

Remington Arms Co., Inc.  
Product Service  
Legal Case #:2232

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
142440	3/12/2008	3/13/2008	3/13/2008				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Gander Mtn	Gander Mtn		151 Market Square Blvd	Tyler	TX	75703		W 903-839-8205

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S	Cause:4006 fired on safe release	Altered Adjustments or Components Concern:1007 Fired on Safe Release	Unknown	
C				

3/14/08-correspondence from repair-moved safety to off and gun fired. Bolt is loose.lw

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	7/243 WIN	24760	S7637352	ET	10/11/1999 8:26:48 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	MCBRIDES GUNS INC	SCOPE BASE	U			

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 discount						
	Repair/Replacement Cost	Repair/Replacement Date				

3/14/08-quote sent to repair at discount.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		3/13/2008
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY

Cause	4006	Altered Adjustments or Components	
Barrel	Description		20" 243 WIN
	Date Code		ET
	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; Functioning	
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		STANDARD M/7 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.013
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	2.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	Other Remington	
Non-Remington Components	Description		SCOPE BASE



2232

## Service Request

### Service Order # 1434

#### SHIPPED TO VENDOR/STORE:

Remington Arms Co, Inc.  
14 Hoefler Ave

Llison, NY 13357

Attn: Repairs

Date Shipped: 02/23/2008

Phone: (800) 243-9700

#### RETURN SHIP TO:

Gander Mountain, FFL# 5-75-423-01-9b-03021

Attn: Gun Parts Dept.

151 Market Square Blvd.

Tyler, TX 75703

#### FIREARM INFORMATION:

Manufacturer: Remington Arms Co Inc.

Model: seven

Type: Rifle

Cal/Ga.: .243cal

Serial Number: S7637352

Cased?: ☐

2.5-#  
20"  
013  
ET: 10/99

#### DESCRIPTION OF ITEM RETURNED:

Rem model seven 243 cal serial # S7637352

#### REASON FOR RETURN:

Customer was in a deer stand and moved safety to off an gun fired. Bolt is extremely loose in action and will lockup in the rear when you try to chamber another shell to the chamber.

#### ATTENTION VENDOR

Please contact me with any questions or concerns.

**Billy Nash**

**(903) 839-8205**

#### BILLING INFORMATION:

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

#### SHIP TO ABOVE ADDRESS

Forward all invoices to: 180 East 5th Street

Suite 1300

St. Paul, MN 55101

Serial Number:

# S7637352

Model: 7



## RE00142440

could not duplicate concern  
set screws at rear. replace  
TPA, check over, clean at  
1/2 normal charges.

Quote

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: **RE00142440** Serial: S7637352 Model: 7 Center Fire Caliber 243 WIN Produced: 10/11/1999 Repairman: **Chuck Dekanek**  
 Verify Repair Status: **ApprovalHold3/13/2008 9:49:17 AM**

**Address Information**

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

Name: **GANDER MOUNTAIN** Address 1: **ATTN CINDY KILBRIDE** Address 2: **180 E 5TH ST SUITE 1300** PO Box:   
 City: **SAINT PAUL** State: **MN** Zip Code: **55101** Country: **US**  
 Return To: **GANDER MOUNTAIN** Address: **151 MARKET SQUARE BLVD** PO Box:   
 City: **TYLER** State: **TX** Zip Code: **75703** Country: **US**

FFL ☐ ☐ ☐ ☐ ☐ ☐

Contact / Condition	Problems	Estimate	History / Status	Shipping / Billing
Date	Code	User ID	Desc1	Desc2
3/4/2008 10:32:5	New	valentids	Repair Added	
3/12/2008 1:19:5	Update	valentids	Repair information change	
3/12/2008 1:20:1	Update	valentids	Repair information change	
3/12/2008 1:22:4	Expedite	valentids	From: Check In	To:
3/13/2008 7:58:5	Expedite	travisbw	From: Product Services	To: Repair Bench
3/13/2008 9:49:1	Estimate	dekanekcg	Estimate Update	Status: ApprovalHold

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

Current Status: **ApprovalHold**  
**3/13/2008 9:49:17 AM**  
**dekanekcg**  
 Repair Bench  
 Repair Location  
**ILN**  
 Current Location  
**ILN**  
 Transfer Number

Repair Search Refresh Close

supryl 3/13/2008 11:25 AM CAPSI NUM INC SCRI

Start Inboxes Microsoft Outlook Arms Services Repair Microsoft Excel Powerpoint Outlook Microsoft Word 2 Current Cases Microsoft Word 3 11:25 AM

LAURA,

We could not duplicate concern. We found the set screw positions altered. We will install a new TA and clean the action at 1/2 normal charges.

Feed.