

Remington Arms Co., Inc.
Product Service
Legal Case #:1865

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
138356	12/15/2007	12/17/2007	12/17/2007	11/28/2007			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Doug	Lankford	992 Forbus Rd	Cabot	AR	72023	63	H 501-843-8800

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015 Improper Maintenance		Unknown	
S fired on safe release	Concern:1007 Fired on Safe Release			
C				

12/19/07-correspondence from repair-rifle discharged when safety pushed off.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial Bbl.	DOM
Remington	CF/BA	673/300 SAUM	24689	7775620 DW	9/19/2002 12:59:16 PM
Date Purchased	Where Purchased	Accessories	Original Owner		
1/11/2006	GANDER WAREHOUSE #1/Leban	TWO PIECE SCOPE BASE	N		

CONCERN:FSR

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 at n/c								
	Repair/Replacement Cost	Repair/Replacement Date						
	50	12/18/2007						

12/18/07-repair at n/c goodwill. lw

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	4015	Improper Maintenance	TRIGGER AND TRIGGER PIN RUSTED
Barrel	Description		22" 300 SAUM
	Date Code		DW - ALSO ZB5 WIP CODE
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	

(PS 8752)

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		STANDARD M/673 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	ISS	
Sear	Lift	---Select---	.004
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	TRIG AND PIN RUSTED
	Pull	---Select---	6.5#
	Altered	False	
	Sub-Assembly	Other Remington	
Non-Remington Components	Description		TWO PIECE SCOPE BASE

(PS 8753)

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: **RE00138356** Serial: 7775620 Model 673 Center Fire, with 22 inch barrel Caliber: 300 REM SA UMAG GUIDE Repairman: Status: Closed 12/15/2007 7:44:28 AM
 Verify Repair RIFL Produced: 09/19/2002

Address Information

Customer: **DOUG LAKEFORD** Received From: **DOUG LAKEFORD** Return To: **DOUG LAKEFORD** Received From:

Address 1: **992 FORBUS ROAD** Address 2: **992 FORBUS ROAD** PO Box:

City: **CABOT** State: **AR** Zip Code: **72023** Country: **US** State: **AR** Zip Code: **72023** Country: **US**

FFL:

Contact / Condition	Problems	Estimate	History / Status	Shipping / Billing
Date	Code	User ID	Desc1	Current Status
12/15/2007 7:40	New	biygidownr	Repair Added	Closed
12/15/2007 7:44	Closed	biygidownr	Closed at Expedite	12/15/2007 7:44:28 AM
12/17/2007 9:42	Comment	mazzecej	Consumer Contact for Repair Status	biygidownr
12/17/2007 10:5	Comment	supryfl	Returned to AS for repair	Product Services
				Repair Location
				ILN
				Current Location
				ILN
				Transfer Number

Repair Search **Refresh** **Close**

supryfl 12/17/2007 10:50 AM SAPS NUM INS ISSR

Start Inbox - Microsoft Out... Arms Services Repair Microsoft Word 10:50 AM

(PS 8754)

1865
DEAR SIR'S

VOUG LANKFORD
992 FORBUS RD.
CABOT, AR 72023
501 843 8800

PER OUR CONVERSATION (PHONE) 11-30-07 REGARDING
MY REMINGTON RIFLE MO # 673

WHILE DEER HUNTING ON 11-28-07 MY RIFLE
DISCHARGED WHEN I PUSHED THE SAFETY OFF. —
AFTER MY INITIAL SHOCK, I CONSIDERED THE
POSSIBILITY THAT "MAYBE I HAD MY FINGER ON
THE TRIGGER" SO I CHAMBERED ANOTHER
ROUND, POINTED THE GUN IN A SAFE DIRECTION
PUSHED THE SAFETY OFF, IT FIRED AGAIN.
I UNLOADED THE RIFLE & WENT BACK TO CAMP.
NOTE: THIS DOES NOT HAPPEN EVERY TIME YOU
USE IT. ("P.S. I MISSED THE BUCK")

PROBLEM #2 SOMETIMES SHEELS WILL NOT FEED
INTO THE CHAMBER FROM THE CLIP.

PROBLEM #3 WHEN YOU TIGHTEN THE SCREWS
THAT HOLD THE RIFLE TO THE STOCK, THE FLOOR
PLATE WILL NOT CATCH. NOTE: WASHERS INSIDE STOCK.

PROBLEM #3

I AM ALSO CONCERNED WITH THE TWO WEAR MARKS
ON THE BOLT, AFTER SUCH SHORT USE. COULD THIS
POSSIBLY BE CAUSED BY THE BAD MILLING JOB
INSIDE THE RECEIVER NEXT TO THE SAFETY?

(PS 8755)

NEXT PAGE

I AM 63 YEARS OLD, HAVE HUNTED
55 OF THOSE YEARS, I HAVE BEEN A "REMINETON MAN"
ALL MY LIFE.

SINCE ALL OF THESE PROBLEMS ARE FACTORY
DEFECTS, I DON'T THINK I SHOULD BE CHARGED
FOR ANY REPAIRS.

THANK YOU FOR YOUR MANY YEARS
OF SERVICE.

DOUG LANKFORD
992 FORBES RD.
CABOT, AR. 72023
501 847 8800

Serial Number: **7775620**

Model: **673**



RE00138356

could not duplicate concern
trigger + trigger pin rusted and
causing trigger to bind. Check
over completely, repair and
replace TPA. AT N/C

230145

(PS 8756)

Remington

Factory Repair Instructions

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

Model Number: <u>673</u>		Serial Number: <u>7776420</u>	
Are you the original owner? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: <u>DOUGLAS D. LANKFORD</u>		Date of Purchase: <u>01-11-2006</u>	
Address (no PO Boxes): <u>992 FORBUS RD.</u>			
City: <u>CABOT</u>		State: <u>AR</u>	Zip: <u>72023</u>
Phone (Daytime): <u>501 843 8800</u>		Fax:	
E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem: <u>SEE ATTACHED SHEET</u>			
Ammunition Information:			
Manufacturer: <u>REMINGTON</u>		Type:	
Other (i.e. bullet weight/type, shot size, powder):		<u>165 GR CORE LOCK PSP</u>	
Handload Information: <u>NONE</u>			
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: <u>HOPPES</u>			
How often do you clean the bore? (Months or Number of rounds) <u>BEFORE + AFTER EACH SEASON</u>			
How often do you clean the action? (Months or Number of rounds) <u>BEFORE + AFTER EACH SEASON</u>			
How often do you clean the trigger assembly? (Months or Number of rounds) <u>BEFORE + AFTER EACH SEASON</u>			
<u>ENTIRE GUN IS CLEANED AFTER EACH USE IF IT IS FIRED OR DAD</u>			
Brand of lubricant used: <u>HOPPES</u>			

WEATHER

(PS 8757

How often do you lubricate the bore? (Months or Number of rounds)	AFTER EACH USE
How often do you lubricate the action? (Months or Number of rounds)	11
How often do you lubricate the trigger assembly? (Months or Number of rounds)	11
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?	
<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
Comments:	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	
What were the services performed? NONE	
Ship your INSURED firearm by either UPS or Parcel Post to:	
REMINGTON ARMS CO., INC ATTN: Arms Service Division 14 Hoefler Ave Ilion, NY 13357	
<p>⚠ 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.</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>	

(PS 8758)



GM#470 - Sherwood FFL# 5-71-01226
5450 Landers Rd

Sherwood, AR 72117
(501) 945-4070

FIREARMS SALE

Date: 01/11/2006
4473#: 3011
Assoc. ID: 541838, Dwight

Sold To: DOUGLAS DWIGHT LANKFORD
992 FORBUS ROAD

CAOT, AR 72023
(501) 843-8800

Inventory Number	Manufacturer/Importer	Model	Type	Caliber/Gauge	Serial Number
400100365830	Remington Arms Co.	673	Rifle	.300RemSaUltMag	7775620

"Safely storing and securing firearms away from children will help prevent the unlawful possession of handguns by juveniles, stop accidents, and save lives."

GANDER MOUNTAIN'S FIREARM GUARANTEE:

All new firearms purchased from Gander Mountain are guaranteed against defects in materials and workmanship for a period of one year from the date of purchase. All used firearms purchased from Gander Mountain are guaranteed against defects in materials and workmanship for a period of 90 days from the date of purchase. Please save this receipt as your proof of purchase should warranty work become necessary. Accidental damage, abuse, and barrel ruptures are not covered by this guarantee.

If you wish to extend your warranty, please ask your Gander Mountain Sales Associate about the Firearm Protection program.

Consistent with industry standards, ALL FIREARM SALES ARE FINAL. No refunds or exchanges can be honored. Each firearm manufacturer requires that you read their owner's manual before using.

I understand the safe method of operations, handling and care of the above firearm(s) and acknowledge receipt of above in satisfactory condition.

Signed:

Douglas D. Lankford

Date:

01-11-2006

PS 8759

BARBER - Kinzer PPS GAL RE0005719

BARBER - Kinzer PPS GAL RE0005719

Remington Arms Co., Inc.
Product Service
Legal Case #:1680

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
135328	10/24/2007	10/25/2007	10/25/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Gander Mountain	Douglas	Spooner	21182 Salmon Run Mall Loop	Watertown	NY	13601		W 315-779-1200

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	fires when bolt closes			

10/26/07-correspondence from repair-rifle fires when bolt closes.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	673/6.5MM REM	24683	7797425	LY	2/5/2004 11:40:23 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	GLENN ZANDERS FUR & SPORT		U			

CONCERN:FBC

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
Replace TA-goodwill						
	Repair/Replacement Cost	Repair/Replacement Date				
	35.00	10/26/2007				

10/26/07-replace ta as gesture of goodwill, to restore faith in rifle.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		10/25/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 6.5MM REM MAG VT
	Date Code		LY
	Bore Plugged	False	
	Bulged	False	
	Fired	False	

(PS 8760)

RECEIVED
OCT 26 2007
BY: *[Signature]*

PS 8761

**DERMTN™****Service Request****Service Order # 2232****SHIPPED TO VENDOR/STORE:**

REMINGTON ARMS CO., INC
14 HOEFLER AVE

ILION, NY 13357

Attn: ARMS SERVICE DEPT

Date Shipped: 10/10/2007

Phone: (800) 243-9700

RETURN SHIP TO:

Gander Mountain, FFL# 6-16-045-01-0b-00908
Attn: Gun Parts Dept.
21182 Salmon Run Mall Loop
Watertown, NY 13601

FIREARM INFORMATION:

Manufacturer: Remington Arms Co Inc.

Model: 673 GUIDE GUN

Type: Rifle

Cal/Ga.: 6.5REMMAG

Serial Number: 7797425

Cased?: ☐

DESCRIPTION OF ITEM RETURNED:

MODEL 673 BOLT ACTION GUIDE RIFLE, SERIAL #7797425, 6.5REMMAG CALIBER

REASON FOR RETURN:

RIFLE FIRES WHEN BOLT CLOSSES. HAS HAPPENED MORE THAN ONCE

ATTENTION VENDOR

Please contact me with any questions or concerns.

DOUGLAS SPOONER

(315) 779-1200

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 Suite 1300
St. Paul, MN 55101

Serial
Number:

7797425

Model: **673**



RE00135328

*could not duplicate concern
to restore confidence in rifle.
replace TPA, checkover, clean,
function test.
#230145*

(PS 8762)

Gunsmith SO# 2232

GM#261 - Watertown
 21182 Salmon Run Mall Loop
 Watertown, NY 13601
 (315) 779-1200
 Gunsmith: Doug Spooner

*** Transferred Status ***

CUSTOMER INFORMATION:	
Home #: (315) 779-1200	Day #:
Name: GM 261, NA	
Address: SALMON RUN MALL LOOP	
WATERTOWN, NY 13601	

DATES:	
Acquired:	09/28/2007
Apx Comp:	
Completed:	
Cust. Called:	
Disposed:	

FIREARM INFORMATION:			
Manufacturer: Remington Arms Co Inc.	Type: Rifle	Serial Number: 7797425	
Model: 673 GUIDE GUN	Cal/Ga.: 6.5REMMAG	Firearm Value: \$500.00	Cased?: <input type="checkbox"/>
Description: BOLT ACTION RIFLE VENT RIB, BLUED FINISH, LAMINATED STOCK		Condition: NEW	
Service Description: RIFLE FIRES ON CLOSING BOLT-SAFETY ISSUE. TRIGGER HAS NOT BEEN TAMPERED WITH, SEALING COMPOUND STILL INTACT			

LABOR		
UPC	Description	Amount
Labor Sub Total:		\$0.00

Labor Notes:

PARTS		
UPC	Description	Amount
Parts Sub Total:		\$0.00

Parts Notes:

* Minimum two week turn around time for any shop work*	TOTALS	
	Labor Sub Total:	\$0.00
	+ Parts Sub Total:	\$0.00
	Total:	\$0.00
	- Deposit Amount:	\$0.00
Amount Due:		\$0.00

*** Does not include Sales Tax ***

The Child Safety Lock Act of 2005 states "it is unlawful for a dealer to sell, deliver, or transfer any handgun to any person, other than another licensee, unless the transferee (buyer) is provided with a secure gun storage or safety device for that handgun." Gander Mtn. will be providing trigger locks to all transferee's (buyer's) for a nominal fee. Transferee's may also supply their own secure gun storage or safety device.

(PS 8763)