

Remington Arms Co., Inc.
Product Service
Legal Case #:5686

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
219220	1/17/2011	1/18/2011	1/18/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Mountain Sport Shop		Mountain Sport	W6530 20th Drive	Wautoma	WI	54982		W 920-787-3815 E minman@centurytel.net
Incident		Robert J.	Petit	W3281 Co. Rd. E.	Berlin	WI	54923	70	H 920-361-0473

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S	Concern:1025	Unexplained Discharge - No Mention of Safety Position	Unknown	
C	Unexplained Discharge			

Dealer sent gun in for consumer with a note. Dealer stated that consumer had unexplained discharge in a blind when rifle was being picked up. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM REM MA	25803	B6553264	AE	3/1/1984
Date Purchased	Where Purchased	Accessories	Original Owner			
	FLEET WHLSE SPLY APPLETON WI		U			
CONCERN:DISCHARGED WHILE BEING PICKED UP						

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Per Ilion - Quote to repair						
	Repair/Replacement Cost	Repair/Replacement Date				

Per Ilion - Could not duplicate concern. TA very dirty & sticky. Parts work sluggish. Replace TA, clean & test fire @ 1/2 normal cost. df 2/8/11: No response from dealer. I called & left him a msg to call me concerning quote. df 2/9/11: Dealer called & will fax quote & card # for approval. df 3/22/11: Owner of gun sent in a comment card. He stated the gun cost his son a toe in 1985 or 1986. Owner of gun stated the gun ripped open his thumb. Owner of gun stated that he is asking for something for their injuries or maybe he needs a lawyer. Dealer never mentioned any of this when he sent the gun into us. df 3/22/11: I called owner of gun. He disputes our findings & stated that he may get an attorney. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B. TRAVIS
	Exam Date		1/18/2011
	Product Type		RF
	Action Type		A
	Assigned To		T. NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 7MM REM MAG
	Date Code		AE
	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	BINDS
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	ACTION VERY DIRTY
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	COULD NOT GET SAFE TO MOVE
	Notch	Slightly Worn; Functioning	SLUGGISH
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	VERY DIRTY, STICKY PARTS SLUGGISH
	Pull	---Select---	4.5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

How are we doing?

Thank you for the opportunity to serve you. Our goal is to deliver outstanding customer service. We value your opinion and would like to hear feedback on your

Remington Service Experience.

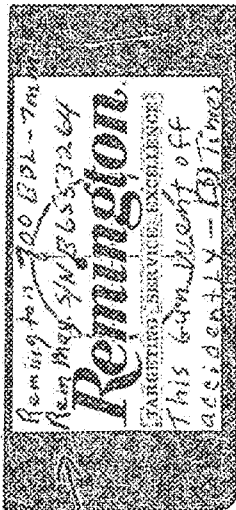
Please Rate Your Service Experience:				
	Very Poor	Poor	Good	Excellent
Packaging	☐	☐	☐	☐
Cleanliness	☐	☐	☐	☐
Tactfulness	☐	☐	☐	☒
Overall Satisfaction	☐	☐	☐	☐

Did we address your specific concern? ☐ Yes ☒ No

Remington Gunsmiths have an average of 30 years firearm service experience. We take great pride in our workmanship and appreciate your feedback.

Your firearm was properly serviced & inspected by:

Blair



This Gun Costed \$1500.00
Cash on your service experience shot
off in 1985/86. Also this
gun shipped open my thumb.

What other services would you like to see offered?
Some thing for our injury's
maybe I need a lawyer?

Name: Robert J. Pettit
Mailing Address: W3281 Corld. E
Email Address: PerLin, WI 54923
Telephone#: 920-361-0873
Gun Model: 700
Register Number or Serial Number: 42415638

QUOTATION

Remington Arms Company, Inc.

870 Remington Dr. P.O. Box 700
Madison, NC 27055-0700

www.remington.com info@remington.com

ESTIMATING
REPORTParts/Repairs 800-243-9700
Fax 336-548-7801~~ALL PRICES QUOTED ARE IN EXCHANGE FOR REPLACED PARTS~~

THIS IS NOT AN INVOICE. THIS IS AN ESTIMATE TO REPAIR, RECONSTRUCTION, OR REPLACE THE ITEM(S) DESCRIBED BELOW. IF THIS IS SATISFACTORY, PLEASE APPROVE BY SIGNING BELOW AND RETURNING TO THE ABOVE ADDRESS. REPAIR TO TAKE APPROXIMATELY (4) WEEKS AFTER RECEIPT OF APPROVAL. IF WE DO NOT RECEIVE YOUR APPROVAL IN 15 DAYS, WE SHALL RETURN THE ITEM(S) AS RECEIVED POSTAGE DUE.

Repair Order Number RE00219220 Account # - R-	Description/Serial Number B6553264	Date Received - 1/17/2011 Estimate Date - 1/18/2011 Current Date - 1/18/2011
Customer WAUTOMA HARDWARE HANK P.O. BOX 308 201 MAIN STREET WAUTOMA, WI 54982 US	Return To WAUTOMA HARDWARE HANK P.O. BOX 308 201 MAIN STREET WAUTOMA, WI 54982 US	Mountain Sport Shop 66530 20th Drive
Phone (H) (320) 787-3445 Phone (W) 920-787-3815		Fax Email

Please Circle One ☒ VISA ☐ MC ☐ AMEX ☐ DISCOVER Card No. REDACTED	Exp. Date 11/13
PO Number	
Daytime Phone 920 787 3815 Time To Call ANY TIME	Open Acct. R
Approval: Customer Signature	Date
☒ If You Desire Any Change Please Use The Reverse Side For Your Comments And Mark This Box	
Notice: We process checks electronically through Check 21	

Reported	Forwarded
M123 FORWARD TO PRODUCT SERVICE FOR INSPECTIO	M123 FORWARD TO PRODUCT SERVICE F

Technician's Comments	
Problem/Notes	could not duplicate concern trigger assem very dirty and sticky, parts work sluggish, replace trigger plate assem, clean and test fire at 1/2 normal cost

Estimate: C.O.D. Shipping and Handling Charges are NOT Included in this Quote						
Material #	Material Description	Qty	Warranty Y/N	Price/ Unit	Discount Percent	Extended Amt
Part						
F305570B	X-MARK PRO 700 TRIG ASSB RH BLACK (O	1	N	\$94.00	50%	\$47.00
Service						
4000114	GR-SHIPING & HANDLING (GUN REPAIR)	1	N	\$17.00	0%	\$17.00
4000119	GR-TEST	1	N	\$23.00	50%	\$11.50
Sub Total:						\$75.50
Est. Sales Tax:						\$3.78
Grand Total:						\$79.28

FEB 09 2011

5686

Mountain Sport Shop

W6530 20TH DRIVE
WAUTOMA, WI 54982
920-787-3815
mtmman@centurytel.net

January 6, 2011

Remington Arms
Ilion, NY

Attn: Customer Service/Repair

RE: Remington 700 BDL 7mm Rem Mag - s/n B6553264

The above referenced rifle was purchased in about 1984. Supposedly the rifle fired unexpectedly the 1st year. Injuring the shooter. I have no confirmation of this as to it being a rifle problem or a shooter problem.

However, this year the rifle was leaning in a corner of a blind and as the rifle was picked up, it discharged. It was an experienced hunter who has used the rifle for a considerable length of time and is very familiar with it. Rifle appears to not have been tinkered with.

Please repair.

A FFL is included for return shipment.

Thank you,

Gerald H. Kraus
Gerald Kraus
Mountain Sport Shop

over/leaf Number:
B6553264

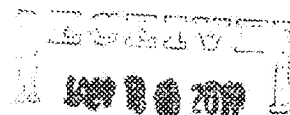
Model: **700**



RE00219220

*could not duplicate concern
T.A. very dirty & sticky, parts
work sluggish. Replace TPA,
clean + test fire at 1/2
Normal cost.*

@whe



BY:

U.S. Department of Justice
Bureau of Alcohol, Tobacco, Firearms and Explosives

Federal Firearms License
(18 U.S.C. Chapter 44)

In accordance with the provisions of Title I, Gun Control Act of 1968, and the regulations issued thereunder (27 CFR Part 478), you are licensed to engage in the business specified in this license, within the limitations of Chapter 44, Title 18, United States Code, and the regulations issued thereunder, until the expiration date shown. See "WARNINGS" and "NOTICES" on reverse.

Direct ATF: ATF - Chief, FFLC
Correspondence To: 244 Ruddy Road
Martinsburg, WV 25405-9431

License
Number: **3-39-137-01-4A-07768**

Chief, Federal Firearms Licensing Center (FFLC)

Expiration
Date: **January 1, 2014**

Name:
MOUNTAIN SPORT SHOP

Premises Address (Changes? Notify the FFLC at once. All days before the move.)

W6530 30TH DR
WAUTOMA, WI 54982-0000

Type of License:

01-DEALER IN FIREARMS OTHER THAN DESTRUCTIVE DEVICES

Purchasing Certification Statement

The licensee named above shall use a copy of this license to obtain a reproduction of firearms to verify the identity and the licensed status of the licensee as provided by 27 CFR Part 478. The signature on each copy must be an original signature. A facsimile, scanned or photocopied copy of the license with a signature intended to be an original signature is unacceptable. The signature must be done at the Federal Firearms License (FFL) or a responsible person at the FFL. I certify that this is a true copy of a license issued to the licensee named above to engage in the business specified above under "Type of License."

Mailing Address (Changes? Notify the FFLC of any changes.)

KRAUS, GERALD L
MOUNTAIN SPORT SHOP
W6530 30TH DR
WAUTOMA, WI 54982-0000

Gerald L. Kraus
Licensee/Responsible Person Signature

Germar
Position/Title

GERALD L. KRAUS

1-5-11

Printed Name

Date

Previous Edition: Obsolete

THIS LICENSE IS VOID IF ANY OF THE FOLLOWING CONDITIONS ARE VIOLATED: 1. THE LICENSEE IS NOT A U.S. CITIZEN; 2. THE LICENSEE IS NOT A RESIDENT OF THE STATE OF WISCONSIN; 3. THE LICENSEE IS NOT A RESIDENT OF THE COUNTY OF WAUKESHA; 4. THE LICENSEE IS NOT A RESIDENT OF THE CITY OF WAUTOMA.

ATF Form 6-5216-11
Revised September 2009

