

Remington Arms Co., Inc.
Product Service
Legal Case #:5019

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
209745	11/8/2010	11/9/2010	11/9/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Gander Mtn.	---	Gander Mtn.	5005 Jonestown Rd.	Harrisburg	PA	17112		W 717-671-9700

Incident Information

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

Dealer put on their form w/gun - Customer stated the firearm fired when the bolt was closed & the bolt is hard to open after being fired. Wants inspection & repair. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	770/270 WIN	85632	71397893	WB	8/29/2007 12:09:17 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	GANDER WAREHOUSE #1/Leban	SCOPE BASE	U			

CONCERN:FBC

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/770/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Per Ilion - Repair @ n/c						

Repair/Replacement Cost	Repair/Replacement Date

11/17/10: Per Fred S. - Could not duplicate concern. Replace TA to restore confidence in rifle. Repair as needed & test fire @ n/c. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/9/2010
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY

Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 270 WIN
	Date Code		WB
	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		STANDARD M/770 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-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	

frmRepairMain - FGI Repairs

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

frmREInquiry - Repair Inquiry

Repair Number: RE00209745 Serial: 71397893, Model: 770, Carlet Fire, Caliber: 270, VIN Produced: 09/29/2007 SKU: 85632

Repairman: Verily Repair Status: Repairing 11/9/2010 8:48:57 AM

ADDRESS INFORMATION

Customer: GANDER MOUNTAIN (C) Received from Return To: GANDER MOUNTAIN (C) Received from

Name: GANDER MOUNTAIN Address 1: ATTN CINDY KILBRIDE Address 2: 180 E 5TH ST SUITE 1300 PO Box: City: SAINT PAUL State: MN Zip Code: 55101 Country: US

Address 1: 5005 JONESTOWN ROAD Address 2: PO Box: City: HARRISBURG State: PA Zip Code: 17112 Country: US

FFL:

Contact / Condition Problems Estimate History Status Shipping / Billing

Date	Code	User ID	Desc1	Desc2	Status
11/8/2010 2:4	New	lopelaf	Repair Added		
11/9/2010 9:4	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 11/9/2010 8:48:57 AM lopelaf Repair Bench Repair Location: ILN Current Location: ILN Transfer Number:

Repair Search Refresh Close

supryll - ILN/Prod frmRepairMain D1102R7XPIL Tuesday, Nov 9 2010 11:57 AM

start C:\D:\S:\Desktop frmRepairMain - F Inco2 - Microsoft 1:49 PM

RECEIVED
NOV 10 2010
BY:



Service Request
Service Order # 5215

5019
CMS

Gm 22"
WB 8/07
4.5"

SHIPPED TO VENDOR/STORE:

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

Ilion, NY 13357

Attn: repair

Date Shipped: 11/02/2010

Phone: (800) 243-9700

RETURN SHIP TO:

Gander Mountain, FFL# 8-23-043-01-7B-01567
Attn: Gun Parts Dept.
5005 Jonestown Road
Harrisburg, PA 17112

FIREARM INFORMATION:

Manufacturer: Remington Arms Co Inc.

Model: 770

Type: Rifle

Cal/Ga.: .270cal

Serial Number: 71397893

Cased?: ☐

DESCRIPTION OF ITEM RETURNED:

770

REASON FOR RETURN:

CUSTOMER STATES THAT FIREARM HAS FIRED WHEN BOLT WAS CLOSED AND THAT BOLT IS HARD TO OPEN AFTER BEING FIRED AND WANTED RETURNED TO FACTORY FOR INSPECTION AND REPAIR

ATTENTION VENDOR

Please contact me with any questions or concerns.

David Voisard

(717) 671-9700

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.
dep hca TPA to restore confidence.
repair as needed & test fire

N/C

#230145

Serial Number:

71397893

Model: 770



RF000209745