

Remington Arms Co., Inc.  
Product Service  
Legal Case #:3380

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
164897	4/1/2009	4/2/2009	4/2/2009				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Gander Mtn	Scott	Gander Mtn	66 Mall Pkwy	Muncy	PA	17756		W 570-546-1040

## Incident Information

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

Dealer reported - Gun was purchased 11-20-08. Gun has come in twice for firing on safe release. Gunsmith could not duplicate. No problems found with trigger assembly. dmf

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/204 RUGER	27131	S6578744	WA	8/31/2006 11:19:39 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
11/20/2008	Gander Mountain		Y			

CONCERN:FSR

Ammunition Information - None Defined

Other Products Information - None Defined

## Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Repair at no charge						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$77.38	4/7/2009				

4/7/09: Per Fred S. - Could not duplicate concern. Replacing trigger assembly, check over, & clean at no charge to restore confidence in rifle. dmf

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		4/2/2009
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 204 RUGER
	Date Code		WA
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
Bolt	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	

Extractor	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
	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		STANDARD M/700 X-MARK PRO SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.012
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	4#
	Altered	False	
	Sub-Assembly	Other Remington	

**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: **RE00164897** Serial: S6578744 Model 700 Center Fire Caliber 204 RUGER Produced: 08/31/2006 Repairman: Dale Lewis  
 Verify Repair Status: Repairing 4/2/2009 9:42:04 AM

**Address Information**

Customer: ☒ Received From Return To: ☐ Received From

Name: **GANDER MOUNTAIN**

Address 1: **ATTN CINDY KILBRIDE** **66 MALL PARKWAY**

Address 2: **180 E 5TH ST SUITE 1300** **PO Box**

City: **SAINT PAUL** **MUNCY**

State: **MN** Zip Code: **55101** Country: **US** State: **PA** Zip Code: **17756** Country: **US**

FFL ☐ ☐ ☐ ☐ ☐ ☐

Contact / Condition	Problems	Estimate	History / Status	Shipping / Billing
Date	Code	User ID	Desc1	Current Status
3/19/2009 11:24	New	thomaspe	Repair Added	Repairing
4/1/2009 7:35:19	Expedite	pencerl	From: Check In	4/2/2009 9:42:04 AM
4/2/2009 6:11:22	Mainl	Travisbw	Repair Maintenance	supplyl
4/2/2009 9:41:18	Estimate	lewisdb	Estimate Update	Gallery
4/2/2009 9:42:04	Repairing	System	Immediate SAP Allocation	Repair Location
4/2/2009 2:06:43	Expedite	pencerl	From: Repair Bench	ILN
4/3/2009 8:43:21	Estimate	supplyl	Estimate Update	Current Location
				ILN
				Transfer Number

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

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

start | supryl | 4/3/2009 | 8:43 AM | DAPS | NUM | INS | SFRI | 8:43 AM

Inbox - Microsoft Out... | Microsoft Excel | Microsoft Word | Arms Services Repair ...



# Service Request

## Service Order # 3376

WAS 8/06  
4#  
24"  
.012

**SHIPPED TO VENDOR/STORE:**

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

Ilion, NY 13357

Attn:

Date Shipped: 03/13/2009

Phone: (800) 243-9700

**RETURN SHIP TO:**

Gander Mountain, FFL# 8-23-041-01-7B-01570

Attn: Gun Parts Dept.

*Customs gun*

66 Mall Parkway

Pennsdale, PA 17756

*900 00*

**FIREARM INFORMATION:**

Manufacturer: Remington Arms Co Inc.

Type: Rifle

Serial Number: s6578744

Model: 700

Cal/Ga.: n/a

Cased?: ☐

**DESCRIPTION OF ITEM RETURNED:**

Remington 700 204 ruger

**REASON FOR RETURN:**

This firearm was purchased on 11-20-2008. This is the second time in the shop for the same reason. Customer is stating that the gun is firing when the safety is pushed to the fire position. The first time in I could not duplicate the problem. I inspected the trigger assembly and found no problems. Customer has brought it back in for the same problem he has stated that both times the temp. was about 20 degrees. Again I can not duplicate the problem. Customer wants gun sent back to manufacturer. He has stated that he doesn't want this gun. His phone number is 570-458-6917.

**ATTENTION VENDOR**

Please contact me with any questions or concerns.

**Scott Letterman**

**(570) 546-1040**

**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 duplicate concern  
replace TPA, check over, clean  
at N/C to restore confidence  
in rifle.*

# S6578744

Model: 700



## RE00164897