

Remington Arms Co., Inc.  
Product Service  
Legal Case #:2076

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		1/29/2008					

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Henry	Wells	7302 East Keeney Rd	Cuyler	NY	13158		H 607-842-6691

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S	Fired while putting safety on	Cause:4079 Other - Unexamined Concern:1028 Fired With Safe ON		Unknown
C				

1/28/08-cust was hunting on a cold day, gun fired when putting the safety on. He warmed the gun up and it was ok. When it got cold again, firearm did the same thing.lw

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	XP 100/7mm BR				1/1/1900
Date Purchased	Where Purchased	Accessories	Original Owner			
			N			

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
	Repair/Replacement Cost	Repair/Replacement Date				

1/29/08-sending ars, ltr.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
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**Watson, Laura M.**

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**From:** Supry, Fred L.  
**Sent:** Tuesday, January 29, 2008 10:34 AM  
**To:** Watson, Laura M.  
**Subject:** 139850

1/29/2008

Laura,

Please issue a refund of \$131.13 to:

Israel Pogrebinsky  
1844 West 8<sup>th</sup> Street, Apt. 8  
Medford, OR 97501

This is at his request for a Model 597 22LR B2690321 that was returned for the extractor blowing out. R&E #: 139850.

Fred Supry, Manager  
Product Service and Law Enforcement Training  
Remington Arms Company  
14 Hoefler Avenue  
Ilion, NY 13357

Phone: 315-895-3606  
Fax: 315-895-3661  
e-mail: [fred.supry@remington.com](mailto:fred.supry@remington.com)

1/29/2008

2076

Case Information				
Date of Call	Incident Date	Pre Lit	Lit	Obsolete
1/28/08				
Customer Information				
Name	Reporter (Age )	Incident (Age )		
Henne Wells				
Address	7302 East Keeney Rd			
City, St Zip	Cuyler, NY 13158 4100			
Home	607-842-6691			
Cell				
Work				
Incident Information				
Personal Injury <input type="checkbox"/>	Property Damage <input type="checkbox"/>	Safety <input checked="" type="checkbox"/>	Concern <input type="checkbox"/>	
Nature of Injury:				
Medical Treatment:				
Claim:				
Incident:				
Cold day- deer hunting				
Fired when putting safety on				
purchased used				
Firearm Information				
Manufacturer	Type of Action	Model/Cal. or Ga.	Serial Number	Date of manuf.
Remington	B/A	XP 100 / 7mm BR		
Date Purchased	Where Purchased		Original Owner	
Ammunition Information				
Manufacturer	Caliber/ Gauge		Factory or Reloads	
Bullet type	Bullet wt.		Lot #	
Additional Ammo Info:				
Other Products Information				



January 29, 2008

Henry Wells  
7302 East Keeney Rd  
Cuyler, NY 13158

Subject: Model XP 100  
RE: Case #2076

Dear Mr. Wells,

We were sorry to learn about the unexpected firing you experienced with your Model XP100. As I understand it, you were hunting on a cold day and the rifle fired when you put the safety on. We appreciate you contacting us so we can review your firearm and determine the cause of the incident.

As we discussed, I have enclosed a prepaid UPS shipping label for you to ship the firearm back to our factory for examination. I have also included a copy of this letter to put inside the shipping box. 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,

A handwritten signature in cursive script that reads "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](mailto:laura.watson@remington.com)

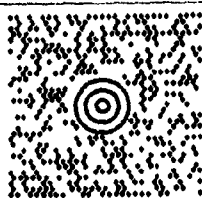
HENRY WELLS  
7302 EAST KEENEY RD  
CUYLER NY 13158

10 LBS  
RS

1 OF 1

SHIP TO:

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

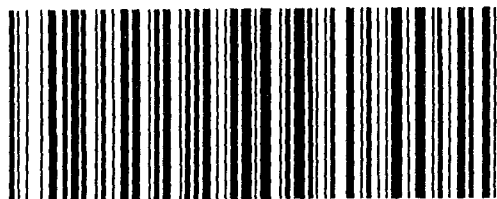


NY 135 0-01



UPS GROUND

TRACKING #: 1Z 4XX 596 90 6525 8185



BILLING: 3RD PARTY  
DESC: FIREARM  
RETURN SERVICE

REF 1: HENRY WELLS/LW  
REF 2: REF#: XP-100

WS 9.0.49

LP2442 72.0A 10/2007



International Shipping Notice: Carriage and insurance may be subject to the rules relating to liability and inland transit contained in the Convention for the Carriage of Goods by Air (the "C.M.A.") and/or the Convention for the Carriage of Goods by Road (the "C.M.R."). Certain Rules Relating to International Carriage by Air (the "Warsaw Convention") and/or the Convention for the Carriage of Goods by Road (the "C.M.R.") may apply. These conventions, depending on the route, may be subject to the U.S. in accordance with the Export Administration Regulations. Carriage contrary to U.S. law prohibited. For shipping prices, call 1-800-732-5877. United Parcel Service, Louisville, KY

**Fuquay, Cheryl**

**From:** Watson, Laura M.  
**Sent:** Monday, January 28, 2008 4:43 PM  
**To:** Media Coordinator Schedule  
**Subject:** ARS requests  
**Attachments:** image001.jpg



www.remington.com

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

## ARS LABEL REQUEST

DATE:	1/28/2008	REQUESTED BY:	Laura Watson
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE:			
MEDIA			
COORDINATOR			
TO MAIL		I WILL MAIL	XXXX
DESCRIPTION: REF: XP-100			

## LABEL INFORMATION

MAIL LABEL TO: Henry Wells 7302 East Keeney Rd Cuyler, NY 13158		4XX596 JAN 29, 2008 ALL CURR USD SERVICE GND COM ACT WT 10.0 LBS TRACKING# 1Z4XX5969065258185 REF 1: HENRY WELLS/LW REF 2: REF#: XP-100	1 OF 1																				
RETURN ITEM Ilion, NY Attn: Product Service Factory Only  (Need a label please)		HANDLING CHARGE 0.00 SINGLE-PIECE PUB RATE CHRGs: <table style="width: 100%; border: none;"> <tr> <td style="width: 30%;">DV 0.00</td> <td style="width: 30%;">COD 0.00</td> <td style="width: 30%;">SVC</td> <td style="width: 10%;">T/P</td> </tr> <tr> <td>DC 0.00</td> <td>DG 0.00</td> <td>RS</td> <td>0.50</td> </tr> <tr> <td>AH 0.00</td> <td>PR 0.00</td> <td>SD</td> <td>0.00</td> </tr> <tr> <td>TOT PUB CHG 6.44</td> <td></td> <td>SP</td> <td>0.00</td> </tr> <tr> <td></td> <td></td> <td>PUB+HANDLING</td> <td>6.44</td> </tr> </table>		DV 0.00	COD 0.00	SVC	T/P	DC 0.00	DG 0.00	RS	0.50	AH 0.00	PR 0.00	SD	0.00	TOT PUB CHG 6.44		SP	0.00			PUB+HANDLING	6.44
DV 0.00	COD 0.00	SVC	T/P																				
DC 0.00	DG 0.00	RS	0.50																				
AH 0.00	PR 0.00	SD	0.00																				
TOT PUB CHG 6.44		SP	0.00																				
		PUB+HANDLING	6.44																				

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

1/28/2008

PS 10343

Remington Arms Co., Inc.  
Product Service  
Legal Case #:2076

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
141464	2/9/2008	1/29/2008					

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Henry	Wells	7302 East Keeney Rd	Cuyler	NY	13158		H 607-842-6691

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S	Fired while putting safety on	Concern:1028 Fired With Safe ON	Unknown	
C				

1/28/08-cust was hunting on a cold day, gun fired when putting the safety on. He warmed the gun up and it was ok. When it got cold again, firearm did the same thing.lw

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	XP 100/7mm BR REM	25471	B7526480	AJ	3/20/1989
Date Purchased	Where Purchased	Accessories	Original Owner			
	JOHNS SPORTING GOODS	SCOPE BASE,BOTTOM HALF OF RINGS	N			

CONCERN:FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/XP 100/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date	APV	Cash Date	APV
Repair/Replacement Cost	Repair/Replacement Date							

1/29/08-sending ars, ltr.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		2/11/2008
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	STOCK NOT RETURNED TO CHECK TRIG PULL WITH COUNTER WEIGHT
Barrel	Description		14.5" 7MM BR REM
	Date Code		AJ
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown	Slightly Worn;	

	Condition	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	Missing	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/XP-100 BOLT LOCK SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.008
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	1.5# WITHOUT THE COUNTER WEIGHT FROM STOCK
	Altered	False	
	Sub-Assembly	Other Remington	
Non-Remington Components	Description		SCOPE BASE,BOTTOM HALF OF RINGS



# Remington®

RECEIVED  
FEB 13 2008

BY: *JW*

January 29, 2008

*2076*

*14.5#  
AS 3/89  
1.5#  
008*

Henry Wells  
7302 East Keeney Rd  
Cuyler, NY 13158

Subject: Model XP 100  
RE: Case #2076

Dear Mr. Wells,

Serial Number: **B7526480**

Model: **XP-100**



**RE00141464**

We were sorry to learn about the unexpected firing you experienced with your Model XP100. As I understand it, you were hunting on a cold day and the rifle fired when you put the safety on. We appreciate you contacting us so we can review your firearm and determine the cause of the incident.

As we discussed, I have enclosed a prepaid UPS shipping label for you to ship the firearm back to our factory for examination. I have also included a copy of this letter to put inside the shipping box. 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](mailto:laura.watson@remington.com)

*could not duplicate concern.  
absolute model parts no longer  
available. has bolt lock safety*

7302 East Keesey Rd.  
Cuyler N.Y. 13158-4100  
Tel. - 08

Dear Sirs:

I went afield on a very cold day. Upon reaching my stand I proceeded to load my firearms. I inserted a cartridge into the chamber, closed the bolt and cycled the safety from on to off position. Before the safety was completely forward (off) the firearm discharged.

Thinking condensation had frozen the action; warm house, cold car, warm car, cold outside. I placed the XP inside my jacket. Several hours later I again loaded the chamber, cycled the safety as usual. All seemed normal. A few moments later. As a further check for reliability I unloaded the firearm, this time I closed the bolt minus the cartridge.

(OVER PLEASE)

Once more the forward (off)  
Application of safety caused the sear to  
release the firing pin.

Well, time out, Better Contact  
Remington.

After your examination, or  
repair. Would you please adjust the  
trigger for minimum creep, a pull of  
 $3\frac{1}{2}$  to 4 lbs and zero overtravel.

Thank so much

Sincerely  
Henry C. Shells

# Remington

## Factory Repair Instructions

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

Model Number: <u>XP-100</u>		Serial Number: <u>B7526480</u>	
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: <u>HENRY A. WELLS</u>		Date of Purchase:	
Address (no PO Boxes): <u>7302 EAST KEENEY ROAD</u>			
City: <u>CUYLER</u>		State: <u>NEW YORK</u>	Zip: <u>13158</u>
Phone (Daytime): <u>(607) 842-6691</u>		Fax:	
E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem: <u>Please see the attached note.</u>			
Ammunition Information:			
Manufacturer:		Type:	
Other (i.e. bullet weight/type, shot size, powder):			
Handload Information:			
Powder Used: <u>IMR 4320</u>		Powder Weight: <u>32GR</u>	
Case/Hull Used: <u>R.P</u>		Primer Used: <u>WIN. S.R.</u>	
Bullet Type/Shot Size: <u>120GR BARNES</u>		Reloader Used: <u>REDDING</u>	
Firearms Care (Cleaning and Lubrication):			
Brand of cleaning solution used: <u>REM. OIL</u>			
How often do you clean the bore? (Months or Number of rounds) <u>AS NEEDED</u>			
How often do you clean the action? (Months or Number of rounds) <u>  .  .  .  </u>			
How often do you clean the trigger assembly? (Months or Number of rounds) <u>  .  .  .  </u>			
Brand of lubricant used: <u>REM. OIL</u>			

How often do you lubricate the bore? (Months or Number of rounds)	AS - NEEDED
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?	
<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
Comments: <i>Cleaning + Lube are done dependant on use and weather that my arms are used under</i>	
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:	
<b>REMINGTON ARMS CO., INC</b>  <b>ATTN: Arms Service Division</b> <b>14 Hoefler Ave</b> <b>Ilion, NY 13357</b>	
<p><b>⚠ WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. THIS IS A VIOLATION OF FEDERAL LAW. IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM.</b></p> <p>           :: Record the serial number of your firearm before sending it.            :: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.)            :: Remove all accessories from your firearm to prevent loss or damage.            :: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.            :: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.         </p> <p>Charge repairs will be processed using the following guidelines:</p> <p>           :: Repairs \$75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)             :: For Repairs over \$75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over \$75.00 by setting a pre-authorized amount that can be billed to your credit card.         </p>	