

Remington Arms Co., Inc.
Product Service
Legal Case #:5332

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
212993	12/7/2010	12/8/2010	12/8/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Gander Mt.		Gander Mt	2323 Woodman Dr	Green Bay	WI	54303		W 920-491-9110

Incident Information

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

12/19/10 Per letter with rifle, customer claims when he turns his safety off it fires.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM-08 REM	26285	S6497011	PY	6/14/2004 10:29:41 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	BILL HICKS & CO LTD	SCOPE BASE AND RINGS	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, clean, test at 1/2 normal charges						

Repair/Replacement Cost	Repair/Replacement Date

12/19/10 Per Ilion, could not duplicate concern. Trig assm set screws altered. Replace TPA, clean and test fire at 1/2 normal charges.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/8/2010
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4006	Altered Adjustments or Components	
Barrel	Description		22" 7MM-08 REM SS
	Date Code		PY
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	

Bolt	Shroud	Slightly Worn; Functioning	SOME UPSET FROM LEAKING PRIMERS
	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 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	ISS	
Sear	Lift	---Select---	.013
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	
	Altered	True	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		SCOPE BASE AND RINGS



Service Request
Service Order # 9744

22"
P46/01
3#
1013

SHIPPED TO VENDOR/STORE:

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

Ilion, NY 13357

Attn:

Date Shipped: 11/30/2010

Phone: (800) 243-9700

RETURN SHIP TO:

Gander Mountain, FFL# 3-39-009-01-78-01759
Attn: Gun Parts Dept.
2323 Woodman Dr.
Green Bay, WI 54303

FIREARM INFORMATION:

Manufacturer: Remington Arms Co Inc.

Type: Rifle

Serial Number: S6497011

Model: 700 mtn

Cal/Ga.: 7mm-08

Cased?: ☐

DESCRIPTION OF ITEM RETURNED:

Complete Ss Laminate bolt action with silver leupold rings and bases. Nylon sling

REASON FOR RETURN:

customer claim when he turns his safety off it fires!

ATTENTION VENDOR

Please contact me with any questions or concerns.

Matt Taylor

(920) 491-9110

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
T.A. set screws altered.
Replace TPA, clean & test fire
at 1/2 normal charges.

Quote

S6497011

Model: **700**



RE00212993

frmREInquiry - Repair Inquiry

Repair Number: **RE00212993** Serial: 56497011 Model: 700 Center Fire Caliber: 7 Repairman: Dale Lewis
 MM 08 REM-Produced: 06/14/2004 SKU: 26285 Status: Approval Hold 12/8/2010 12:44:55 PM

Verify Repair

ADDRESS INFORMATION

Customer: **GANDER MOUNTAIN** Received from: **GANDER MOUNTAIN** Return To: **GANDER MOUNTAIN**
 Name: **GANDER MOUNTAIN**
 Address 1: **ATTN ONDY KILBRIDE** 2323 WOODMAN DRIVE
 Address 2: **180 E 5TH ST. SUITE 1300** PO Box:
 City: **SAINT PAUL** GREEN BAY
 State: **MN** Zip Code: **55101** Country: **US** WI Zip Code: **54303** Country: **US**

FFL:

Contact / Condition Problems Estimate History / Status Shipping / Billing

Date	Code	User ID	Desc1	Desc2	
12/7/2010 5:5	New	valentds	Repair Added		
12/7/2010 6:0...	Expedite	valentds	From: Check In	To:	
12/8/2010 11:...	Maint	Travisbw	Repair Maintenance	Status: R	
12/8/2010 12:...	Estimate	lewisdb	Estimate Update	Status: A	
12/8/2010 12:...	ApprovalH...	System	Immediate SAP Allocation		

Shipping Hold ☐ Interface Hold ☐ Estimate Sent ☐ Parts Received ☐ Passed Inspection ☐ Return as Received ☐ Has Been Approved ☐ Internal Repair ☐ Exclude IATC ☐

Current Status
 Approval Hold
 12/8/2010 12:44:55 PM
 lewisdb
 Approve Rack
 Repair Location
 ILN
 Current Location
 ILN
 Transfer Number

Repair Search Refresh Close

nagletj - ILN/Prod

frmRepairMain

NAGLETJ

Monday, Dec 6 2010

1:56 PM

start

frm...

7 M...

19 M...

2 L...

DM...

M-2...

Unt...

2 S...

Par...

Pro...

1:47 PM

RECEIVED
 DEC 10 2010

BY:







