

BARBER - Kinzer PPS GAL RE 0009393

Remington Arms Co., Inc.
Product Service
Legal Case #:5284

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
215459	12/19/2010	12/2/2010	1/20/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Mike	Aschenbrenner	W330 S7989 Country Ln.	Mukwonago	WI	53149		H 262-392-3349 E runner3349@yahoo.com

Incident Information

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

12/2/10: Customer sent in an email. He stated that his son was shooting a M/7 and had a FSR. He stated he never had finger on the trigger. It went off by itself when he took the safety off. He wants rifle fixed. No damage, No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial Bbl.	DOM
Remington	CF/BA	7/243 WIN	24779	7781773 XW	12/17/2002 10:32:27 AM

Date Purchased	Where Purchased	Accessories	Original Owner
	BILL HICKS & CO LTD	SCOPE BASE,BOTTOM HALF OF FRT RING	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
Repair done @ n/c - gesture of goodwill						

Repair/Replacement Cost Repair/Replacement Date

\$72.56 1/20/2011

12/2/10: I will email ltr & form. I will have media coord. email ARS label.df 1/19/11: Per Ilion - Could not duplicate concern. TA rusted, parts work sluggish & bind. Replace TA, clean & test fire @ 1/2 normal charges. I emailed quote to customer. df 1/20/11: Customer emailed & was extremely upset that he was being charged. I removed charges as a gesture of goodwill. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/10/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4015	Improper Maintenance	
	Description		20" 243 WIN
	Date Code		XW
	Bore Plugged	False	

http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=5284&Type=Case

1/20/2011

Barrel	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	
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	ISS	
Sear	Lift	---Select---	.012
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	RUSTED,PARTS SLUGGISH BINDING
	Pull	---Select---	9#
	Altered	False	
	Sub-Assembly	Other Remington	
Non-Remington Components	Description		SCOPE BASE,BOTTOM HALF OF FRT RING

Fulcher, Dell Marie

From: Fulcher, Dell Marie
Sent: Thursday, January 20, 2011 11:37 AM
To: 'Mike Aschenbrenner'
Subject: RE: Mike Aschenbrenner - Remington Ref# 5284

Product Service Department examined your rifle & found the trigger assembly was rusted and the parts were working sluggish and binding. That is due to improper maintenance – not manufacturer defect.
Your rifle was manufactured in 2002.
Strictly as a gesture of goodwill – I will have the charges removed

Dell Fulcher | Consumer Affairs Administrator
Remington Arms Company, Inc.

870 Remington Dr., PO Box 700, Madison, NC 27025-0700

Phone: 1.800.243.9700 | Phone: 336.548.8686 | Fax: 336.548.7872

Freedom Group Family of Companies: Remington | Marlin | Bushmaster Firearms |
DPMS / Panther Arms | H&R | Barnes Bullets | Advanced Armament Corp | Mountain
Khakis | EOTAC | Dakota Arms | Parker Gun

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From: Mike Aschenbrenner [mailto:runner3349@yahoo.com]
Sent: Thursday, January 20, 2011 10:48 AM
To: Fulcher, Dell Marie
Subject: Re: Mike Aschenbrenner - Remington Ref# 5284

This is not what I had in mind. I thought Remington would stand behind it's products, now you're going to charge me?! I assumed you would fix it and send it back. The rifle isn't that old and your're telling me that the trigger assembly is shot? I want you to fix it free of charge, then and only then I would buy Remington again. I own 2 other rifles, not Remington, and have had no such problems. Restore my confidence, fix it, and send it back at no charge!

--- On Wed, 1/19/11, Fulcher, Dell Marie <Dell.Fulcher@remington.com> wrote:

From: Fulcher, Dell Marie <Dell.Fulcher@remington.com>
Subject: Mike Aschenbrenner - Remington Ref# 5284
To: "Mike Aschenbrenner" <runner3349@yahoo.com>
Date: Wednesday, January 19, 2011, 2:33 PM

Please see attachment.

If you do not receive attachment, please let me know and I will mail it.

Sincerely,

Dell Fulcher | Consumer Affairs Administrator Remington Arms Company, Inc.

870 Remington Dr., PO Box 700, Madison, NC 27025-0700

Phone: 1.800.243.9700 | Phone: 336.548.8686 | Fax: 336.548.7872 Freedom Group Family of Companies:

Remington | Marlin | Bushmaster Firearms | DPMS / Panther Arms | H&R | Barnes Bullets | Advanced
Armament Corp | Mountain Khakis | EOTAC | Dakota Arms | Parker Gun

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QUOTATION

Remington Arms Company, Inc.
 BARBER - Kinzer PPS GAL RE 0009397 870 Remington Dr. P.O. Box 700
 Madison, NC 27025-0700

ESTIMATING REPORT

Parts/Repairs 800-243-9700
 Fax 336-548-7801

www.remington.com info@remington.com

ALL PRICES QUOTED ARE IN EXCHANGE FOR REPLACED PARTS.

THIS IS NOT AN INVOICE. THIS IS AN ESTIMATE TO REPAIR, RECONDITION, 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 RE00215459 Account # - R-	Description/Serial Number 7781773	Date Received - 12/19/2010 Estimate Date - 1/19/2011 Current Date - 1/19/2011
Customer MIKE ASCHENBRENNER W330 S7989 MUKWONAGO. WI 53149 US	Return To MIKE ASCHENBRENNER W330 S7989 MUKWONAGO. WI 53149 US	
Phone (H) (262)-392-3349 Phone (W)	Fax Email runner3349@yahoo.com	

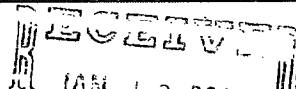
Please Circle One
 VISA MC AMEX DISCOVER Card No. _____ Exp. Date _____
 PO Number _____
 Daytime Phone (____) _____ Time To Call _____ Open Acct. R _____
 Approval: Customer Signature _____ Date _____
☐ If You Desire Any Change Please Use The Reverse Side For Your Comments And Mark This Box
 Notice: We process checks electronically through Check 21

Reported		Problems Found	
M114	NO CORRESPONDENCE	M123	FORWARD TO PRODUCT SERVICE F
M123	FORWARD TO PRODUCT SERVICE FOR INSPECTIO		

Technician's Comments

ProblemNotes Could not duplicate concern.Trigger assembly rusted, parts work sluggish & bind

Estimate **C.O.D./Shipping and Handling Charges are NOT Included in this Quote							
<u>Material #</u>	<u>Material Description</u>	<u>Qty</u>	<u>Warranty Y/N</u>	<u>Price/ Unit</u>	<u>Discount Percent</u>	<u>Extended Amt</u>	
Part							
F305574	7 X-MARK PRO TRIG ASSB - BLACK	1	N	\$94.00	50%	\$47.00	
Service							
4000114	GR-SHIPING & HANDLING (GUN REPAIR)	1	N	\$17.00	50%	\$8.50	
4000119	GR-TEST	1	N	\$23.00	50%	\$11.50	
4000294	GR-CHECK TPA	1	Y	\$17.00	0%	\$0.00	
Sub Total:						\$67.00	
Est. Sales Tax:						<u>\$3.35</u>	
Grand Total:						\$70.35	

frmREInquiry - Repair Inquiry									
Repair Number: RE00215459	Serial: 7781773 Model 7 Center Fire Caliber: 243 WIN Produced: 12/17/2002 SKU: 24779	Repairman: Chuck Dekanek							
<input type="button" value="Verify Repair"/>		Status: Repairing 1/10/2011 5:31:43 AM							
ADDRESS INFORMATION									
Customer <input checked="" type="radio"/> Received from		Return To <input type="radio"/> Received from							
Name: MIKE ASCHENBRENNER		Name: MIKE ASCHENBRENNER							
Address 1: W330 S7989		Address 1: W330 S7989							
Address 2: PO Box:		Address 2: PO Box:							
City: MUKWONAGO		City: MUKWONAGO							
State: WI Zip Code: 53149 Country: US		State: WI Zip Code: 53149 Country: US							
FFL: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>									
Contact / Condition: <input type="checkbox"/> Problems: <input type="checkbox"/> Estimate: <input type="checkbox"/> History / Status: <input type="checkbox"/> Shipping / Billing: <input type="checkbox"/>									
Problems Reported <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 15%;">Code</th> <th>Desc</th> </tr> </thead> <tbody> <tr> <td style="background-color: #cccccc;">M114</td> <td>NO CORRESPONDENCE</td> </tr> <tr> <td style="background-color: #cccccc;"> </td> <td> </td> </tr> </tbody> </table>	Code	Desc	M114	NO CORRESPONDENCE			Repair Notes <div style="border: 1px solid black; height: 100px;"></div>		Repairman's Comments <div style="border: 1px solid black; height: 100px;"></div>
Code	Desc								
M114	NO CORRESPONDENCE								
Problems Found <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 15%;">Code</th> <th>Desc</th> </tr> </thead> <tbody> <tr> <td style="background-color: #cccccc;">M114</td> <td>NO CORRESPONDENCE</td> </tr> <tr> <td style="background-color: #cccccc;"> </td> <td> </td> </tr> </tbody> </table>	Code	Desc	M114	NO CORRESPONDENCE			CSR Comments <div style="border: 1px solid black; padding: 5px;"> 1/9/11: Please send to Product Service. Customer claims FSR. dmf </div>		
Code	Desc								
M114	NO CORRESPONDENCE								
		<input type="button" value="Refresh"/> <input type="button" value="Close"/>							

BARBER-Kinzer PPS GAL RE 0009398

BARBER - Kinzer PPS GAL RE 0009398

7781773

Model: 7



RE00215459

could not duplicate concern.
T.A. RUSTED, parts work
sluggish + bind. Replaced TPA,
clean + test Rims at 1/2
normal cost.

Quote

5284

Reference # 101115-000145
Status Updated
Assigned To Administrators Dell -
Product Ammunition
SLA Not specified
Queue CSR
Date Created 11/15/2010 04:57 PM
Initial Response 11/18/2010 10:44 AM
Last Updated 11/27/2010 10:26 AM
Customer SmartSense 0 (on -3 to +3 scale)
Staff SmartSense +1 (on -3 to +3 scale)

A form was submitted on REMINGTON - PROD.

Discussion Thread

Customer (Mike Aschenbrenner)

11/27/2010 10:26 AM

Dell, Thank you for your response. I was deer hunting up north for the week so I did not get back until today. The serial number is 7781773 in 243cal. Model Seven. My address is Mike Aschenbrenner w330 s7989 Country Lane, Mukwonago, WI, 53149

— On Thu, 11/18/10, Remington Information wrote:

From: Remington Information

Subject: A form was submitted on REMINGTON - PROD. [Incident: 101115-000145]

To: runner3349@yahoo.com

Date: Thursday, November 18, 2010, 9:44 AM

Response (Dell -)

11/18/2010 10:44 AM

Dear Richard,

We would like the rifle to come into our Product Services Department at our factory for examination. Please reply back to me with the serial number of the rifle, 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 (Mike Aschenbrenner)

11/15/2010 04:57 PM

Hello,

A form was submitted on the site. Please see submitted information below:

Form Title: Contact Us

First Name: Mike

Last Name: Aschenbrenner

Email: runner3349@yahoo.com

Address 1: W330 S7989

Address 2:

Telephone: 262-392-3349

City: Mukwonago

State: WI

Zip Code: 53149

Country: USA

Comments:

I wrote you an E-mail earlier about my son's M7. I watched your response to the CNBC piece. I witnessed this myself along with the range officer. He never had his finger near the trigger. It went off by itself when he took the safety off. I am a longtime hunter and ex-military. I will lose all confidence in any Remington product if this issue is not addressed. I am waiting for your response. I own a Remington shotgun that works well, I just want to have his rifle fixed. Thank you.

Primary Contact

First Name: Mike

Last Name: Aschenbrenner

Organization:

Login: ZYUGwAn5fG90s

Title:

Contact Type:

Email: runner3349@yahoo.com

Email - Alternate #1:

Email - Alternate #2:

Office Phone:

Mobile Phone:

Fax:

Assistant Phone:

Home Phone: (516) 579-9238

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... 12/1/2010

Remington®

12/2/10
Emailed to cust.

December 2, 2010

Mike Aschenbrenner
W330 S7989
Mukwonago, WI 53149
Ph: 262-392-3349
Email: runner3349@yahoo.com

Ref: # 5284

Dear Mr. Aschenbrenner,

You will receive a pre-paid shipping label in a separate email. 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

COPY

December 2, 2010

Mike Aschenbrenner
W330 S7989
Mukwonago, WI 53149
Ph: 262-392-3349
Email: runner3349@yahoo.com

Ref: # 5284

Dear Mr. Aschenbrenner,

You will receive a pre-paid shipping label in a separate email. 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.

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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

Print

Reset

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

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: Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357
<input type="checkbox"/> 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. :: 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.

Fulcher, Dell Marie

From: postmaster@remington.com
To: runner3349@yahoo.com
Sent: Thursday, December 02, 2010 4:52 PM
Subject: Relayed: Message relayed (runner3349@yahoo.com)

Delivery to these recipients or distribution lists is complete, but delivery notification was not sent by the destination:

runner3349@yahoo.com

Subject:

Remington.

www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	12/2/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE			
MEDIA			
COORDINATOR	XXXXXX	I WILL MAIL	
TO MAIL			
DESCRIPTION: Ref # 5284 rifle			

4XX596 DEC 3, 2010 ALL CURR USD 1 OF 1
 SVC GND COM ACT WT 10.0 LBS
 TRACKING# 174XX5969066430469
 REF 1: MIKE ASCHENBRENNER/CD/DMF
 REF 2: 5284/RIFLE

LABEL IN

HANDLING CHARGE 0.00
 SINGLE-PIECE PUB RATE CHRGs: SVC T/P USD
 DV 0.00 COD 0.00 RS 1.00
 DC 0.00 DGD 0.00 SD 0.00
 AH 0.00 PR 0.00 SP 0.00
 TOT PUB CHG 9.24 PUB+HANDLING 9.24

MAIL LABEL TO: Mike Aschenbrenner
 W330 S7989
 Mukwonago, WI 53149
 Ph: 262-392-3349
 Email: runner3349@yahoo.com

Email ARS to customer

RETURN ITEM TO Remington Arms
 Attn: Product Service
 Ilion, NY

PLEASE COMPLETE ALL PARTS OF THIS FORM

runner3349@yahoo.com

10:32

