

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            |                                  |

### Address Information

|     |  |  |  |  |  |  |
|-----|--|--|--|--|--|--|
| FFL |  |  |  |  |  |  |
|-----|--|--|--|--|--|--|

## Repair Search

**Close**



3380

## Service Request

### Service Order # 3376

was 8/06  
y#  
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.  
Model: 700

Type: Rifle  
Cal/Ga.: n/a

Serial Number: s6578744  
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 wants 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