Remington Arms Co., Inc. Product Service Legal Case #:5201

Case Information

RE# Date Opened Date Opened(PS) Date Closed Incident Date Pre Lit Lit Obsolete 211335 11/23/2010 11/24/2010 11/24/2010

Customer Information

Business Last Name Street City Zip Contact Type First Name State Age 2390 Niles Cortland Rd Gander Mt Warren OH W 330-544-5800 Gander Mt Reporter

Incident Information

Claims Codes Repair Est. Medical Treatment Medical Status

ΡI

PD Cause:4038 Could Not Duplicate Concern

Concern:1008 Fired on Bolt Closing

Unknown

C

12/12/10 Per note with rifle, sent in for several problems. It has fired when closing the bolt, can't get a group better than 5 1/2" at 200 yds and the finish on the stock cracked at the top tip and began to fall off.cm

Firearm Information

S Fired on bolt closing

Mfg. Type

Model/Ga.

SKU

Serial Bbl.

DOM

Remington

CF/BA

700/7MM REM MA

84016

S6715747 BE 1/20/2010 4:37:32

Date Purchased

Where Purchased

19

Accessories

Original Owner PM

GANDER MOUNTAIN

TWO PIECE SCOPE BASE AND RINGS

U

CONCERN:SLAM FIRES

Ammunition Information - None Defined Other Products Information - None Defined Settlement

Remington/700/CF/BA

Settlement Release of Claims Release Date Reimbursement Cash Reim. Settlement Date APV APV

Per Ilion, check over, lap bore, test fire under warranty

Repair/Replacement Repair/Replacement
Cost Date

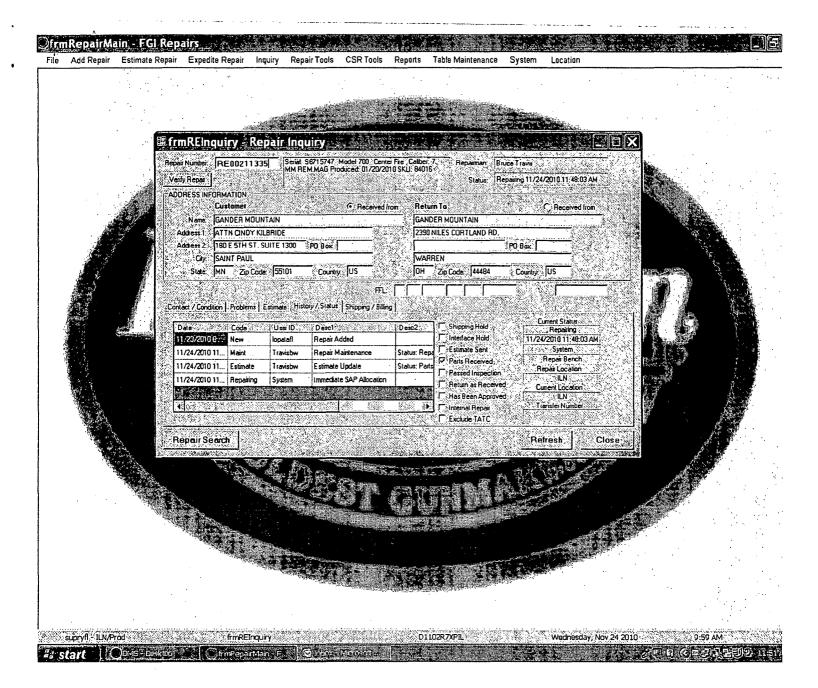
144.00 12/12/2010

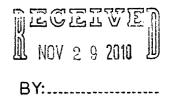
12/12/10 Per Ilion, could not duplicate concern trig assm is functioning as designed. Check over, check function and test fire. Stock finihs is cracked and lifting. Will chamfer muzzle, lap bore and send for gallery targeting for group size under warranty.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/24/2010
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern]
	Description		26" 7MM REM MAG
	Date Code		BE
	Bore Plugged	False	
			7

Bulged	False	
Fired	False	
Fired while Obstructed		_
Muzzle/Crown Condition	Slightly Wom; Functioning	
Firing Pin	Slightly Wom; Functioning	
Shroud	Slightly Worn; Functioning	
Face	Slightly Worn; Functioning	
Handle	Slightly Worn; Functioning	· .
Stop	Slightly Worn; Functioning	
Condition	Slightly Worn; Functioning	1
Cut Condition	Slightly Worn; Functioning	
Ext/Eject Test	False	
Block Condition	Select	
Lug Condition	Slightly Worn; Functioning	
Notch Condition	Select	
Exterior Condition	Slightly Worn; Functioning	
Stock Condition	Slightly Worn; Functioning	FINISH IS CRAZED AND LIFTING
Fore End Condition	Select	
Condition	Slightly Worn; Functioning	
Bulged	False	
Description		STANDARD XMP SAFETY
Function	Like new; Functioning	
Sub-Assembly	Non-ISS	
Lift	Select	.012
Notch	Like new; Functioning	
T	Test Fired	False
lests	False	
Condition	Like new; Functioning	
Pull	Select	3#
Altered	False	
Sub-Assembly	X-Mark Pro]
Description]	TWO PIECE SCOPE BASE AND RINGS
	Fired Fired while Obstructed Muzzle/Crown Condition Firing Pin Shroud Face Handle Stop Condition Cut Condition Ext/Eject Test Block Condition Lug Condition Notch Condition Exterior Condition Fore End Condition Condition Fore End Condition Fore End Condition Condition Fore End Condition Condition Fore End Condition Condition Fore End Condition Condition Function Sub-Assembly Lift Notch Tests Condition Pull Altered Sub-Assembly	Fired while Obstructed Muzzle/Crown Condition Slightly Worn; Functioning Firing Pin Slightly Worn; Functioning Shroud Slightly Worn; Functioning Face Slightly Worn; Functioning Handle Slightly Worn; Functioning Stop Slightly Worn; Functioning Condition Slightly Worn; Functioning Cut Condition Slightly Worn; Functioning Ext/Eject Test False Block ConditionSelect Lug Condition Slightly Worn; Functioning Notch Condition Slightly Worn; Functioning Stock Condition Slightly Worn; Functioning Fore End Condition Slightly Worn; Functioning Bulged False Description Function Like new; Functioning Tests Tred False Condition Like new; Functioning Test Fired False Condition Like new; Functioning PullSelect Altered False Sub-Assembly X-Mark Pro







Service Request Service Order # 3931

SHIPPED TO VENDOR/STORE:

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

Ilion, NY 13357

Attn:

Model:

Date Shipped: 11/09/2010

Phone: (800) 243-9700

RETURN SHIP TO:

Gander Mountain, FFL# 4-34-155-01-7B-01165

Attn: Gun Parts Dept. 2390 Niles Cortland Rd. Warren, OH 44484

FIREARM INFORMATION:

700

Manufacturer: Remington Arms Co Inc.

Type:

Rifle

Serial Number: S6715747

Cal/Ga.: 7MM REM MA

Cased?:

DESCRIPTION OF ITEM RETURNED:

BRAND NEW GUN

REASON FOR RETURN:

SENT IN FOR MYRIAD OF PROBLEMS. CUSTOMER STATES THAT RIFLE SLAM FIRED ON ITS OWN WHEN HE CLOSED THE BOLT. ALSO SAYS HE COULDN'T GET BETTER THAN A 5 1/2" GROUP AT 200 YARDS, AND FINALLY THE FINISH ON THE STOCK CRACKED AT THE TOP TIP AND BEGAN TO FALL OFF. PLEASE INSPECT AND FIX OR REPLACE AS NECESSARY.

ATTENTION VENDOR

Please contact me with any questions or concerns.

Zach Neutzling (330) 544-5800

BILLING INFORMATION:

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

SHIP TO ABOVE ADDRESS

Forward all invoices to:

GANDER MOUNTAIN COMPANY

ATTN: CINDY KILBRIDE 180 E. Fifth Street Suite 1300

St. Paul, MN 55101

could Not Expliste concern. Try. ASSON is Functioning as Designed. Check over, check function And test fine. STIK. FINISh is consent a lifting. will chamben MUZZLe, LAP Bone & send Ron GAI Henry TARgeting for group size.



