

Remington Arms Co., Inc.  
Product Service  
Legal Case #:2042

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
140257	1/19/2008	1/21/2008	1/21/2008				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Gander Mtn	Douglas	Spooner	21182 Salmon run Mall Loop	Watertown	NY	13601		W 315-779-1200

## Incident Information

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

1/23/08-correspondence from repair-safety hard to work and rifle would sometimes fire when safety pushed off. gunsmith could not duplicate.lw

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	SPT 78/270 WIN	27353	G6566300	CE	3/7/2006 10:14:53 PM

  

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

CONCERN:FSR,HARD OFF SAFE

Ammunition Information - None Defined

Other Products Information - None Defined

## Settlement

Remington/SPT 78/CF/BA						
Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Replace TA at n/c						

  

Repair/Replacement Cost	Repair/Replacement Date
35.00	1/23/2008

1/23/08-safety hard, replace TA at n/c.lw

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/21/2008
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	HARD OFF SAFE,MIN TRIG TO GUARD CLEARANCE
	Description		22" 270 WIN
	Date Code		CE

Barrel	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	MARS/SCRATCHES
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	---Select---	
Sear	Lift	---Select---	.013
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	HARD OFF SAFE
	Pull	---Select---	5.5#
	Altered	False	
	Sub-Assembly	Other Remington	
Non-Remington Components	Description		TWO PIECE SCOPE BASE,HARD CASE

Repair Inquiry

Repair Number: RE00140257  
Serial: B6566300, Model: 78.SPORTSMAN, Center: Fire with 22 inch barrel, Caliber: 270 WIN, Produced: 05/21/1984  
Status: Repairing 1/21/2008 9:29:25 AM

Address Information  
Customer: Received From  
Name: GANDER MOUNTAIN COMPANY  
Address 1: ATTN CINDY KILBRIDE  
Address 2: 180 E FIFTH ST SUITE 1300  
City: SAINT PAUL  
State: MN Zip Code: 55101 Country: US  
Return To: Received From  
Name: GANDER MOUNTAIN COMPANY  
Address 1: 21182 SALMON RUN MALL LOOP WEST  
Address 2: PO Box:  
City: WATERTOWN  
State: NY Zip Code: 13601 Country: US

Contact / Condition	Problems	Estimate	History / Status	Shipping / Billing
Date	User ID	Desc1	Desc2	Current Status
1/19/2008 5:30:4	brygidon	Repair Added		Repairing
1/19/2008 5:32:4	brygidon	Closed at Expedite		1/21/2008 9:29:25 AM
1/21/2008 9:29:2	pencil			pencil
1/21/2008 9:30:0	pencil	From: Product Services	To: Repair Bench	Repair Bench
				Repair Location
				ILN
				Current Location
				ILN
				Transfer Number

Repair Search Refresh Close

RECEIVED  
JAN 23 2008  
BY: *[Signature]*



2042

## Service Request Service Order # 2512

S.S.H.  
CE4/84  
22"  
013

### SHIPPED TO VENDOR/STORE:

REMINGTON ARMS CO., INC.  
14 HOEFER AVE

ILION, NY 13357

Attn: SERVICE DEPT

Date Shipped: 01/15/2008

Phone: (800) 243-9700

### RETURN SHIP TO:

Gander Mountain, FFL# 6-16-045-01-0b-00908  
Attn: Gun Parts Dept.  
21182 Salmon Run Mall Loop  
Watertown, NY 13601

### FIREARM INFORMATION:

Manufacturer: Remington Arms Co Inc.

Type: Rifle

Serial Number: B6566300

Model: 78

Cal/Ga.: 270WIN

Cased?: ☐

### DESCRIPTION OF ITEM RETURNED:

MODEL 78 BOLT ACTION RIFLE, SERIAL # B6566300, 270WIN CALIBER, BLUED FINISH, WOOD STOCK W/  
WEAVER SCOPE BASES MOUNTED

### REASON FOR RETURN:

CUSTOMER COMPLAINED THAT THE SAFETY WAS HARD TO WORK AND THAT THE RIFLE WOULD  
SOMETIMES FIRE WAS SAFETY WAS PUSHED OFF. DID NOT DISASSEMBLE TRIGGER GROUP BUT  
CLEANED EVERYTHING THOROUGHLY. COULD NOT GET IT TO DUPLICATE CUSTOMER'S COMPLAINT  
ABOUT FIRING WHEN SAFETY WAS PUSHED OFF BUT DID NOTICE THAT THE SAFETY IS EXTREMELY  
HARD TO ENGAGE SOMETIMES.

### ATTENTION VENDOR

Please contact me with any questions or concerns.

**DOUGLAS SPOONER**

**(315) 779-1200**

### 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**

could not duplicate concern  
HAND off safe min 1219. TO  
GUARD clearance. replace TRA,  
checkover clean at N/C

#230145

Serial  
Number:

**B6566300**

Model: **78-SPORTSMAN**



**RE00140257**

# Gunsmith SO# 2512

GM#261 - Watertown  
21182 Salmon Run Mall Loop  
Watertown, NY 13601  
(315) 779-1200  
Gunsmith: Doug Spooner



**\* Transferred Status \***

CUSTOMER INFORMATION:	
Home #:	(315) 344-7733 Day #:
Name:	TROMBLY, PATRICIA
Address:	52 EAST RD
HEUVELTON, NY 13654	

DATES:	
Acquired:	01/11/2008
Apx Comp:	
Completed:	
Cust. Called:	
Disposed:	

FIREARM INFORMATION:			
Manufacturer:	Remington Arms Co Inc.	Type:	Rifle
Model:	78	Cal/Ga.:	270WIN
Serial Number:	B6566300	Firearm Value:	\$250.00
		Cased?:	<input type="checkbox"/>

Description: BOLT ACTION RIFLE, BLUE FINISH Condition: FAIR  
WOOD STOCK

Service Description: SHIP TO FACTORY FOR RECALL NOTICE R.E. INCORRECTLY ACTING SAFETY. RFILE  
FIRES WHEN SAFETY IS DISENGAGED AND ALSO IS NOT FIRING WHEN SAFETY IS  
ALREADY OFF.

LABOR		
UPC	Description	Amount
Labor Sub Total:		\$0.00

Labor Notes: DID NOT DISASSEMBLE TRIGGER GROUP BUT CLEANED EVERYTHING  
THOROUGHLY. COULD NOT GET IT TO DUPLICATE CUSTOMER'S COMPLAINT  
ABOUT FIRING WHEN SAFETY WAS PUSHED OFF BUT DID NOTICE THAT THE  
SAFETY IS EXTREMELY HARD TO ENGAGE SOMETIMES.

PARTS		
UPC	Description	Amount
Parts Sub Total:		\$0.00

Parts Notes:

<b>* Minimum two week turn around time for any shop work*</b>	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.