

Remington Arms Co., Inc.
Product Service
Legal Case #:5330

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
213010	12/7/2010	12/8/2010	12/8/2010				X

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Gander Mt		Gander Mt	8195 Gander Way	Roanoke	VA	24019		W 540-352-3658

Incident Information

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

12/19/10 Per note with rifle, fires when bolt closes, recall?cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	710/270 WIN	27408	71074564	WW	8/19/2002 8:11:32 AM

Date Purchased	Where Purchased	Accessories	Original Owner
	WAL-MART DC 6003R-REGULAR	SCOPE,RINGS,BASE	U

CONCERN:FBC

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/710/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Per Ilion, check over, clean, test at no charge						

Repair/Replacement Cost	Repair/Replacement Date
42.00	12/19/2010

12/19/10 Per Ilion, could not duplicate concern. Trig assm is functioning as designed. Check over, clean and test fire at no charge.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	4038	Could Not Duplicate Concern	SCOPE LOOSE ON BASE
Barrel	Description		22" 270 WIN
	Date Code		WW
	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	
	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---	
Magazine	Condition	---Select---	
	Box Condition	Slightly Worn; Functioning	
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/710 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	ISS	
Sear	Lift	---Select---	N/A
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	4.5#
	Altered	False	
	Sub-Assembly	Other Remington	



5330

Service Request

Service Order # 1881

22"
ww8/0:
4.5#

SHIPPED TO VENDOR/STORE:

remington arms inc
14 hoefer ave

Ilion, NY 13357
Attn: service

Date Shipped: 11/23/2010 Phone: (315) 895-3200

RETURN SHIP TO:

Gander Mountain, FFL# 1-54-023-01-1B-04767
Attn: Gun Parts Dept.
8195 Gander Way
Roanoke, VA 24019

FIREARM INFORMATION:

Manufacturer: Remington Arms Co Inc.
Model: 770

Type: Rifle
Cal/Ga.: 270

Serial Number: 71074564
Cased?: ☐

DESCRIPTION OF ITEM RETURNED:

remington 770

REASON FOR RETURN:

fires when bolt closes recall?

ATTENTION VENDOR

Please contact me with any questions or concerns.

Edward Neblett
(540) 362-3658

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

Serial Number:

71074564

Model: 710



RE00213010

could not duplicate concern.
T.A. is functioning as designed
checked over, clean + test fire
AT M/C

#230145

(scope is loose)

12/08/10 13:46:31

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: **RE00213010** Serial: 71074564 Model 710 Center Fire Caliber: 270
 WIN Produced: 08/19/2002 SKU: 27408 Repairman: _____
 Status: **Repairing: 12/8/2010 11:25:56 AM**

ADDRESS INFORMATION

Customer		Received from	Return To	Received from
Name:	GANDER MOUNTAIN		GANDER MTN	
Address 1:	ATTN ONDY KILBRIDE		8195 GANDER WAY	
Address 2:	180 E 5TH ST. SUITE 1300 PO Box: _____			PO Box: _____
City:	SAINT PAUL		ROANOKE	
State:	MN Zip Code: 55101 Country: US		VA Zip Code: 24019 Country: US	

FFL: _____

Contact / Condition Problems Estimate History / Status Shipping / Billing

Date	Code	User ID	Desc1	Desc2
12/7/2010 7:4...	New	lopatafl	Repair Added	
12/7/2010 7:4...	Expedite	lopatafl	From: Check In	To:
12/8/2010 11:...	Maint	Travisbw	Repair Maintenance	Status: Repa

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

Current Status:
 Repairing
 12/8/2010 11:25:56 AM
 lopatafl
 Repair Bench
 Repair Location
 ILN
 Current Location
 ILN
 Transfer Number

nagletj - ILN/Prod

frmRepairMain

NAGLETJ

Monday, Dec 6 2010

1:56 PM

start

frm...

7 M...

19 V...

21...

DM...

M-2...

Unt...

25...

Par...

Pro...

1:46 PM

RECEIVED
 DEC 10 2010

BY: _____

PS 14853

Gunsmith SO# 1881

GM#343 - Roanoke
8195 Gander Way
Roanoke, VA 24019
(540) 362-3658
Gunsmith: EDWARD NEBLETT



*** Customer Copy ***

CUSTOMER INFORMATION:

Home #: (434) 546-5421 Day #:
Name: Marr, Debra
Address: 10085 Rockford School Rd.

Gretna, VA 245573446

DATES:

Acquired: 11/12/2010
Apx Comp:
Completed:
Cust. Called:
Disposed:

FIREARM INFORMATION:

Manufacturer: Remington Arms Co Inc. Type: Rifle Serial Number: 71074564
Model: 770 Cal/Ga.: 270 Firearm Value: \$0.00 Cased?: ☐

Description: Reminton 770 package Condition: good

Service Description: Customer wants the recall checked out on this firearm.

LABOR

UPC	Description	Amount
Labor Sub Total:		

Labor Notes:

PARTS

UPC	Description	Amount
Parts Sub Total:		

Parts Notes:

*** Estimate Only ***

**Customer must pick up their
own Firearm**

TOTALS

Labor Sub Total:
+ Parts Sub Total:

Total:
- Deposit Amount:

Amount Due:

*** 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.

SIGNATURE

DATE





