 S. DOUGLAS HWY
GILLETTE, WY 82718

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

Prepaid

Arms Services Repair & Estimate System

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: RE00129668

Verify Repair | High Priority

Serial: 7657986 Model: 7 Center Fire Caliber: 7 MM:08 Produced: 03/17/1989

Repairman:

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

Address Information

Customer: Received From

Name: ROCKY MOUNTAIN SPORTS

Address 1: 4706 SOUTH DOUGLAS HIGHWAY

Address 2: PO Box:

City: GILLETTE

State: WY Zip Code: 82718 Country: US

Return To: Received From

ROCKY MOUNTAIN SPORTS

4706 SOUTH DOUGLAS HIGHWAY

PO Box:

GILLETTE

State: WY Zip Code: 82718 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	Code	User ID	Desc1
5/23/2007 8:26:2	New	valentds	Repair Added
5/23/2007 8:29:3	Expedite	valentds	From: Check In

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 valentds

Product Services

Repair Location: ILN

Current Location: ILN

Transfer Number:

Repair Search | Refresh | Close

supryn 5/24/2007 7:31 AM CAPS NUM INS SCRL

start | Inbox - Microsoft Out... | Arms Services Repair ... | 7:31 AM

PS 8670

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	
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		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

Arms Services Repair & Estimate System

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: RE00138329 | Serial: 7649292 Model 7 Center Fire Caliber: 7 MM-08 Produced: 03/31/1988 | Repairman: | Status: Closed 12/15/2007 4:43:38 AM

Verify Repair

Address Information

Customer:	Received From	Return To:	Received From
Name:	JOEL MILOWICKI	JOEL MILOWICKI	
Address 1:	340 BRINKER RD.	340 BRINKER RD.	
Address 2:	PO Box:	PO Box:	
City:	HUNKER	HUNKER	
State:	PA Zip Code: 15639 Country: US	State: PA Zip Code: 15639 Country: US	

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	Code	User ID	Desc1	Desc2
12/15/2007 4:34	New	Sanguinegf	Repair Added	
12/15/2007 4:43	Closed	Sanguinegf	Closed at Expedite	
12/18/2007 7:52	Comment	supryfl	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: Closed
12/15/2007 4:43:38 AM
Sanguinegf
Product Services
Repair Location: ILN
Current Location: ILN
Transfer Number:

Repair Search | Refresh | Close

supryfl 12/18/2007 7:52 AM CAPS NUM INS SCRL

Start | Inbox - Microsoft Out... | Microsoft Excel - FS H... | Arms Services Repair... | 7:52 AM

PS 8673

1868

8.5# 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 Milowicki	**Date of Purchase:** Not sure
Address (no PO Boxes): 340 Brinker Road	
City: Annker	**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 somtimes 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 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 realy hope Remington make this right Because I've never had a problem with my mossberg ruger winchester or marlin

When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? A&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 Divison
14 Hoefler Ave
Iiion, 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.

mage in shipping and handling. Preferably,
e returned.)
oss or damage.
e the box. Shipments without a proper

st. Remington is not responsible for
purchase insurance from your carrier.

lelines:

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
Trig assm. DIRTY/STICKY causing
parts to bind. Replace TPA,
check own, 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 S fired on safe release C	Cause:4015 Improper Maintenance Concern:1007 Fired on Safe Release		Unknown	

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 # 225 624 252

Receipt Of Firearm(s) Delivered to the Plant for Repair File 003616
Firearm Checked For Live Ammunition [✓]

1700

D/W 9/02 10+# .009

Delivery Date 10 / 29 / 07

Customer Name (Print) Timothy C Stone

Address 4840 Mannell St / Liverpool State NY Zip 13088

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

Fireman Description Model Seven 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: check out safty/trigger (went off when safty 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 _____ Date 10 / 29 / 07
person delivering firearm

Signature _____ Date 10 / 29 / 07
security officer

Signature Walt Burwell Date 10 / 29 / 07
arms service / CSR

Trig + trig pin rusted. Bbl bracket rusted + pitted. Replace TPA, check over, clean RT 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

Remington

Arms Services Repair & Estimate System

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

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 STONE	TIMOTHY C STONE	
Address 1:	4840 ODONNEL STREET	4840 ODONNEL STREET	
Address 2:	PO Box:	PO Box:	
City:	LIVERPOOL	LIVERPOOL	
State:	NY Zip Code: 13088 Country: US	State: NY Zip Code: 13088 Country: US	

FFL:

Contact / Condition | Problems | Estimate | **History / Status** | Shipping / Billing

Date	User ID	Desc1	Desc2
10/29/2007 10:1	valentds	Repair Added	
10/29/2007 10:1	valentds	From: Check In	To:
10/30/2007 9:58	pencerl	Repair Maintenance	Status: New
10/30/2007 10:0	pencerl	Repair Maintenance	Status: New
10/30/2007 10:0	supryll	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: TEN

Current Location: TEN

Transfer Number:

Repair Search | Refresh | Close

supryll 10/30/2007 10:03 AM CAPS NUM INS SCRL

Start | Inbox - Microsoft Ou... | PS Hold Guns AS | Arms Services Repai... | Search for a Serial N... | Part Search by Mate... | 10:09 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 ½ normal cost.

PS 8680

RECEIVED
OCT 31 2007
BY: [illegible]

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

Remington/7/CF/BA

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

PS 8681

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		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				1/1/1900
Date Purchased	**Where Purchased**	**Accessories**	**Original Owner**			
			Y			

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
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

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

7826298

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 reciept 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 reciept 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

Arms Services Repair & Estimate System

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: RE00138134 | Serial: 7817748 Model: 7 Center Fire Caliber: 270 WSM | Repairman: Bruce Travis | Status: Closed 12/7/2007 11:15:59 AM

Verify Repair

Address Information

Customer: (Received From)	Return To: (Received From)
Name: BASS PRO SHOPS	BASS PRO SHOPS
Address 1: 5000 BASS PRO BLVD	5000 BASS PRO BLVD
Address 2: PO Box:	PO Box:
City: MACON	MACON
State: GA Zip Code: 31210 Country: US	State: GA Zip Code: 31210 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	Code	User ID	Desc1
12/7/2007 7:58:3	New	valentds	Repair Added
12/7/2007 7:59:4	Update	valentds	Repair information change
12/7/2007 11:15:	Estimate	Travisbw	Estimate Update
12/7/2007 11:15:	Closed	Travisbw	
12/7/2007 11:25:	Maint	Travisbw	Repair Maintenance

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

Current Status: Closed
12/7/2007 11:15:59 AM
Travisbw
Check In
Repair Location: ILN
Current Location: ILN
Transfer Number:

Repair Search | Refresh | Close

supryll 12/7/2007 11:28 AM CAPS NUM INS SCRL

start | Inbox - Microsoft Out... | Arms Services Repair... | Microsoft Excel - PS H... | 11:28 AM

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.

FRED

PS 8687

ALREADY REIMBURSED
JUST EVALUATE FOR
WIP SALES

FILE # 1736

Sportsman's Warehouse

FIREARM RETURN/REPAIR FORM

1.# 22 11/05

.015

Store #038/ MACON, GA

DATE: 11/8/7

Customer Information

Name: Wilson (LAST) Joel (FIRST) Andrew (MIDDLE)

Address: 124 Old Rosser Rd. (STREET) Stone Mtn. (CITY) Ga. (STATE) 30087 (ZIP)

Firearm 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

A M 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 (CITY) DE (STATE) 19898 (ZIP)

Date Shipped: 11/9/7

Date Returned:

A&D # When Disposed: N/A

A&D # When Reaquired: N/A

Misc. Information: Remington is to credit customer.

Serial Number: 7817748

Model: 7

RE00138134

ase complete the below required signatures

ssociate Signature:

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

PS 8688

Remington Arms Company, Inc.

Madison, NC 27025

Purchase Order No.
Laura Watson
Name of Person Originating APV
Madison/ 8789
Location/Extension of Originator
12/11/2007
Date Prepared

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

____ % ____ Days; Net _____ Days or _____
Desired Pay Date

Vendor Code
Pmt Method

Description	Total Dollars	Total Cents
Refund for defective firearm/ RE138134/ PS1736/ serial 7817748	893	43
Wire Transfer Information		
Bank:		
ABA:		
Pay to:		
Acct #:		

Distribution

8850050-230145 Cost Element/Cost Center
Tax

The approval signature(s) shown below attest that all required verifications and extensions have been properly made and that Accounts Payable Section can make payments without further checks as to correctness.

Signed:

Signed: Daniel Cardono

Date: 12/11/07

Gross	893	43
Discount		
Net	893	43

For Treasury Use Only

Date Paid _____

Reference No. _____

Bank Acct _____

USD Amt _____
(If in Foreign Currency)

PS 8689

Bass Pro Shops Sportsman's Warehouse
5000 Bass Pro Blvd
Macon, GA 31210

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

0711080380219997

2 ITEMS SOLD

PS 8690