

Remington Arms Co., Inc.
Product Service
Legal Case #:4780

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
205793	10/11/2010	10/12/2010	10/12/2010	10/3/2010			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Gander Mountain		Gander Mountain	1313 Paul Bunyan Dr	Bemidji	MN	56601		W 218-755-6150

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S	fires on safe release	Cause:4006 Concern:1007	Altered Adjustments or Components Fired on Safe Release	Unknown
C				

10/19/10 Per note with firearm, discharges when safety turned off.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM REM MA	27271	S6697267	KD	5/27/2009 6:56:24 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	BILL HICKS & CO LTD		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 rifle at no charge under warranty						
	Repair/Replacement Cost	Repair/Replacement Date				
	222.00	10/19/2010				

10/19/10 Per Ilion, the sear spring is out of position and it is unknown if this happened at the factory or if someone removed the trigger assembly and assembled it incorrectly. Replace rifle at no charge under warranty.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		10/12/2010
	Product Type		RF
	Action Type		A

	Assigned To		F.SUPRY
Cause	4006	Altered Adjustments or Components	
Barrel	Description		26" 7MM REM MAG SS
	Date Code		KD
	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---	
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 XMP SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.012
	Notch	Like new; Functioning	
		Test Fired	False
Feeding Test	Tests	False	
	Condition	Like new; Not	SEAR SPRING IS OUT OF POSITION.IT IS UNDER THE REAR PART OF THE SEAR NOT THE FRONT

Trigger		Functioning	(MISSASSM ?)
	Pull	---Select---	2.5#
	Altered	False	
	Sub-Assembly	X-Mark Pro	

frmREInquiry - Repair Inquiry

Repair Number: **RE00205793** Serial: **56697267** Model: **700** Center Fire, Caliber: **7** Repairman: **Bruce Travis**
 MM-REM MAG Produced: **05/27/2009** SKU: **27271** Status: **Parked 10/12/2010 8:15:29 AM**

Verify Repair

ADDRESS INFORMATION

Customer: **GANDER MOUNTAIN** Received from: **GANDER MOUNTAIN** Return To: **GANDER MOUNTAIN** Received from:

Name: **ATTN CINDY KILBRIDE** Address 1: **1313 PAUL BUNYAN DRIVE**
 Address 2: **180 E 5TH ST SUITE 1300** PO Box: PO Box:
 City: **SAINT PAUL** State: **MN** Zip Code: **55101** Country: **US** City: **BEMIDJI** State: **MN** Zip Code: **56501** Country: **US**

FFL:

Contact / Condition Problems Estimate History / Status Shipping / Billing

Date	Code	User ID	Desc1	Desc2	Status
10/11/2010 11...	New	bordenla	Repair Added		
10/11/2010 11...	Expedite	bordenla	From Check In	To:	
10/12/2010 6...	Maint	travisbw	Repair Maintenance	Status: F	
10/12/2010 7...	Estimate	travisbw	Estimate Update	Status: F	
10/12/2010 8...	ParkedExt...	penceil	Replacement on order		

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

Current Status: **Parked**
10/12/2010 8:15:29 AM
 penceil
 Replacements
 Repair Location
 ILN
 Current Location
 ILN
 Transfer Number

Repair Search Refresh Close

supryll ILN/Prod

frmRepairMain

D1102R7XPIL

Tuesday, Oct 12 2010

8:48 AM

I wanted to keep this gun intact so I asked Bruce to order a new gun instead of replacing the TA.

The SEAR spring was on the wrong side of the trigger causing the sear to move as the safety was released. Unknown where this improper assembly occurred - either at the factory or someone removed the TA and reassembled it incorrectly.

RECEIVED
OCT 13 2010

BY:.....

FRAN Supry 10/12/10

4780

26"
2.5#
KDS/09
.012

Hello,

Enclosed is a Remington 700 Serial # S6697267, 7mm Rem Mag. It has a faulty Safety on it, or trigger not sure which but this is what happens.

Randy (owner) brought this gun in very visibly shaken yesterday 10/3/10. Asked him what had happened and he said, "I almost shot my buddy." So I asked for a little more detail. He was at the range sighting it in getting ready for deer season. The gun was purchased about a year ago but hasn't been taken out of the box until this last weekend. He was shooting it and they decided to change out targets. Gun was in a rest on a table and Randy flipped on the safety to head down range. Firearm discharged missing the gentleman's leg by a matter of inches he felt the muzzle gasses hit his leg and thought he was hit. Upon inspection he was very narrowly missed. They brought the gun into me right after this. I said I would talk to you folks on Monday and see what there was to do. Just to try out the gun for myself I put the safety on worked the action and flipped off the safety and sure enough it dry fired in my hands. It doesn't do it every time, but it has done it pretty consistently. Also noted that despite numerous ammo changes he was unable to get groups of less than 5 or so inches.

I know Randy really likes his Remington's he has bought a ton of them from me. He is unhappy with this particular one. Fixed or not he isn't comfortable with this gun. He would like to know what options he has.

Thank you for your time,

Josh Breyfogle

Hunting Manager

Gander Mountain #484

Bemidji, Mn

218-755-6150

Gm484ops@gandermountain.com

SEAR SPR. OUT OF POSITION.
check over, replace TPA,
safety check & TEST fire
at N/C

warranty

S6697267

Model: 700



RE00205793

Ship to Remington Attn Product Service



Service Request

Service Order # 4195

SHIPPED TO VENDOR/STORE:

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

Ilion, NY 13357

Attn:

Date Shipped: 10/05/2010 Phone: (800) 243-9700

RETURN SHIP TO:

Gander Mountain, FFL# 3-41-007-01-7B-01210

Attn: Gun Parts Dept.

1313 Paul Bunyan Drive

Bemidji, MN 56601

FIREARM INFORMATION:

Manufacturer: Remington Arms Co Inc.

Type: Rifle

Serial Number: S6697267

Model: 700

Cal/Ga.: .7 Rem Mag

Cased?: ☐

DESCRIPTION OF ITEM RETURNED:

Remington 700 SPS Stainless 7 Rem Mag

REASON FOR RETURN:

Firearm Discharges when safety turned off.

ATTENTION VENDOR

Please contact me with any questions or concerns.

Mark Davis

(218) 755-6150

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