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Remington Arms Co., Inc. Product Service Legal Case #:7145

Case Inform	ation											
RE#	Date O	-		e Opened(PS)	Date Closed	Incide	nt Date	P	re Lit	Lit	Obse	olete
253422	1/10/2	2012]	2/27/2011	1/11/2012							
Customer In	formation											
Type Reporter	Business Gander M		Name	Last Name Gander Mt	Street	City	State FL	Zip	Age	(Contact	t
Incident		La	шту	Lento	7846 NW 60th Ave	e Ocala	FL	34482		H 35	2-867-7	7604
ncident Info												
С	laims			Codes		Repair Est.	Mee	dical Tr	eatmen	it Mo	edical S	Statu
PI												
PD			Cause:403		Duplicate Concern			Unkno	wn			
	out of batter	ry C	Concern:10)21 Fired Out o	fBattery							
C												
2/27/11 Per	call from L	ento, his 7	70 fired b	efore the bolt lo	cked.cm							
Firearm Info	rmation											
Mfg.			Туре		Model/Ga.	SKU		Serial	Bbl.		DOM	
Remingto	n		CF/BA		770/243 WIN	85637	7	1457743	PC	6/5/2008	3:00:0)4 AN
n , n 1	acad	When	D	-		0.1.1.0						
Date Purch	ascu	w ner	e Purcha	sed	Accessories	Original Ov	vner					
Date Purch					Accessories SCOPE,RINGS,BASE	Uriginal Ov U	vner					
	WA	L-MART S	UPERCE	NTER 0697		÷	vner					
CONCERN:	WA FIRED WI	L-MART S THOUT P	SUPERCE	NTER 0697	SCOPE,RINGS,BASE	÷	vner					
CONCERN:	WA FIRED WI	L-MART S THOUT P n - None D	SUPERCE ULLING ' efined	NTER 0697	SCOPE,RINGS,BASE	÷						
CONCERN: Ammunition Other Produc	WA FIRED WI	L-MART S THOUT P n - None D	SUPERCE ULLING ' efined	NTER 0697	SCOPE,RINGS,BASE	÷						
CONCERN: Ammunition Other Produc	WA FIRED WI	L-MART S THOUT P n - None D	SUPERCE ULLING ' efined	NTER 0697 TRIG BEFORE	SCOPE,RINGS,BASE BEING LOCKED	÷						
CONCERN: Ammunition Other Produc	WA FIRED WI	L-MART S THOUT P n - None D	SUPERCE ULLING ' efined	NTER 0697 TRIG BEFORE	SCOPE,RINGS,BASE	÷						
CONCERN: Ammunition Other Product Settlement	WA FIRED WI	L-MART S THOUT P n - None D	UPERCE ULLING ' efined Defined	NTER 0697 TRIG BEFORE	SCOPE,RINGS,BASE BEING LOCKED	÷		f	ash ement	Rein Date A	n. PV	Cash Date APV
CONCERN: Ammunition Other Product Settlement	WA FIRED WI Information Cts Informat	L-MART S THOUT P n - None D tion - None	UPERCE ULLING ' efined Defined	NTER 0697 TRIG BEFORE	SCOPE,RINGS,BASE BEING LOCKED	U		f			n. PV	
CONCERN: Ammunition Other Produc Settlement	WA FIRED WI Information Cts Informat	L-MART S THOUT P 	ULLING efined Defined Relea	NTER 0697 TRIG BEFORE	SCOPE,RINGS,BASE BEING LOCKED	U		f			n. PV	Date
CONCERN: Ammunition Other Produc Settlement	WA FIRED WI Information Cts Informat	L-MART S THOUT P 	ULLING efined Defined Relea	NTER 0697 TRIG BEFORE	SCOPE,RINGS,BASE BEING LOCKED Remington/770/CF/BA Release Date	U Reimbur		f			n. PV	Date
CONCERN: Ammunition Other Produc Settlement	WA FIRED WI Information Cts Informat Settlement Prestore con TPA, check	L-MART S THOUT P 	ULLING efined Defined Relea	NTER 0697 TRIG BEFORE ase of Claims	SCOPE,RINGS,BASE BEING LOCKED Remington/770/CF/BA Release Date Repair/Replaceme	U Reimbur		f			n. PV	Date
CONCERN: Ammunition Other Produc Settlement	WA FIRED WI Information Cts Informat Settlement Prestore con TPA, check	L-MART S THOUT P 	ULLING efined Defined Relea	NTER 0697 TRIG BEFORE ase of Claims r/Replacement Cost	SCOPE,RINGS,BASE BEING LOCKED Remington/770/CF/BA Release Date Repair/Replaceme Date	U Reimbur		f			n. PV	Date
CONCERN: Ammunition Other Produc Settlement Per Ilion, to rifle, replace	WA FIRED WI Information Cts Information Settlement Prestore con the treat of the tr	L-MART S THOUT P 	ULLING efined Defined Relea	NTER 0697 TRIG BEFORE ase of Claims r/Replacement Cost 41.15	SCOPE,RINGS,BASE BEING LOCKED Remington/770/CF/BA Release Date Repair/Replaceme Date 1/18/2012	U Reimbur	rsemen	t Settle	ement	Date A	n. PV	Date APV
CONCERN: Ammunition Dther Produc Settlement Per Ilion, to rifle, replace	WA FIRED WI Information cts Information Settlement Prestore con the transference charge	L-MART S THOUT P n - None D tion - None hfidence in k, test at no	SUPERCE ULLING efined Defined Relea Repain	NTER 0697 TRIG BEFORE TRIG BEFORE Inse of Claims r/Replacement Cost 41.15 e in.cm 1/18/12	SCOPE,RINGS,BASE BEING LOCKED Remington/770/CF/BA Release Date Repair/Replaceme Date	U Reimbur nt	rsemen n. Trigg	t Settle	ement	Date A	n. PV	Date APV
CONCERN: Ammunition Other Produc Settlement Per Ilion, to iffe, replace 2/27/11 Gan Side movement	WA FIRED WI Information Cts Informat Settlement Prestore con the treat of the treat charge	L-MART S THOUT P 	SUPERCE ULLING efined Defined Relea Repain	NTER 0697 TRIG BEFORE TRIG BEFORE Inse of Claims r/Replacement Cost 41.15 e in.cm 1/18/12	SCOPE,RINGS,BASE BEING LOCKED Remington/770/CF/BA Release Date Repair/Replaceme Date 1/18/2012 Per Ilion, could not du	U Reimbur nt	rsemen n. Trigg	t Settle	ement	Date A	n. PV	Date APV
CONCERN: Ammunition Other Produc Settlement Per Ilion, to iffe, replace 2/27/11 Gan Side movement	WA FIRED WI Information Cts Informat Settlement Prestore con the treat of the treat charge	L-MART S THOUT P 	SUPERCE ULLING efined Defined Relea Repain	NTER 0697 TRIG BEFORE TRIG BEFORE Inse of Claims r/Replacement Cost 41.15 e in.cm 1/18/12	SCOPE,RINGS,BASE BEING LOCKED Remington/770/CF/BA Release Date Repair/Replaceme Date 1/18/2012 Per Ilion, could not du	U Reimbur nt	rsemen n. Trigg	t Settle	ement	Date A	n. PV	Date APV
CONCERN: Ammunition Other Produc Settlement Per Ilion, to rifle, replace	WA FIRED WI Information cts Information Settlement Prestore corr e TPA, check charge nder Mt. will ent is normation [Remington	L-MART S THOUT P 	SUPERCE ULLING efined Defined Relea Repain	NTER 0697 TRIG BEFORE ase of Claims r/Replacement Cost 41.15 e in.cm 1/18/12 nce in rifle, rep	SCOPE,RINGS,BASE BEING LOCKED Remington/770/CF/BA Release Date Repair/Replaceme Date 1/18/2012 Per Ilion, could not du	U Reimbur nt	rsemen n. Trigg	t Settle	ement	Date A	n. PV	Date APV

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS
	Exam Date		1/11/2012
Examination	Product Type		RF
	Action Type		Α
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
	Description		20" 243 WIN
	Date Code		PC
Barrel	Bore Plugged	False	
	Bulged	False	
	Fired	False	

http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=7145&Type=Case

1/18/2012

PrintDisplay

	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
Bolt	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
	Condition	Slightly Worn; Functioning	
Extractor	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
	Block Condition	Select	
Locking	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	Select	
Magazine	Condition	Select	
Magazine	Box Condition	Missing	
	Exterior Condition	Slightly Worn; Functioning	
Overall	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	Select	
Receiver	Condition	Slightly Worn; Functioning	
Receiver	Bulged	False	
	Description		M/770 SAFETY
Safety	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
<u> </u>	Lift	Select	N/A
Sear	Notch	Slightly Worn; Functioning	
		Test Fired	False
Feeding Test		False	
	Condition	Slightly Worn; Functioning	
Trigger	Pull	Select	5#
1115gei	Altered	False	
	Sub-Assembly	Other Remington	

http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=7145&Type=Case

1/18/2012

GANDERMTN."

SHIPPED TO VENDOR/STORE:

Remington Repair FFL# 6-16-01996 14 Hoefler Ave

Ilion, NY 13357 Attn: Date Shipped: 12/28/2011 Phone: (800) 243-9700

FIREARM INFORMATION:

Manufacturer: Remington Arms Co Inc. Model: 770

Type: Rifle Cal/Ga .: .243cal Serial Number: 71457743 Cased?:

DESCRIPTION OF ITEM RETURNED:

Remington 770 w/scope package / .243 win.

REASON FOR RETURN:

firearm fired a round without the trigger being pulled and without the bolt being locked. Trigger has a lot of movement left to right. Customer called Remington and they advised return for repair and test for proper function.

ATTENTION VENDOR

Please contact me with any guestions or concerns.

(352) 351-6186

BILLING INFORMATION:

Please include the service order number on all invoices and correspondence: SHIP TO ABOVE ADDRESS

Gander Mountain

Forward all invoices to:

Attn: Cindy Kilbride 180 E. Fifth Street Suite 1300 St. Paul, MN 55101

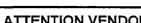
could not dyplicate concenus JAQ. PUL) HAS Excessive creep. Side toside movement is Normal. TO restone confidence in pifle Will Replace TOA, checkower + Trust Rine At N/C waspit ndy

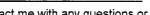
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Default Gunsmith

71457743 Model: RE0025342



Service Order # 1905

Gander Mountain, FFL# 1-59-083-01-1B-07897

RETURN SHIP TO:

Attn: Gun Parts Dept. 3970 SW 3rd Street #101

Ocala, FL 34474

Service Request

Gunsmith SO# 1905

GM#354 - Ocala 3970 SW 3rd Street #101 Ocala, FL 34474 (352) 351-6186 Gunsmith: Default Gunsmith

GANDERMTN."

* Transferred Status *

CUSTOMER INFORMATION: DATES: Home #: (352) 867-7604 Day #: Acquired: 12/28/2011 Apx Comp: 01/22/2011 LENTO, LAWRENCE Name: Completed: 7846 N.W. 60 AVE. Address: Cust. Called: Disposed: OCALA, FL 34482

FIREARM IN	FORMATION:			
Manufacture Model:	r: Remington Arms Co Inc. 770	Type: Rifle Cal/Ga.: .243cal	Serial Number: Firearm Value:	Cased?:
Description:	REMINGTON 770 W/REMINGT	FON Condition	n: GOOD	

SCOPE

Service Description: FIREARM FIRED WITHOUT THE TRIGGER BEING PULLED AND WITHOUT THE BOLT BEING IN THE FULLY LOCKED DOWN POSITION. TRIGGER ALSO HAS SOME MOVEMENT LEFT TO RIGHT. CUSTOM HAS CALLED REMINGTON AND THEY TOLD THEM TO BRING TO US TO SHIP BACK TO REMINGTON REPAIR.

		LABOR	
UPC	Description		Amount
		Labor Sub Total:	\$0.00

Labor Notes:

	PARTS	
UPC	Description	Amount
	Parts Sub Total:	\$0.00

Parts Notes:

		TOTALS	
* Estimate Only *		Labor Sub Total:	\$0.00
	+	Parts Sub Total:	\$0.00
Customer must pick up their	-	Total: Deposit Amount:	\$0.00 \$0.00
own Firearm		Amount Due:	\$0.00
	L	* Does not include Sa	les 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.