

Remington Arms Co., Inc.
Product Service
Legal Case #:976

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
124546	1/31/2007	1/31/2007	1/31/2007				

Customer Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Bass Pro Shops	3501 Paxton St	Harrisburg	PA	17111		W 717-565-5261

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S	Fires on safe release	Concern:1007 Fired on Safe Release		Unknown
C				

2/1/07-correspondence from repair-Cust states gun will fire when safety is disengaged.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
REMINGTON	CF/BA	7/243 WIN	26417	7821772	CA	4/18/2006 11:02:26 PM

Date Purchased	Where Purchased	Accessories	Original Owner
	BILL HICKS & CO LTD	SCOPE,RINGS,TWO PIECE BASE,HARD CASE	U

CONCERN:FSR

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
Replace TA at n/c						

Repair/Replacement Cost	Repair/Replacement Date
\$25.00	2/1/2007

2/1/07-Replace TA, check over, clean to restore confidence in rifle.lw

Examination[REMINGTON/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/31/2007
	Product Type		RF
	Action Type		A

	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		20" 243 WIN
	Date Code		CA
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Like new; Functioning	
	Stop	Like new; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Like new; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Like new; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/7 SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.010
	Notch	Like new; Functioning	
Tests	Test Fired	False	
	Feeding Test	False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	6#
	Altered	False	
Non-Remington Components	Description		SCOPE,RINGS,TWO PIECE BASE,HARD CASE



Factory Repair Form

Return to Previous Page

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

Model Number: 7 CDL	Serial Number: 7821772	
Are you the original owner?: <input type="checkbox"/> YES <input type="checkbox"/> NO		
Name: BASS PRO SHOPS	Date of Purchase: _____	
Address (no PO Boxes): 3501 PAXTON STREET		
City: HARRISBURG	State: PA	Zip: 17111
Phone (Daytime): 717-565-5261	Fax: _____	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) _____		
E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington.		
Please describe your problem and date of occurrence:		
<p>CUSTOMER IS SAYING GUN WILL FIRE WHEN SAFETY IS DISENGAGED WITH 1 ROUND IN CHAMBER AND A FULL MAGAZINE.</p> <p><i>could not duplicate concern replace TPA, check over/ clean to restore confidence in rifle warranty</i></p>		
500 characters left		
Ammunition Information:		
Manufacturer: _____	Type: _____	
Other (i.e. bullet weight/type, shot size, powder): _____		
Handload Information:		
Powder Used: _____	Powder Weight: _____	
Primer Used: _____		
Reloader Used: _____		

Serial Number: **7821772**Model: **7****RE00124546**

Number of rounds) _____

PS 8170

How often do you clean the action? (Months or Number of rounds)	
How often do you clean the trigger assembly? (Months or Number of rounds)	
Brand of lubricant used:	
How often do you lubricate the bore? (Months or Number of rounds)	
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 type="checkbox"/> YES <input type="checkbox"/> NO	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?)	
What were the services performed?)	
<p>NOTE: In order to better service our customers some firearms/parts are sent to a certified Remington Premier Authorized Repair Center.</p>	
<p>Ship your INSURED firearm by either UPS or Parcel Post to:</p> <p>Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357</p>	
<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.</p> <p>:: 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.)</p> <p>:: Remove all accessories from your firearm to prevent loss or damage.</p> <p>:: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.</p> <p>:: 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)</p> <p>:: 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>	

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TIM WALLACE
 Gunsmith

3501 Paxton Street
 Harrisburg, PA 17111
 717-565-5261
 Fax: 717-564-1949
 TWWallace@basspro.com

Remington

PS 8171

Remington Arms Co., Inc.
Product Service
Legal Case #:701

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		11/27/2006		11/18/2006			

Customer Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Jim	Brown	718 Flaglake Rd	Sarah	MS	38665		H 662-560-5223 C 662-403-8199 E jebrown@northwestms.edu

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI PD S C	Cause:4079 Other - Unexamined Concern:1008 Fired on Bolt Closing		Unknown	

11/27/06-Cust claims first round there was a delayed firing. Upon closing the bolt on the next round, the gun fired. He took it to a gunsmith who stated that there was a problem with the trigger assembly. The gunsmith thought it was the sear or spring but did not break down the trigger assembly. He did not want to send the gun in and not be without it for several weeks. He also notated that he did purchase another firearm to hunt with in the meantime.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	7/300 SAUM	29553	S7652646		10/10/2002 9:29:38 AM

Date Purchased	Where Purchased	Accessories	Original Owner
	SIMMONS GUN SPECIALTIES I		U

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
Replace TA at n/c						

(PS 8172)

Repair/Replacement Cost	Repair/Replacement Date
\$25.00	11/30/2006

11/27/06-emailed ARS to have gun sent to Paducah. Spoke with Charlie at Paducah and asked that he expedite the firearm.lw 11/30/06-Charlie at Paducah inspected the firearm and noted that all 3 trigger screws had been adjusted. Also there was a heavy, sticky oil in the trigger assembly. Cust claims that he has never even taken the stock off of the gun. Possibly his gunsmith may have done something. I advised Charlie to replace trigger assembly at no charge as gesture of goodwill to get the gun back in a safe condition.lw 12/5/06-Received call from Jim Brown. He got the rifle back from Paducah and wanted to notate that the bolt clicks when you open it. He also notated that the safety rubs the side of the bolt when pushing it to fire. He said it does not hinder the function of the safety. He said he would like to use it this season. I offered to get it back to the factory after season if he still is not satisfied.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
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(PS 8173)

Arms Services - Remington Authorized Repair Centers (RARC)

File Add Repair Review Repair Inquiry Repair Tools Reports Table Maintenance Help

RARC Repair Inquiry

Repair Number: RP00072630

Verify Repair

Current Repair Status: New 11/30/2006 12:59:42 PM

Repair Center:

Paducah Shooter Supply

3919 Cario Rd.

Paducah, KY 42001 US

Customer:

Jim Brown

718 Flag Lake Rd

Sarah, MS 38665 USA

Phone: (662) 562-4091

Email:

Repair Information

Repair Charge Breakdown

Repair History

Accounting

Reference Nbr:

Repair Type: Firearm

Model ID: 7

Serial Nbr: S7652646

Gauge/Caliber: 300 SAUM

Barrel Date:

Date Received: 11/29/2006

Date Returned: 11/30/2006

Date to Factory:

Date Produced

Repair Codes:

M178

Parts:

F97954 - 7 SS TRIGGER ASSB

Repair Text:

Check firing pin and ISS System. Factory seal has been removed from all screws and all have been reset. Very heavy oil/lube inside trigger assy making it hang up. replace trigger assy for safety reasons per

Repair Search

Refresh

Close

PS 8174

BARBER - Kinzer PPS GAL RE0007262

Imwatson

12/6/2006

10:13 AM

CAPS

NUM

INS

SCRL

Start

3 Microsoft Off...

3 Internet Expl...

Search for a Seri...

P-touch Editor -

Arms Services ...

FullShot 97

100%

10:13 AM

Remington Arms Co., Inc.
Product Service
Legal Case #:823

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
121425	12/14/2006	12/14/2006	12/14/2006				

Customer Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Lewis Matteson	Lew's Gun Shop	44 Dexter Road/PO Box 36	Corinna	ME	04928		W 207-278- 4773

Incident Information

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

12/15/06-correspondence from repair-New Model Seven, never sold. Fires on safe release.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
REMINGTON	CF/BA	7/7MM SAUM	29543	7783756	CX	4/10/2003 8:30:17 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	HENRYS TACKLE LLC		Y			

CUST.CONCERN:FSR

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
Replace TA at n/c						

Repair/Replacement Cost	Repair/Replacement Date
25.00	12/15/2006

PS 8175

12/15/06-replacing TA, check over, clean at n/c.lw

Examination[REMINGTON/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/14/2006
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4015	Improper Maintenance	TRIG AND TRIG PIN RUSTED,TRIG BINDING
Barrel	Description		22" 7MM SAUM
	Date Code		CX
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Like new; Functioning	
Bolt	Firing Pin	Like new; Functioning	
	Shroud	Like new; Functioning	
	Face	Like new; Functioning	
	Handle	Like new; Functioning	
	Stop	Like new; Functioning	
Extractor	Condition	Like new; Functioning	
	Cut Condition	Like new; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Like new; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Like new; Functioning	
	Stock Condition	Like new; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Like new; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/7 SAFETY
	Function	Like new; Functioning	

Sear	Lift	---Select---	.011
	Notch	Like new; Functioning	
Tests	Test Fired	False	
	Feeding Test	False	
Trigger	Condition	Like new; Not Functioning	TRIG AND PIN RUSTED TRIG BINDING
	Pull	---Select---	10+#
	Altered	False	

(PS 8177)

BARBER - Kinzer PPS GAL RE0007266

Corporate BATF

Modelid	Material	ProdLoc	ProdDate	Description
SEVEN	29543	ILN	4/10/2003	MODEL SEVEN.TM LAMINATED STOCK BOLT ACTION CENTERFIRE RIFLE 22" BBL 7mm REM SA ULTRA MAG

Date	Code	Loc	Customer Name	Zip Code	Delivery	UserID	Activity Reason
2003/05/13	SHIP	OHL	HENRYS TACKLE LLC	28570	0080942332	almolt	

FFL:1-56-031-01-6A-40595

Location: Arms Services

Not on File at this location

Location: Custom Gun Shop

Not on File at this location

Location: Ilion Plant

Modelid	Material	ProdLoc	ProdDate	Description
SEVEN	29543	ILN	04/10/2003	MODEL SEVEN.TM LAMINATED STOCK BOLT ACTION CENTERFIRE RIFLE 22" BBL 7mm REM SA ULTRA MAG

Status	Date	Inv Loc	OverPack	Pallet	Transfer	Shipment	DelNoteNbr	HoldStatus
Transferred	04/11/2003	Staging		P2023212	T2001584			

History:	Date	Action	User	Activity Description
	2002/09/12	Assigned	lewisrj	SEVEN
	2003/01/16	Rolled	raymj	
	2003/04/10	Packed	rankinsif	.ABN9543-1.FA7275.FB15168.FC8181
	2003/04/10	Print	rankinsif	Packer Print
	2003/04/10	Warehoused	murrayfb	N9543-1
	2003/04/11	Transferred	macrinakl	To: OHL on T2001584

Location: Mayfield

Not on File at this location

Location: Memphis

Modelid	Material	ProdLoc	ProdDate	Description
SEVEN	29543	ILN	04/10/2003	MODEL SEVEN.TM LAMINATED STOCK BOLT ACTION CENTERFIRE RIFLE 22" BBL 7mm REM SA ULTRA MAG

Status	Date	Inv Loc	OverPack	Pallet	Transfer	Shipment	DelNoteNbr	HoldStatus
Shipped	05/13/2003	Intransit	010310499		T2001584	110179	0080942332	

History:	Date	Action	User	Activity Description
	2003/04/14	Received	almolt	From: ILN on T2001584
	2003/04/15	LocChange	REK	Location: RIFLE RF
	2003/04/22	LocChange	TEH	Location: FA46A54 RF
	2003/05/01	LocChange	PAI	Location: FA46A54 RF
	2003/05/12	OverPack Add	wrightc	into OP: 010310499 DMS Staging
	2003/05/12	ShipUnitAdd	SKW	Shmt:110179 PO:C030225-02 SU:S10356670 - RF
	2003/05/13	Shipped	almolt	Shmt: 110178 Delv: 0080942332

Local BATF

Date	Code	Loc	Customer Name	Zip Code	Delivery	UserID	Activity Reason
2003/05/13	SHIP	OHL	HENRYS TACKLE LLC	28570	0080942332	almolt	

Location: Arms Service Repairs

Repair Nbr	StatusDate	SerialNbr	Replacement	Description
RE00121425	12/14/2006	7783756		Model 7 Center Fire Caliber: 7 MM REM SA ULTRA MAG

Location: Remington Authorized Repair Centers

Not on File at this location

Location: Non-SAP Serial Number Tracking

Not on File at this location

(PS 8178)

LEW'S GUN SHOP

CASE #
82344 Dexter Road
P O Box 36
Corinna, ME 04928

ct 4/03

FFL#6-01-019-01-5L-05713
Tel: 207-278-4773
Fax 207-278-4774

10 + #

December 05, 2006

D11
22"Remington Arms Company, Inc.
Arms Service Division
14 Hoefler Avenue
Ilion, NY 13357

I am returning herewith a new Model Seven LS, Ser#7783756. I obtained this gun new on September 10, 2003, but it has never sold. In checking it over a few days ago, I found a problem which must be corrected before I can resell it.

Releasing the safety after the gun is cocked will cause it to fire. Please do whatever is needed to take care of the defect and return as promptly as possible. Please return it in the original box!

Thank you.


Lewis Matteson
LEW'S GUN SHOP

171475

Serial Number:

7783756

Model: 7



RE00121425

TRIG. + TRIG. Pin inserted.
TRIG. Binding.
Replace TPA, check over.
CLEAN AT N/C
#230145

RECEIVED
DEC 15 2006

BY:

PS 8179

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: **RE00121425** Serial: 7783756 Model 7 Center Fire Caliber 7 Repairman:
 Verify Repair: **High Priority** MM REM SA ULTRA MAG Produced: 04/10/2003 Status: **New 12/14/2006 7:36:25 AM**

Address Information

Customer: ☒ Received From Return To ☐ Received From
 Name: **LEWS GUN SHOP** **LEWS GUN SHOP**
 Address 1: **44 DEXTER ROAD** **44 DEXTER ROAD**
 Address 2: PO Box: PO Box:
 City: **CORINNA** **CORINNA**
 State: **ME** Zip Code: **04928** Country: **US** State: **ME** Zip Code: **04928** Country: **US**

FFL: ☐ ☐ ☐ ☐ ☐ ☐

Contact / Condition

Problems

Estimate

History / Status

Shipping / Billing

Contact Information

Phone: **207 278 4773**
 Fax: **207 278 4774**
 Email:
 Comments:

Received Condition

Fair
 Condition Notes:
 CSR Notes:

Accessories Received

Code	Desc	Qty
A007	With Stud	2
A030	ISS Key	2

Repair Search

Refresh

Close

PS 8180

Imwatson 12/18/2006 5:21 PM CAPS NUM JINS SCRL
 Start 2 Mic... 4 Inte... Arms S... Search f... P-touch... Microsof... Serial N... 4 SAP... FullShot... 97% 5:21 PM

BARBER - Kinzer PPS GAL RE0007268