

Remington Arms Co., Inc.
 Product Service
 Legal Case #:4499

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
193884	4/13/2010	4/15/2010	4/15/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Gander Mt	Stephen	Miller	Gander Mt 236 Norman Station Blvd	Mooreville	NC	28117		W 704-658-0822
Incident		Rodger D	Barney	1881 Cornodzer Rd	Mocksville	NC	27028		H 336-940-7423 E Dbarney1971@Roadrunner.com

Incident Information

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

4/21/10 Per letter with rifle, Barney states that the gun has discharged mny times as soon as you push the safety to on position.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	*	6521487	LW	2/1/1972
Date Purchased	Where Purchased	Accessories	Original Owner			
	STANLEY DIST HARRISBURG PA		U			

CONCERN: FSR

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 TPA, check over under BLSM program price						
Repair/Replacement Cost	Repair/Replacement Date					
30.34	4/21/2010					

4/21/10 Per Ilion, could not duplicate concern. Trigger set screws altered. Replace TPA, check over, clean under BLSM program price of \$20 + S&H.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		4/15/2010
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 270 WIN
	Date Code		LW
	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/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.006
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY/STICKY
	Pull	---Select---	3#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	

Repair Inquiry

Repair Number: **RE00193884** Serial: 6521487 Model 700 Center Fire Caliber: Repairman: **Bruce Travis**
 Verify Repair 270 WIN Produced: 03/17/1972 Status: **ApprovalHold 4/15/2010 10:47:12 AM**

Address Information

Customer: **GANDER MOUNTAIN** Received From: Return To: **GANDER MOUNTAIN 337** Received From:

Address 1: **ATTN CINDY KILBRIDE** **236 NORMAN STATION BLVD**
 Address 2: **1180 E 5TH ST SUITE 1300** PO Box: **MOORESVILLE** PO Box:
 City: **SAINT PAUL** State: **NC** Zip Code: **28115** Country: **US**

Contact / Condition	Problems	Estimate	History / Status	Shipping / Billing
Date	Code	User ID	Desc1	Current Status
4/13/2010 8:22:4	New	valenids	Repair Added	ApprovalHold
4/15/2010 9:22:3	Expedite	pencefl	From: Check In	4/15/2010 10:47:12 AM
4/15/2010 10:29	Maint	Travisbw	Repair Maintenance	Travisbw
4/15/2010 10:47	Estimate	Travisbw	Estimate Update	ApproveRack
4/15/2010 10:48	ApprovalHold	System	Immediate SAP Allocation	Repair Location:
4/15/2010 1:25:3	Expedite	pencefl	From: Repair Bench	ILN
4/15/2010 3:40:1	ApprovalHold	BatchJob	Quotation Control	Current Location:
				ILN
				Transfer Number

Repair Search Refresh Close

20.34
 27. —
 20. —

 67.34
 37. —

 30.34

RECEIVED
 APR 19 2010

BY:.....



4999

Service Request

Service Order # 3141

48
22"
LW 2/72
3A
.004

SHIPPED TO VENDOR/STORE:

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

Ilion, NY 13357

Attn:

Date Shipped: 04/06/2010 Phone: (800) 243-9700

RETURN SHIP TO:

Gander Mountain, FFL# 1-56-097-01-2B-02896
Attn: Gun Parts Dept.
236 Norman Station Blvd
Mooresville, NC 28117

FIREARM INFORMATION:

Manufacturer: Remington Arms Co Inc.
Model: 700

Type: Rifle
Cal/Ga.: .270cal

Serial Number: 6521487
Cased?:

DESCRIPTION OF ITEM RETURNED:

Remington 700

REASON FOR RETURN:

See customers letter.

ATTENTION VENDOR

Please contact me with any questions or concerns.

Stephen Miller
(704) 658-0822

BILLING INFORMATION:

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

SHIP TO ABOVE ADDRESS

Forward all invoices to: **Gander Mountain**
6801 120th Ave
Kenosha, WI 53140

could not duplicate concern.
trig. set screws altered.
replace TPA, check over, clean
under bolt lock program
cost \$ 20.00 + SH.

Quote

6521487

Model: 700



RE00193884

44

Remington

Factory Repair Instructions

(NOTE: Please print and complete this form, and then include it with your firearm.)

Model Number: 700 Serial Number: 6521487

Are you the original owner? YES NO

Name: Roger D. Barney Date of Purchase: 8-16-95

Address (no PO Boxes): 1881 Cornatzer Rd.

City: mocksville State: NC Zip: 27028

Phone (Daytime): 336 940 7423 Fax:

E-mail Address: Dbarney1971@Roadrunner.com
 I would like to receive future e-mail updates from Remington.

Please describe your problem:

The gun has discharged many times as soon as you push the safety to on position. I've purchased many Remington & have read that this is a serious problem w/ this particular gun. I was told it needs some type of breech block kit installed. Please fix or replace firearm it's

Ammunition Information:

Manufacturer: Remington Type: Core Lokt
Other (i.e. bullet weight/type, shot size, powder): .270

Dangerous

Handload Information:

Powder Used: Powder Weight:
Case/Hull Used: Primer Used:
Bullet Type/Shot Size: Reloader Used:

Firearms Care (Cleaning and Lubrication):

Brand of cleaning solution used: Remington
How often do you clean the bore? (Months or Number of rounds) each time after shooting
How often do you clean the action? (Months or Number of rounds)
How often do you clean the trigger assembly? (Months or Number of rounds)

Brand of lubricant used: Remington

How often do you lubricate the bore? (Months or Number of rounds)
How often do you lubricate the action? (Months or Number of rounds)
How often do you lubricate the trigger assembly? (Months or Number of rounds)
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
Comments:
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?
What were the services performed?
Ship your INSURED firearm by either UPS or Parcel Post to: <p style="text-align: center;">REMINGTON ARMS CO., INC ATTN: Arms Service Division 14 Hoefler Ave Ilion, NY 13357</p>
<p>⚠ WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. THIS IS A VIOLATION OF FEDERAL LAW: IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM.</p> <p>:: Record the serial number of your firearm before sending it.</p> <p>:: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.)</p> <p>:: Remove all accessories from your firearm to prevent loss or damage.</p> <p>:: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.</p> <p>:: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.</p> <p>Charge repairs will be processed using the following guidelines:</p> <p>:: Repairs \$75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)</p> <p>:: For Repairs over \$75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over \$75.00 by setting a pre-authorized amount that can be billed to your credit card.</p>