

Remington Arms Co., Inc.
Product Service
Legal Case #:5878

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
223192	2/14/2011	2/15/2011	2/15/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Gander Mtn.	---	Gander Mtn.	100 Gander Way	Palm Beach Gardens	FL	33403		W 651-325-4300

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern		Unknown	
S	Concern:1007 Fired on Safe Release			
C FSR				

Dealer sent gun in for consumer. Consumer claimed that the gun misfired when she took it off safe. She doesn't want this gun back. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	770/243 WIN	85637	71473205	WC	8/13/2008 5:26:58 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	GANDER WAREHOUSE #1/Leban	SCOPE,RINGS,BASE	U			

CONCERN:FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Per Ilion - Repair @ n/c - warranty						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$41.88	3/3/2011				

Per Ilion: Could not duplicate concern. Trigger pull has excessive preplay. Will check over completely, replace TA, clean & test fire at n/c - warranty. df 2/16/11 - Gun shipped back to Gander Mtn. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		2/15/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 243 WIN
	Date Code		WC
	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		M/770 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	N/A
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	EXCESS PREPLAY
	Pull	---Select---	4#
	Altered	False	
	Sub-Assembly	Other Remington	



5878

Service Request
Service Order # 2422

224
WC 8/01
42

SHIPPED TO VENDOR/STORE:

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

Ilion, NY 13357

Attn:

Date Shipped: 02/06/2011

Phone: (800) 243-9700

RETURN SHIP TO:

Gander Mountain, FFL# 1-59-099-01-1B-07630
Attn: Gun Parts Dept.
100 Gander Way
Palm Beach Gardens, FL 33403

FIREARM INFORMATION:

Manufacturer: Remington Arms Co Inc.
Model: 770

Type: Rifle
Cal/Ga: .243cal

Serial Number: 71473205
Cased?: ☐

DESCRIPTION OF ITEM RETURNED:

REMINGTON 770

REASON FOR RETURN:

TYPE LETTER TO REMINGTON TO REQUEST NEW SERIALIZED GUN. CUSTOMER CLAIMED THAT THE GUN MISFIRED WHEN SHE TOOK OFF THE SAFETY. CUSTOMER DOES NOT WANT THIS GUN BACK.

ATTENTION VENDOR

Please contact me with any questions or concerns.

Rodney Tucker
(651) 325-4300

BILLING INFORMATION:

Please include the service order number on all invoices and correspondence:

SHIP TO ABOVE ADDRESS

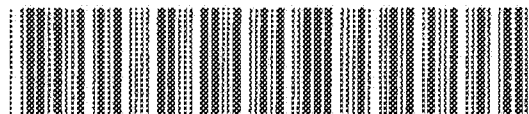
Forward all invoices to: Gander Mountain
Attn: Cindy Kilbride
180 E. Fifth Street Suite 1300
St. Paul, MN 55101

RECEIVED
FEB 23 2011

BY:

Serial Number: 71473205

Model: 770



RE00223192

could not duplicate concern.
T220 pull has excessive preplay.
will check oven completely
replace TPA, clean vent & fire
AT N/C
warranty

Gunsmith SO# 2422

CM#353 - Palm Beach Gardens
401 Gander Way
Palm Beach Gardens, FL 33403
(561) 627-5642
Gunsmith: Josh Yauch



* Firearm Copy *

CUSTOMER INFORMATION:		DATES:	
Phone #:	(772) 215-9884	Day #:	
Name:	BEATON, BROOKLYN		
Address:	7374 SW 54TH AVE		
	PALM CITY, FL 34990		
		Acquired:	12/23/2010
		Apx Comp:	
		Completed:	
		Cust. Called:	
		Disposed:	

FIREARM INFORMATION:			
Manufacturer:	Remington Arms Co Inc.	Type:	Rifle
Model:	770	Cal/Ga.:	.243cal
		Serial Number:	71473205
		Firearm Value:	\$0.00
		Cased?	☐
Description:	770 REMINGTON .243		
Condition:	GOOD		
Service Description:	TYPE LETTER TO REMINGTON TO REQUEST NEW SERIALIZED GUN. CUSTOMER CLAIMED THAT THE GUN MISFIRED WHEN SHE TOOK OFF THE SAFETY. CUSTOMER DOES NOT WANT THIS GUN BACK.		

LABOR		
C	Description	Amount
Labor Sub Total:		

Labor Notes:

PARTS		
QTY	Description	Amount
Parts Sub Total:		

Parts Notes:

* Estimate Only *		TOTALS:	
Customer must pick up their own Firearm		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 transferees (buyer's) for a nominal fee. Transferee's may also supply their own secure gun storage or safety device.

SIGNATURE: DATE: 12-23-10

Send ASAP



