

Remington Arms Co., Inc.
Product Service
Legal Case #:4217

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
185450	1/8/2010	1/11/2010	1/11/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Jeremy	Blackmon	144 Louise Dr.	Moorestville	NC	28115		H 704-928-8274

Incident Information

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

Gander Mtn sent the gun in for the consumer. Consumer reported in a letter - He has a Model 700 SPS Tactical in 308 Win. He bought it brand new 3 months ago. Took it out to deer hunt & while he was in the deer stand - he clicked the Safety off & the gun fired. dmf

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/308 WIN	84207	G6861686	KD	5/4/2009 11:22:53 AM

Date Purchased	Where Purchased	Accessories	Original Owner
	ELLETT BROTHERS, LLC	TWO PIECE SCOPE BASE	Y

CONCERN:FSR

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 - Replace trigger - warranty						

Repair/Replacement Cost	Repair/Replacement Date
\$60.64	1/15/2010

1/15/10: Per Fred S. - Could not duplicate concern. Replace trigger assembly, check over to restore confidence in rifle. dmf

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/11/2010
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		20" 308 WIN HB
	Date Code		KD
	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	Slightly Worn; 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 XMP SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.014
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	3#
	Altered	False	
	Sub-Assembly	X-Mark Pro	
Non-Remington Components	Description		TWO PIECE SCOPE BASE

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: **RE00185450** Serial: G6861686 Model 700 Center Fire with 19.5 inch barrel Caliber: 308 TACTICAL Produced: 05/04/2009
 Verify Repair
 Repeirment: **Bruce Travis**
 Status: **Repairing 1/11/2010 11:14:05 AM**

Address Information

Customer: ☒ Received From: ☐ Return To: ☐ Received From

Name: **GANDER MOUNTAIN** **GANDER MOUNTAIN**

Address 1: **ATTN DINDY KILBRIDE** **236 NORMAN STATION BLVD**

Address 2: **1180 E 5TH ST SUITE 1300** PO Box: PO Box:

City: **SAINT PAUL** **MOORESVILLE**

State: **MIN** Zip Code: **55101** Country: **US** State: **NC** Zip Code: **28117** Country: **US**

FFL:

Contact / Condition	Problems	Estimate	History / Status	Shipping / Billing
Date	Code	User ID	Desc1	Desc2
1/8/2010 4:05:12	New	baileyjl	Repair Added	
1/8/2010 4:10:44	Maint	baileyjl	Repair Maintenance	Status: New
1/8/2010 4:10:56	Expedite	baileyjl	From: Check In	To:
1/11/2010 10:25	Maint	Travisbw	Repair Maintenance	Status: Estimating
1/11/2010 10:45	Estimate	Travisbw	Estimate Update	Status: PartsHold
1/11/2010 10:46	Repairing	System	Immediate SAP Allocation	
1/11/2010 11:13	Estimate	Travisbw	Estimate Update	Status: PartsHold
1/11/2010 11:14	Repairing	System	Immediate SAP Allocation	

☐ Shipping Hold
☐ Interface Hold
☐ Estimate Sent
☒ Parts Received
☐ Passed Inspection
☐ Return As Received
☐ Has been Approved
☐ Internal Repair

Shipping / Billing

Current Status: **Repairing**
 1/11/2010 11:14:05 AM
 System
 Repair Bench
 Repair Location: **ILN**
 Current Location: **ILN**
 Transfer Number:

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

supply 1/11/2010 12:53 PM C:PS NUM INS CDFL

start Outlook Microsoft Word Arms Services Re... Microsoft Excel... Shop... 12:53 PM

RECEIVED
 JAN 13 2010

BY:.....

Dear Remington,

~~4217~~

2011
KD
5/09
3#
014

I bought a Remington 700 sps tactical .308 from Shooters Express gun shop brand new about 3 months ago. I have shot the rifle less than 10 times. I took the gun deer hunting for the second time 3 weeks ago. I was in the deer stand looking through my scope, and I clicked the safety off and the gun discharged. As the bullet missed a 3/4 inch steel pole on my tree stand by about a half inch, which if would have hit it could have ricocheted and seriously injured or KILLED me or someone around me. I am very glad that no one was hurt. I took the gun back to out deer camp after that to show my brother what had happened. I pointed the gun to the ground clicked the safety off and the gun discharged another round. I took the gun to Gander Mountain and the gunsmith at the store could not get the gun to misfire the way it did in the woods or at the camp. I spoke to a woman from your company and she informed me that if the gunsmith @ Remington could not replicate what happened that the gun would be sent back to me. I can appreciate the position that you as a company would be in that situation however, I would be highly disappointed that a company of your stature would not service the gun for me to insure that an incident like this would never happen to a loyal user of Remington firearms. Please take into consideration that I do not want a new gun or a refund I just wish for my gun to work properly and safely. Please keep in mind that I belong to 3 hunt clubs in North and South Carolina and I would forced to inform them and ALL of their members how Remington was unwilling to service a firearm for me that did not function safely or properly. I have a large variety of Remington firearms and have never had any problems with any of them. I still plan to continue a Remington customer, and hope that u will take that into consideration. Please contact me to let me know of the status of my gun.

Sincerely,
Jeremy Blackmon
144 louise dr.
Mooresville NC, 28115
(704)-928-8274

could not duplicate concern.
rephrase TPA, check over to
restore confidence in rifle.
unwarranted

G6861686

Model: 700



RE00185450



Service Request

Service Order # 2860

SHIPPED TO VENDOR/STORE:

Remington Repair FFL# 6-16-00726
14 Hoefler Ave

Ilion, NY 13357
Attn:

Date Shipped: 12/31/2009 Phone: (800) 243-9700

RETURN SHIP TO:

Gander Mountain, FFL# 1-56-097-01-2B-02896
Attn: Gun Parts Dept.
236 Norman Station Blvd
Mooresville, NC 28117

FIREARM INFORMATION:

Manufacturer: Remington Arms Co Inc.
Model: 700 Tactical

Type: Rifle
Cal/Ga.: .308cal

Serial Number: G6861686
Cased?: ☐

DESCRIPTION OF ITEM RETURNED:

Remington 700 Tactical rifle

REASON FOR RETURN:

Customer claims that the rifle discharged when the safety was removed. See customers letter for full explanation

ATTENTION VENDOR

Please contact me with any questions or concerns.

Stephen Miller
(704) 658-0822

BILLING INFORMATION:

Please include the service order number on all invoices and correspondence:

SHIP TO ABOVE ADDRESS

Forward all invoices to: **Gander Mountain**
6801 120th Ave
Kenosha, WI 53140