

| | | | |
|------------------------------|------------------------------------|------------------------------|--|
| File Number: | 12521 | Arms Service number: | 9923742 |
| Last Name: | BASS PRO SHOPS | First Name: | |
| Street: | 8181 CONCORD MILL BLVD | City: | CONCORD |
| State: | NC | Zip: | 28027 |
| Home Ph: | | | |
| Work Ph: | | Product Type: | F A T |
| Type Concern: | S | PI PD P S | Concern Code: 1007 |
| Concern: | FIRED ON SAFE RELEASE | | |
| Cause Code: | 4040 | Cause: | OTHER - UNSPECIFIED OR UNDETERMINED |
| Assigned To: | GANITA | Classification: | UND UNJ UNC UND |
| Settlement Detail: | REPLACE PER AGREEMENT WITH MADISON | Settlement Amount: | \$125.00 |
| Date Opened Rem: | 12/3/99 | Date Opened by P/S: | 12/4/99 |
| Caliber: | 50 | | |
| Date of Incident: | | Date Closed: | 12/6/99 |
| Bullet Weight: | | | |
| Date to Analysis: | | Date from Analysis: | |
| Manufacturer: | REM | | |
| Model: | 700ML | Serial: | ML208734 |
| Date Code: | LS | Date Mfgd: | 2/1/98 |
| RAMAC: | 700ML | Litigation: | <input type="checkbox"/> |
| PreLitigation: | <input type="checkbox"/> | Obsolete: | <input type="checkbox"/> |
| Custody: | | Comments: | TRIGGER PIN RUSTED <i>from UNK Source</i> |
| Time of Modification: | 7:10:47 AM | Date of Modification: | 12/6/99 |

RECEIVING AND ESTIMATING REPORT

COMMENTS

ORDER
R 99-23742

INITIAL
PS CUSTOMER ORDER NO.

DATE RECEIVED 12/01/99 DATE OPENED 12/03/99 DATE CODE LS 2/98 SERIAL NUMBER ML208734 NEW SERIAL NUMBER MODEL AND GRADE 700 50 MLS

ACCESSORIES W/STUDS SCOPE MNTS W/STD ML ACCESSORIES

FROM:

BASS PRO SHOPS
8181 CONCORD MILL BLVD
CONCORD NC 28027

SHIP TO:

BASS PRO SHOPS
8181 CONCORD MILL BLVD
CONCORD NC 28027

CUST NO: 215414 C.J.O.D.

ACCOUNT NUMBER

ACCOUNT NUMBER NC

230145

WRITE

PROM. DATE

ESTIMATED

VIA

UPS

GUN CONDITION

- NEW
- LIGHTLY WORN
- WORN
- VERY WORN
- UNREPAIRABLE
- MARRIED

REPAIR CHARGE

EXCISE

TAX

INSURANCE

UPS

PARCEL POST

TOTAL

| CUSTOMER CONCERN | AMMO | FUNCTION | FINISH | ACCURACY | FIT | INSPECT |
|------------------|------|----------|--------|----------|-----|---------|
| CYCLE | A | B1 | | | | |
| TRIGGER GROUP | | B2 | | | E1 | F1 |
| BOLT ASSY. | | B3 | | | F | F2 |
| BARREL ASSY. | | B4 | | | | F3 |
| REC. ASSY. | | B5 | | D2 | E4 | F4 |
| WOOD | | | | D3 | E5 | F5 |
| METAL | | | | | | |

See on page return
Replaced per agreement with Madison CS

MAIN FAULT

Upon receipt we could not replicate the reported concern, but did find the trigger noisy.

PARTS

COMMENTS

*Replace with
will have new #
at M/C*

REPAIRMAN PROOF CLEAN TEST TARGET PATTERN

GALLERY TESTER DATE DATE DATE DATE DATE DATE

OFFICE COPY

RD6925 REV. 7/97



November 22, 1999

Re: Return of Remington Mod. 700 Muzzleloader

Sirs,

As per my telephone conversation with Eddie Stephenson of your Consumer Services Department, please find enclosed a Model 700 muzzleloader for your inspection.

The customer purchased the gun and then cleaned it before a sight-in session at his home. After several shots (5), the customer moved the safety from the safe position to the fire position. When he moved the safety to the fire position, the gun fired without the customer engaging the trigger. The customer repeated the process again without ammo and the disengagement occurred again. Also, when the safety is engaged to the fire position, it cannot be returned to the safe position. Also, if the safety is in the fire position and the bolt is manually closed, the gun will fire without engaging the trigger.

After my discussion with Eddie at Consumer Services, he told me to return the gun to you for inspection. We have refunded the customer the full purchase price and, per Eddie, he stated to me that you would return a new gun to the store, as we would not be able to sell a used unit at our store.

I would appreciate your prompt attention in this matter and would appreciate a reply on your findings concerning this matter. Also, please forward a report of your findings to our customer at the address provided below as he owns another Remington muzzleloader.

Yours truly,

Bill Biggerstaff
Bass Pro Shop
8181 Concord Mills Blvd.
Concord, NC 28027

Reply to: Greg Rosenkranz 723 E. Sharp St. Statesville, NC 28677 704-924-9685

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