

Remington Arms Co., Inc.
Product Service
Legal Case #:5599

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
218196	1/10/2011	1/11/2011	1/11/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Gander Mt.		Gander Mt.	605 South Wichita St	Wichita	KS	67202		W 316-303-9333

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S	fired without trigger being pulled	Concern:1025	Unexplained Discharge - No Mention of Safety Position	Unknown
C				

2/3/11 Per note with rifle, customer states firearm fired without trigger being pulled.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	770/270 WIN	85632	71538732	PD	6/9/2009 7:41:38 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	GANDER WAREHOUSE #1/Leban	SCOPE,BASE,RINGS	U			

CONCERN:FIRED WITHOUT PULLING TRIG

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, replace TPA, clean, test no charge to restore confidence						
	Repair/Replacement Cost	Repair/Replacement Date				
	41.88	2/3/2011				

2/3/11 Per Ilion, could not duplicate concern. Will replace TPA, clean, test no charge to restore confidence.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS
	Exam Date		1/11/2011

Examination	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 270 WIN
	Date Code		PD
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
Bolt	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
Extractor	Stop	Slightly Worn; Functioning	
	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
Locking	Ext/Eject Test	False	
	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
Magazine	Notch Condition	---Select---	
	Condition	---Select---	
Overall	Box Condition	Slightly Worn; Functioning	
	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
Receiver	Fore End Condition	---Select---	
	Condition	Slightly Worn; Functioning	
Safety	Bulged	False	
	Description		M/770 SAFETY
	Function	Like new; Functioning	
Sear	Sub-Assembly	Non-ISS	
	Lift	---Select---	N/A
	Notch	Slightly Worn; Functioning	DIRTY
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY
	Pull	---Select---	4.5#
	Altered	False	
	Sub-Assembly	Other Remington	



Service Request
Service Order # 3727

72'
PD6/6
4.5

5599

SHIPPED TO VENDOR/STORE:

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

Ilion, NY 13357

Attn: Repairs

Date Shipped: 12/28/2010

Phone: (800) 243-9700

RETURN SHIP TO:

Gander Mountain, FFL# 4-68-173-01-8b-01121
Attn: Gun Parts Dept.
605 South Wichita Street
Wichita, KS 67202

FIREARM INFORMATION:

Manufacturer: Remington Arms Co Inc.
Model: 770

Type: Rifle
Cal/Ga.: 270cal

Serial Number: 71538732
Cased?: ☐

DESCRIPTION OF ITEM RETURNED:

Model 770 in 270cal serial no. 71538732

REASON FOR RETURN:

customer states firearm fired without trigger being pulled—please repair and return.

ATTENTION VENDOR

Please contact me with any questions or concerns.

Steve Weems
(316) 303-9333

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 East Fifth Street
St. Paul, Mn. 55101

RECEIVED
JAN 12 2011

BY: _____

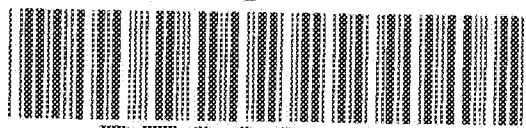
could not duplicate concern
will replace TOA, clean & test
fire to restore confidence in
rifle at N/C
warranty

27
14.88
41.88

Serial Number:

71538732

Model: 770



RE00218196

