

Remington Arms Co., Inc.
Product Service
Legal Case #:5197

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
211399	11/23/2010	11/24/2010	12/10/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Gander Mtn.	---	Gander Mtn.	373 North Willowbrook	Coldwater	MI	49036		W 517-279-2900

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S	Concern:1008	Fired on Bolt Closing	Unknown	
C	Fired on bolt closing			

Dealer wrote in a note that customer is having issues with firearm discharging while unloading. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	n/a	A6888773	KA	5/8/1980
Date Purchased	Where Purchased	Accessories	Original Owner			
	SPORTS SOUTH SHREVEPORT LA	SCOPE BASE AND RINGS	U			

CONCERN:FBC

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 @ n/c - goodwill gesture						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$76.60	12/10/2010				

Per Ilion - Could not duplicate concern. TA dirty & sticky, replace TA clean & test fire under BLM program - quote. df 12/10/10: Anne Harper sent an email stated that Gander Mtn contacted her & cusotmer does not want to pay \$37 to replace TA on 30 yr old gun. I offered to remove charges as gesture of goodwill. I'm waiting to hear back from Gander Mtn. df 12/10/10: Roy Christensen @ Gander Mtn stated that the customer would apprv. repair if we removed the charges. I have done that & apprvd repair as requested. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/24/2010
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 270 WIN
	Date Code		KA
	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	STICKS
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---	.009
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	SOME LITE RUST,STICKY
	Pull	---Select---	7.5#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		SCOPE BASE AND RINGS

frmRepairMain - FGI Repairs

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Location

frmREInquiry - Repair Inquiry

Repair Number: RE00211399 Serial: A6888773 Model: 700 Center Fire Cabser: 270
WINDLEFT HAND Produced: 05/08/1980 SKU: 20000 Repairman: Status: Repairing 11/24/2010 11:22:05 AM

Verify Repair

ADDRESS INFORMATION

Customer: GANDER MOUNTAIN Received from: GANDER MOUNTAIN
Name: GANDER MOUNTAIN Return To: GANDER MOUNTAIN
Address 1: ATTN CINDY KILBRIDE 373 NORTH WILLOWBROOK
Address 2: 180 E 5TH ST. SUITE 1300 PO Box: PO Box:
City: SAINT PAUL COLDWATER
State: MN Zip Code: 55101 Country: US MI Zip Code: 49036 Country: US

FFL:

Contact / Conclusion Problems Estimate History / Status Shipping / Billing

Date	Code	User ID	Desc1	Desc2
11/23/2010 11...	New	lopataff	Repair Added	
11/24/2010 11...	Maint	Travistw	Repair Maintenance	Status: Rep

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

Current Status
Repairing
11/24/2010 11:22:05 AM
lopataff
Repair Bench
Repair Location
ILN
Current Location
ILN
Transfer Number

Repair Search Refresh Close

supryfl - ILN/Prod frmREInquiry D1102R7XPIL Wednesday, Nov 24 2010 9:59 AM

start OMS Desktop frmRepairMain - F ITools - Microsoft 11:49 AM

RECEIVED
NOV 29 2010

BY:



Service Request
Service Order # 2843

22"
KAS/8
7.5#
1009

SHIPPED TO VENDOR/STORE:

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

Ilion, NY 13357

Attn: repair dept

Date Shipped: 11/15/2010

Phone: (800) 243-9700

RETURN SHIP TO:

Gander Mountain, FFL# 4-38-023-62-00-00000
Attn: Gun Parts Dept.
373 North Willowbrook
Coldwater, MI 49036

FIREARM INFORMATION:

Manufacturer: Remington Arms Co Inc.

Model: 700LH

Type: Rifle

Cal/Ga.: 270

Serial Number: A6888773

Cased?: ☐

DESCRIPTION OF ITEM RETURNED:

700LH

REASON FOR RETURN:

customer is having issues with firearm discharging while unloading

ATTENTION VENDOR

Please contact me with any questions or concerns.

Jesse Grauman

(517) 279-2900

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.
T.A. dirty + sticky. Replaced TPA,
clean + test fire under BCP
Ran \$ 20.00 + ship

Quote

Serial: **A6888773**

Model: **700**



RE00211399





