

Remington Arms Co., Inc.  
Product Service  
Legal Case #:9516

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
328292	11/20/2013	11/21/2013	11/21/2013				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Gander Mountain		Gander Mountain	705 Frank Scottie Blvd	Kingston	NY	12401		H 845-382-2500

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S FBC	Concern:1008	Fired on Bolt Closing	Unknown	
C				

Per Gander Mtn. Service Request, "While hunting this season the rifle has fires as soon as the bolt was closed on a live round. This happened twice." jbi

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/243 WIN	85339	G7080537	WF	8/16/2011 8:30:54 AM

  

Date Purchased	Where Purchased	Accessories	Original Owner
	GANDER WAREHOUSE #1/Leban	SCOPE,RINGS,TWO PIECE BASE	U

CONCERN: FBC

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, check over and test fire at no charge						

  

Repair/Replacement Cost	Repair/Replacement Date
\$46	

11/22/13: Per Ilion, "could not duplicate concern. As a good will gesture to restore confidence in rifle will replace trigger assembly, check over and test fire at no charge." jbi

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/21/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		20" 243 WIN
	Date Code		WF
	Bore Plugged	False	
	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; Not Functioning	BINDS
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		XMP SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	N/A
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	4#
	Altered	False	SEALANT PRESANT
	Sub-Assembly	X-Mark Pro	



**Service Request**  
**Service Order # 4295**

20 u  
WFR/11  
4#

**SHIPPED TO VENDOR/STORE:**

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

Ilion, NY 13357

Attn: Rifle repair team

Date Shipped: 11/18/2013 Phone: (800) 243-9700

9516

**RETURN SHIP TO:**

Gander Mountain, FFL# 6-14-111-01-8b-00716  
Attn: Gun Parts Dept.  
705 Frank Sottile Blvd  
Kingston, NY 12401

**FIREARM INFORMATION:**

Manufacturer: Remington Arms Co Inc.  
Model: 700

Type: Rifle  
Cal/Ga.: .243cal

Serial Number: G7080537  
Cased?: ☐

**DESCRIPTION OF ITEM RETURNED:**

SENDING ONE: Remington - Model 700 rifle - Calibered in .243 Win. - Camo stock - Matt black action and barrel - Scope mounted (Package deal) as the gun was sold.

**REASON FOR RETURN:**

- 1> This rifle is only one year old.
2. While hunting this season the rifle has fires as soon as the bolt was closed on a live round. This happened twice.
- 3> Customer brought the firearm back to Gander Mtn. to fix this safety issue.
- 4> Thank you for your help in this matter, have a nice day.

**ATTENTION VENDOR**

Please contact me with any questions or concerns.

**(845) 382-2500**

**BILLING INFORMATION:**

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

**SHIP TO ABOVE ADDRESS**

Forward all invoices to: **Gander Mountain**  
**Attn: Cindy Kilbride**  
**180 E Fifth Street Suite 1300**  
**St. Paul, MN 55101**

RECEIVED  
NOV 22 2013

BY: .....

could not fix concern. AS  
A good will gesture to restore  
conf in rifle will rep. F.A.  
check out test AT A/C  
#260974

Serial  
Number:

**G7080537**

Model: **700**



**RE00328292**

# Gunsmith SO# 4295

GM#256 - Kingston  
705 Frank Sottile Blvd  
Kingston, NY 12401  
(845) 382-2500  
Gunsmith:



**\* Transferred Status \***

## CUSTOMER INFORMATION:

Home #: (845) 687-4377 Day #:  
Name: Matthews, Ericka  
Address: 38 Upper Spongia Road  
Ulster  
Stone Ridge, NY 12484

## DATES:

Acquired: 11/18/2013  
Apx Comp:  
Completed:  
Cust. Called:  
Disposed:

## FIREARM INFORMATION:

Manufacturer: Remington Arms Co Inc. Type: Rifle Serial Number: G7080537  
Model: 700 Cal/Ga.: .243cal Firearm Value: \$0.00 Cased?: ☐

Description: Camo Stock, Blued steel, W/scope Condition: As new

Service Description: 1) Fires when the bolt closes on a live round.

## LABOR

UPC	Description	Amount
400000102085	Firearms Pro-plan Redemption	\$0.00
Labor Sub Total:		\$0.00

Labor Notes:

## PARTS

UPC	Description	Amount
Parts Sub Total:		\$0.00

Parts Notes:

**\* Estimate Only \***

**Customer must pick up their  
own Firearm**

## TOTALS

Labor Sub Total:	\$0.00
+ Parts Sub Total:	\$0.00
Total:	\$0.00
- Deposit Amount:	\$0.00
Amount Due:	\$0.00

**\* Does not include Sales 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.

SIGNATURE

DATE









