

Remington Arms Co., Inc.  
Product Service  
Legal Case #:5327

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
215693	12/21/2010	12/7/2010	1/5/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Dwight	Jaeger	544 Goshawk Trail	Prescott	AZ	86301		H 928-778-9010 E dljaeger@msn.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S	Concern:1008	Fired on Bolt Closing	Unknown	
C	FBC & FSR			

Customer sent in an email. He stated that the rifle is used by his wife & 1 time it fired when safety was taken off & 1 time it fired when she closed the bolt. No damage, No injury. He had stated that he had been made aware that there was an issue with the Model 700. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	7/243 WIN	24739	S7625968	WP	8/7/1997
Date Purchased	Where Purchased	Accessories	Original Owner			
	CHARLIES SPORTING GOODS INC		Y			

CONCERN:FSR,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
Per Ilion - Quote to replace trigger						

Repair/Replacement Cost Repair/Replacement Date

12/7/10: I will email customer my ltr & form. I will ask media coord to email ARS. Box order# 1166654. df 1/17/11: Per Ilion - Could not duplicate concern. TA functions as designed. Can offer to restore confidence in rifle to replace with a XMP TA @ 1/2 normal cost - quote. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/5/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		20" 243 WIN SS
	Date Code		WR
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=5327&Type=Case>

1/17/2011

Bolt	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		M/7 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.010
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	4.5#
	Altered	False	
	Sub-Assembly	Other Remington	

5327

COPY

20"  
WR 8/04  
4.5#  
1010

December 7, 2010

Dwight Jaeger  
544 Goshawk Trail  
Prescott, AZ 86301  
Ph: 928-778-9010  
Email: dljaeger@msn.com

Ref: # 5327

Dear Mr. Jaeger,

You will receive a pre-paid shipping label in a separate email within 24-48 hours. Please include a copy of this letter to put inside the shipping container. 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. Mark the ends of the box with "Product Service". Product Service will be inspecting the firearm and will contact me with the results.

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

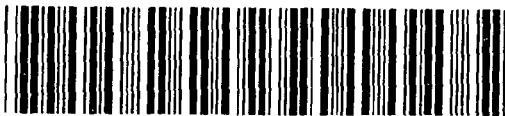
Sincerely,  
D. Fulcher  
Consumer Affairs Administrator  
Remington, H&R, Marlin  
Phone: 1-800-243-9700  
Fax: 336-548-7872

could not duplicate concern.  
T.A. Functions as Designed.  
can offer to restore confidence  
in rifle to replace with an  
Xmp TPA at 1/2 normal cost.

Quote

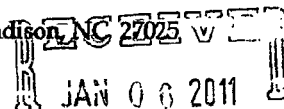
S7625968

Model: 7



RE00215693

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025  
Phone 800-243-9700 • www.remington.com



BY: \_\_\_\_\_

Print

Reset

Model Number: <u>Seven</u>		Serial Number: <u>5 762 59 68</u>	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <u>Dwight Jaeger</u>		Date of Purchase: <u>1998 ??</u>	
Address (no PO Boxes): <u>544 Goshawk Trail</u>			
City: <u>Prescott</u>	State: <u>AZ</u>	Zip: <u>86301</u>	
Phone (Daytime): <u>928-778-9010</u>		Fax: <u></u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>dljaeger@msn.com</u>			
E-mail Address:			
<p>Dear Remington:</p> <p>I wrote the following letter in 2005 while living in Grand Junction Colorado:</p> <p><i>I purchased a Remington model 7 in the 243 caliber for my wife approximately 4 years ago. During that time, she has had the rifle go twice while taking the gun off safe. I have not been able to duplicate the apparent problem either on the range or by cycling the safe with spent cartridges in the chamber. Is there a known problem with the gun? If so, could you tell me what the fix would be? Thank you. - Dwight Jaeger</i></p> <p>I subsequently sent the rifle back to you. You sent the rifle back to me stating that you could not duplicate the problem, but the trigger assembly was replaced. This fall my wife had another malfunction with the rifle. After making a shot on an antelope, she worked the bolt to be ready if a second shot was needed. The rifle went off as she closed the bolt. I have subsequently been made aware of some generic problem with the 700 family. Do you yet know if the problem with the trigger assembly or the bolt? Is there a fix? If so, could you tell me where to send the rifle? She does like the rifle, but it does seem to be a real safety hazard at the moment.</p> <p>Dr. Dwight L Jaeger 544 Goshawk Trail Prescott, AZ 86301</p>			
Case/Hull Used: <u>R-P (Remington)</u>		Primer Used: <u>Remington</u>	
Bullet Type/Shot Size: <u>Hornady - 105</u> <u>Moly coated</u>		Reloader Used: <u>Lyman</u>	
Firearms Care (Cleaning and Lubrication):			

Brand of cleaning solution used: <u>Hoppes + Barnes</u>
How often do you clean the bore? (Months or Number of rounds) <u>10 rounds max</u>
How often do you clean the action? (Months or Number of rounds) <u>10 rounds max</u>
How often do you clean the trigger assembly? (Months or Number of rounds) <u>10 rounds max</u>
Brand of lubricant used: <u>Birchwood Casey Synthetic</u>
How often do you lubricate the bore? (Months or Number of rounds) <u>10 rounds max</u>
How often do you lubricate the action? (Months or Number of rounds) <u>10 rounds max</u>
How often do you lubricate the trigger assembly? (Months or Number of rounds) <u>10 rounds max</u>
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
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? <u>Oct/Nov. 2005</u>
What were the services performed? <u>I was informed the trigger assembly was replaced.</u>
Ship your INSURED firearm by either UPS or Parcel Post to:  <b>Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357</b>
<input type="checkbox"/> <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>  :: 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

<b>Reference #</b>
101129-000043
<b>Status</b>
Waiting
<b>Assigned To</b>
Administrators
Dell -
<b>Product</b>
Law Enforcement
<b>SLA</b>
Not specified
<b>Queue</b>
CSR
<b>Date Created</b>
11/29/2010 11:12 AM
<b>Initial Response</b>
12/01/2010 08:08 PM
<b>Last Updated</b>
12/06/2010 09:04 PM
<b>Customer SmartSense</b>
+1 (on -3 to +3 scale)
<b>Staff SmartSense</b>
0 (on -3 to +3 scale)

**Model 7 problem****Discussion Thread****Response (Dell -)**

12/06/2010 09:04 PM

I will email you the information needed.

Dell

**Customer (Dwight Jaeger)**

12/01/2010 09:26 PM

The serial number is - S7625968

Caliber is - 243

Mailing address:

Dwight Jaeger

544 Goshawk Trail

Prescott, AZ 86301

Phone - 928-778-9010

My wife has an elk hunt (will use a different gun) starting Friday Dec. 3. Therefore, it maybe a week before we are back in town to send the gun. Do I need to remove the scope mount, or is it ok to just remove the scope before shipping?

Dwight L Jaeger (PhD. PE., ret.)

[dljaeger@msn.com](mailto:dljaeger@msn.com)

(928) 778-9010

----- Original Message -----

From: Remington Information

To: [dljaeger@msn.com](mailto:dljaeger@msn.com)

Sent: Wednesday, December 01, 2010 6:08 PM

Subject: Model 7 problem [Incident: 101129-000043]

Recently you requested personal assistance from our on-line support center. Below is our response.

We will assume your issue has been resolved if we do not hear from you within 72 hours.

Thank you for allowing us to be of service to you.

To access your question from our support site, click here.

Subject

Model 7 problem

**Discussion Thread****Response (Dell)**

12/01/2010 08:08 PM

Dear Dwight,

We would like to have the firearm come into our Product Services Department at our factory for examination.

Please reply back to me with the serial number of the firearm, caliber, your mailing address and phone

number. We would like to send you a pre-paid shipping label for UPS to have the firearm come in. I will also

include a form that you can fill out to let the examiner know exactly what happened, when this occurred, and

what you are expecting.

Sincerely,

Dell

Customer (Dwight Jaeger)

11/29/2010 11:12 AM

Dear Remington:

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she has had the rifle go twice while taking the gun off safe. I have not been able to duplicate the apparent

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Jaeger

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Dr. Dwight L Jaeger

544 Goshawk Trail

Prescott, AZ 86301

Dwight L Jaeger (PhD. PE., ret.)

[dljaeger@msn.com](mailto:dljaeger@msn.com) [dljaeger@msn.com](mailto:dljaeger@msn.com)

(928) 778-9010

Question Reference #101129-000043

Product Level 1:

5307

[http://remington.custhelp.com/cgi-bin/remington.cfg/php/admin/display/inc\\_print.php?p\\_si...](http://remington.custhelp.com/cgi-bin/remington.cfg/php/admin/display/inc_print.php?p_si...) 12/6/2010

Law Enforcement

Date Created:  
11/29/2010 11:12 AM  
Last Updated:  
12/01/2010 08:08 PM  
Status:  
Waiting

----- We hope that this information will be helpful to you. If we can be of further assistance, please contact us at 1-800-243-9700, M-F, 9am-5pm EST. Remington Arms Co. -- America's Oldest Gunmaker 870 Remington Drive, Madison, NC 27025 1-800-243-9700 or 1-336-548-8700-- FAX: 1-336-548-7801 Visit us in Remington Country at <http://www.remington.com/> REMEMBER, FIREARMS SAFETY DEPENDS ON YOU! Whether you are a beginner or an advanced user, our new Safety Section is a must for everyone. <http://www.remington.com/safety> -----

Response (Dell -)

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Dr. Dwight L Jaeger  
544 Goshawk Trail  
Prescott, AZ 86301

Dwight L Jaeger (PhD. PE., ret.)  
[dljaeger@msn.com](mailto:dljaeger@msn.com)  
(928) 778-9010

Primary Contact

First Name: Dwight  
Last Name: Jaeger  
Organization:

Login: [dljaeger@msn.com](mailto:dljaeger@msn.com)  
Title:

Contact Type:

Email: [dljaeger@msn.com](mailto:dljaeger@msn.com)

Email - Alternate #1:

Email - Alternate #2:

Office Phone:

Mobile Phone:

Fax:

Assistant Phone:

Home Phone:

Street

City

State/Province

Postal Code

Country

Additional Information

[http://remington.custhelp.com/cgi-bin/remington.cfg/php/admin/display/inc\\_print.php?p\\_si...](http://remington.custhelp.com/cgi-bin/remington.cfg/php/admin/display/inc_print.php?p_si...) 12/6/2010

# Remingt--

*emailed to customer*

December 7, 2010

Dwight Jaeger  
544 Goshawk Trail  
Prescott, AZ 86301  
Ph: 928-778-9010  
Email: dljaeger@msn.com

Ref: # 5327

Dear Mr. Jaeger,

**You will receive a pre-paid shipping label in a separate email within 24-48 hours. Please include a copy of this letter to put inside the shipping container. 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. Mark the ends of the box with "Product Service".** Product Service will be inspecting the firearm and will contact me with the results.

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

Sincerely,  
D. Fulcher  
Consumer Affairs Administrator  
Remington, H&R, Marlin  
Phone: 1-800-243-9700  
Fax: 336-548-7872

enclosure

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025  
Phone 800-243-9700 • [www.remington.com](http://www.remington.com)



**COPY**

December 7, 2010

Dwight Jaeger  
544 Goshawk Trail  
Prescott, AZ 86301  
Ph: 928-778-9010  
Email: dljaeger@msn.com

Ref: # 5327

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Consumer Affairs Administrator  
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Phone: 1-800-243-9700  
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enclosure

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025  
Phone 800-243-9700 • [www.remington.com](http://www.remington.com)

[Print](#)[Reset](#)

<b>Model</b> Number: <input type="text"/>		<b>Serial</b> Number: <input type="text"/>	
<b>Are you the original owner?:</b> <input type="checkbox"/> YES <input type="checkbox"/> NO			
<b>Name:</b> <input type="text"/>		<b>Date of Purchase:</b> <input type="text"/>	
<b>Address (no PO Boxes):</b> <input type="text"/>			
<b>City:</b> <input type="text"/>		<b>State:</b> <input type="text"/>	<b>Zip:</b> <input type="text"/>
<b>Phone</b> (Daytime): <input type="text"/>		<b>Fax:</b> <input type="text"/>	
<b>E-mail Address:</b> (if e-mail address is provided, notification of receipt and shipment will be sent) <input type="text"/>			
<b>E-mail Address:</b> <input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
<b>Please describe your problem and date of occurrence:</b> <div style="border: 1px solid black; height: 150px; width: 100%;"></div> <div style="text-align: right;">500 characters left</div>			
<b>Ammunition Information:</b>			
<b>Manufacturer:</b> <input type="text"/>		<b>Type:</b> <input type="text"/>	
<b>Other (i.e. bullet weight/type, shot size, powder):</b> <input type="text"/>			
<b>Handload Information:</b>			
<b>Powder Used:</b> <input type="text"/>		<b>Powder Weight:</b> <input type="text"/>	
<b>Case/Hull Used:</b> <input type="text"/>		<b>Primer Used:</b> <input type="text"/>	
<b>Bullet Type/Shot Size:</b> <input type="text"/>		<b>Reloader Used:</b> <input type="text"/>	
<b>Firearms Care (Cleaning and Lubrication):</b>			

Brand of cleaning solution used: <input type="text"/>
How often do you clean the bore? (Months or Number of rounds) <input type="text"/>
How often do you clean the action? (Months or Number of rounds) <input type="text"/>
How often do you clean the trigger assembly? (Months or Number of rounds) <input type="text"/>
Brand of lubricant used: <input type="text"/>
How often do you lubricate the bore? (Months or Number of rounds) <input type="text"/>
How often do you lubricate the action? (Months or Number of rounds) <input type="text"/>
How often do you lubricate the trigger assembly? (Months or Number of rounds) <input type="text"/>
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? > <input type="checkbox"/> YES <input type="checkbox"/> NO
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?) <input type="text"/>
What were the services performed? <input type="text"/>
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 Avenue</b> <b>Ilion, NY 13357</b>
<input type="checkbox"/> <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>  :: 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. We process checks electronically through Check21.

**Remington.**

www.remington.com

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

## ARS LABEL REQUEST FORM

DATE:	12/7/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
<b>PLEASE CHECK ONE</b>			
MEDIA			
COORDINATOR XXXXXX		I WILL MAIL	
TO MAIL			
DESCRIPTION: Ref # 5327 rifle			

## LABEL INFORMATION

MAIL LABEL TO: Dwight Jaeger 544 Goshawk Trail Prescott, AZ 86301 Ph: 928-778-9010 Email: dljaeger@msn.com	Email ARS to customer
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY	

**PLEASE COMPLETE ALL PARTS OF**

4XX596 DEC 8, 2010 ALL CURR USD 1 OF 1  
SVC GND COM ACT WT 10.0 LBS  
TRACKING# 124XX5969065124042  
REF 1: DWIGHT JAEGER/CD/DMF  
REF 2: 5327/RIFLE

HANDLING CHARGE 0.00  
SINGLE-PIECE PUB RATE CHRGs:  
DV 0.00 COD 0.00 SVC T/P USD  
DC 0.00 DGD 0.00 RS 1.00  
AH 0.00 PR 0.00 SD 0.00  
TOT PUB CHG 12.24 PUB+HANDLING 12.24

dljaeger@msn.com

