

Remington Arms Co., Inc.  
Product Service  
Legal Case #:6197

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
231297	5/12/2011	5/13/2011	5/13/2011				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Gander Mt		Gander Mt	880 Young St	Tonawanda	NY	14150		W 716-743-2300

## Incident Information

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

5/26/11 Per note with rifle, firearm discharges when closing bolt.cm

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	770/300 W3IN M	85636	71440422	CC	4/4/2008 9:02:49 AM

Date Purchased	Where Purchased	Accessories	Original Owner
	BILL HICKS & CO LTD	SCOPE,RINGS,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, to restore confidence in rifle will replace TPA, clean, test fire at no charge						

Repair/Replacement Cost	Repair/Replacement Date
41.88	5/26/2011

5/26/11 Per Ilion, could not duplicate concern. To restore confidence in rifle will replace TPA, clean, test fire at no charge under warranty.cm

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		5/13/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE

Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 300 WIN MAG
	Date Code		CC
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Like new; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Like new; Functioning	
	Stop	Like new; 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	Like new; 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	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	3.5#
	Altered	False	
	Sub-Assembly	Other Remington	
Non-Remington Components	Description		SCOPE



## Service Request

Service Order # 7921

24"  
CL 4/08  
3.5"

6197

### SHIPPED TO VENDOR/STORE:

Remington Repair FFL# 6-16-00727  
14 Hoefler Ave

Ilion, NY 13357

Attn: warranty/repair

Date Shipped: 05/09/2011

Phone: (800) 243-9700

### RETURN SHIP TO:

Gander Mountain, FFL# 6-16-029-01-7B-00800  
Attn: Gun Parts Dept.  
880 Young Street  
Tonawanda, NY 14150

### FIREARM INFORMATION:

Manufacturer: Remington Arms Co Inc.

Model: 770

Type: Rifle

Cal/Ga.: 300 WIN MAG

Serial Number: 71440422

Cased?: ☒

### DESCRIPTION OF ITEM RETURNED:

770 w/scope

### REASON FOR RETURN:

firearm discharges when closing bolt

### ATTENTION VENDOR

Please contact me with any questions or concerns.

Robert Smith (Smithy)

(716) 743-2300

RECEIVED  
MAY 20 2011

### BILLING INFORMATION:

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

BY:.....

### 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.  
To restore confidence in  
rifle will replace TPA, clean  
& test rifle at r/c  
warranty

1  
14.88  
27.-  
41.88

Number: 71440422

Model: 770



RE00231297

# Gunsmith SO# 7921

GM#251 - Gander Mtn. 251

880 Young Street

Tonawanda, NY 14150

(716) 743-2300

Gunsmith: Robert Smith (Smithy)



**\* Transferred Status \***

## CUSTOMER INFORMATION:

Home #: (716) 667-2226 Day #:

Name: REUKAUF 2ND, DONALD

Address: 4772 S.BUFFALO STREET

ORCHARD PARK, NY 14127

## DATES:

Acquired: 05/02/2011

Apx Comp:

Completed:

Cust. Called:

Disposed:

## FIREARM INFORMATION:

Manufacturer: Remington Arms Co Inc.

Type: Rifle

Serial Number: 71440422

Model: 770

Cal/Ga.: 300 WIN MAG

Firearm Value: \$350.00 Cased?: ☒

Description: REMINGTON 770 W/SCOPE - BLACK  
CASE

Condition: GOOD

Service Description: Gun has fired 2 times when the bolt was being closed on a round. No symptoms, intermittent problem.

## LABOR

UPC	Description	Amount
Labor Sub Total:		\$0.00

Labor Notes:

## PARTS

UPC	Description	Amount
Parts Sub Total:		\$0.00

Parts Notes:

**\* Estimate Only \***

**Customer must pick up their  
own Firearm**

## TOTALS

Labor Sub Total:	\$0.00
+ Parts Sub Total:	\$0.00
Total:	\$0.00
- Deposit Amount:	\$0.00
Amount Due:	\$0.00

**\* 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: \_\_\_\_\_









