

Remington Arms Co., Inc.
Product Service
Legal Case #:5237

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
211883	11/30/2010	11/30/2010	11/30/2010				X

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Gander Mt		Gander Mt	13975 Hall Rd	Shelby Twp	MI	48315		W 586-247-9900
Incident		Gerarld	Grzadzinski	6651 Guidford Dr	Shelby Twsp	MI	48316		H 586-246-4969

Incident Information

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

12/12/10 Per note with rifle, issue with firearm discharging when bolt was closed once recently. Shells double fed once as well. Scoring issues on shells coming out of magazine.cm No parts available for 710, will replace the rifle with a 770 of the same caliber fls.

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	710/7mm Rem Ma	27412	71305275	PA	6/5/2006 11:26:50 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	SPORTS SOUTH INC		U			

Was repaired 11/2007

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, no parts available, replace with 770 at no charge						
Repair/Replacement Cost	Repair/Replacement Date					
165.00	12/12/2010					

12/12/10 Per Ilion, no parts available, order Model 770 7mm Rem Mag in exchange at no charge.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		supry
	Exam Date		11/30/2010
	Product Type		RF
	Action Type		A
	Assigned To		Supry
Cause	4038	Could Not Duplicate Concern	Adjusted outside of factory
Barrel	Description		24 inch Model 710 7mm Rem Mag caliber
	Date Code		PA
	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---	
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		Model 710
	Function	Slightly Worn; Functioning	
Sear	Lift	---Select---	
	Notch	Slightly Worn; Functioning	
	Trigger	Condition	
		---Select---	5.5 lbs
		True	set screw positions adjusted outside the factory
		Other Remington	
Pull			
Altered			
Sub-Assembly			

frmREInquiry - Repair Inquiry

Repair Number: **RE00211883** Serial: 71305275 Model 710 Center Fire Caliber 7
 MM REM MAG Produced: 06/05/2006 Repair CNT: 2
 SKU: 27412

Repairman: Don Spraker
 Status: Repairing 11/30/2010 3:18:33 PM

ADDRESS INFORMATION

Customer: Received from Return To: Received from

Name: **GANDER MOUNTAIN** **GANDER MOUNTAIN**

Address 1: **ATTN CINDY KILBRIDE** **13975 HALL ROAD**

Address 2: **180 E 5TH ST SUITE 1300** PO Box: PO Box:

City: **SAINT PAUL** **SHELBY TWP**

State: **MI** Zip Code: **55101** Country: **US** **MI** Zip Code: **48315** Country: **US**

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	Code	User ID	Desc1	Desc2	
11/30/2010 0...	New	valentids	Repair Added		<input type="checkbox"/> Shipping Hold
11/30/2010 8...	Update	valentids	Repair information change		<input type="checkbox"/> Interface Hold
11/30/2010 8...	Expedite	valentids	From: Check In	To:	<input type="checkbox"/> Estimate Sent
11/30/2010 11...	Expedite	supryfl	From: Product Services	To: Repair B	<input type="checkbox"/> Parts Received
11/30/2010 3...	Estimate	sprakerdj	Estimate Update	Status: Rep	<input type="checkbox"/> Passed Inspection

Current Status: **Repairing**
 11/30/2010 3:18:33 PM
 sprakerdj
 Repair Bench
 Repair Location
 ILN
 Current Location
 Transfer Number

Return as Received
 Has Been Approved
 Internal Repair
 Exclude TATC

Repair Search Refresh Close



RECEIVED
 DEC - 1 2010

BY:.....



5237

Service Request

Service Order # 6906

SHIPPED TO VENDOR/STORE:

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

Ilion, NY 13357
Attn: Service Dept

Date Shipped: 11/17/2010 Phone: (800) 243-9700

RETURN SHIP TO:

Gander Mountain, FFL# 4-38-099-01-7B-02240
Attn: Gun Parts Dept.
13975 Hall Road
Shelby Twp, MI 48315

FIREARM INFORMATION:

Manufacturer: Remington Arms Co Inc.
Model: 710

Type: Rifle
Cal/Ga.: 7mm Rem Ma

Serial Number: 71305275
Cased?:

DESCRIPTION OF ITEM RETURNED:

Bolt action rifle w/ magazine

REASON FOR RETURN:

Issue with firearm discharging when bolt was closed once recently. Shells double fed once as well. Customer is having scoring issues on shells coming out of magazine, and has tried another magazine but did not remedy issue.

ATTENTION VENDOR

Please contact me with any questions or concerns.

Randal Stroud
(586) 247-9900

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 55104

*No parts Available
Order m/770 7mm Rem Mag
in exchange at N/C.*

FRED 11/30/10

Serial Number: **71305275**

Model: **710**



0500211883

Gunsmith SO# 6906

GM#171 - Utica
 13975 Hall Road
 Shelby Twp, MI 48315
 (586) 247-9900
 Gunsmith:



* Work Order Copy *

CUSTOMER INFORMATION:		
Home #:	(586) 246-4969	Day #:
Name:	Grzadzinski, Gerald	
Address:	6651 Guildford Dr	
Shelby Township, MI 48316		

DATES:	
Acquired:	10/27/2010
Apx Comp:	
Completed:	
Cust. Called:	
Disposed:	

FIREARM INFORMATION:			
Manufacturer:	Remington Arms Co Inc.	Type:	Rifle
Model:	710	Serial Number:	71305275
		Cal/Ga.:	7mm Rem Ma
		Firearm Value:	\$0.00
		Cased?:	<input type="checkbox"/>

Description: Bolt action rifle w/ scope & sling Condition: used

Service Description: Customer having an issue with shells being scored from magazine. Customer has tried another magazine as well. Double feeding once, and also customer says that it fired when he closed the bolt recently.

LABOR		
UPC	Description	Amount
Labor Sub Total:		

Labor Notes:

PARTS		
UPC	Description	Amount
Parts Sub Total:		

Parts Notes:

<p>* Estimate Only *</p> <p>Customer must pick up their own Firearm</p>	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 _____



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14 Hoefler Ave

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Date Shipped: 11/17/2010 Phone: (800) 243-9700

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Attn: Gun Parts Dept.
13975 Hall Road
Shelby Twp, MI 48315

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Attn: Cindy Kilbride
180 E. Fifth Street Suite 1300
St. Paul, MN 55101

Serial Number:

71305275

Model: **710**



RE00211883

Small text at the top of the shipping label, including a small logo on the right.

From:
Receiving Lead
Gander Mountain Company
13975 Hall Road
UTICA, MI 48315
(810) 247-9900

Ship Date: 19NOV10
ActWgt: 9.0 LB
CAD: 101906461/INET3090

TO Repair Ctr.
Remington Repair

(800) 243-9700

MS

FedEx
Ground

14 HOEFLER AVE

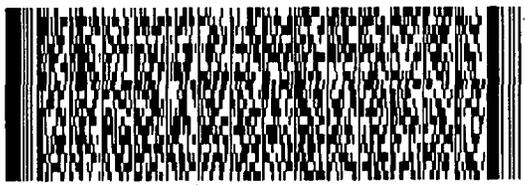
ILION, NY 13357

(US)

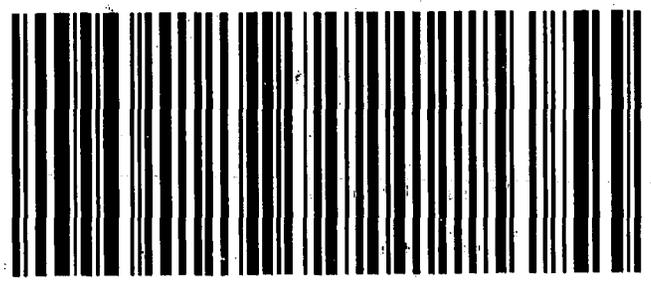


Ref: 71305275
INV:
PO:

Dept:



1 of 1



(9612015) 0541313 15002074

GND
Prepaid

DIRECT SIGN

Serial Number:

71305275

Model: 710



DE00211882