# Remington Arms Co., Inc. Product Service Legal Case #:6725

Case Information

RE# Date Opened Date Opened(PS) Date Closed Incident Date Pre Lit Lit Obsolete 244411 10/24/2011 10/25/2011 10/25/2011

**Customer Information** 

Last Name Street City State Zip Age Contact Type Business Name Gander Gander Mt 2223 Vanstory St Greensboro NC 27403 Reporter W 336-852-4224 Mt 341 Riverwood E Eichelberger Clayton NC 27527 Incident Brian Dr beichelberger@kemper.com

Incident Information

Claims Codes Repair Est. Medical Medical Treatment Status

PΙ

PD Cause:4038 Could Not Duplicate

First

Fired when safety was

Cause. 4036

Concern

Unknown

disengaged Concern:1007 Fired on Safe Release

C

10/26/11 Per note with rifle, customer states that firearm fired when the safety was disengaged. Trigger was not pulled, nothing in the trigger guard and customer states that the firearm was not dropped with safety engaged. Customer insisted that Gander ship the rifle and that he be kept "in the loop" on the situation with the rifle and what repairs it gets.cm

Firearm Information

DOM Model/Ga. SKU Serial Bbl. Mfg. Type 7/26/2011 1:22:51 G7077459 OF CF/BA 700/270 WIN 85335 Remington PM Date Original Where Purchased Accessories Purchased Owner **GANDER WAREHOUSE** TWO PIECE U #1/Leban **BASE** 

CONCRN: FSR

Ammunition Information - None Defined Other Products Information - None Defined Settlement - None Defined

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		10/25/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
	Description		24" 270 WIN
	Date Code		OF

http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=6725&Type=Case

10/26/2011

Barrel	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		<del></del>
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Like new; Functioning	
	Shroud	Like new; Functioning	
	Face	Like new; Functioning	
	Handle	Like new; Functioning	
	Stop	Like new; Functioning	
Extractor	Condition	Like new; Functioning	
	Cut Condition	Like new; Functioning	
	Ext/Eject Test	False	
	Block Condition	Select	
Locking	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	Select	
Overall	Exterior Condition	Like new; Functioning	
	Stock Condition	Like new; Functioning	
	Fore End Condition	Select	
Receiver	Condition	Like new; Functioning	
	Bulged	False	
Safety	Description		XMP SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	Select	.010
	Notch	Like new; Functioning	
	T	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Like new; Functioning	
	Pull	Select	3.5#
	Altered	False	
	Sub-Assembly	X-Mark Pro	





# **Service Request** Service Order # 4288

# SHIPPED TO VENDOR/STORE:

Remington Repair FFL# 6-16-01996 14 Hoefler Ave

Ilion, NY 13357

Attn:

Date Shipped: 10/18/2011

Phone: (800) 243-9700

## **RETURN SHIP TO:**

Gander Mountain, FFL# 1-56-081-01-4B-02639

Attn: Gun Parts Dept. 2223 Vanstory Street

Greensboro, NC 27403

# **FIREARM INFORMATION:**

Manufacturer: Remington Arms Co Inc.

700 ADL

Type: Rifle Serial Number: G7077459

Cased?:

Model:

Cal/Ga.: .270win

# **DESCRIPTION OF ITEM RETURNED:**

700 ADL Synth

### **REASON FOR RETURN:**

Customer states that firearm fired when the safety was disengaged. Trigger was not pulled, nothing in the triggerquard, and custrn states that the firearm was not dropped with safety engaged. Customer has contacted Remington and insisted that we ship firearm. SR00001134, copies included. Customer also stated he wanted to be 'kept in the loop' on the 'situation with the rifle' and what repairs it gets. Customer is Brian Eichelberger @ 919.623.2218 and email is beichelberger@kemper.com

## ATTENTION VENDOR

Please contact me with any questions or concerns.

Craig Byrd (336) 852-4224

# **BILLING INFORMATION:**

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

#### SHIP TO ABOVE ADDRESS

Forward all invoices to:

**Gander Mountain** 

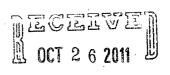
Attn: Cindy Kilbride

PO Box 1224

Minneapolis, MN 55440

could not duplicate concernationch. As A Good-Will Gesture & To restone confidence in Rifle will fit A New TRAL TUST Pine

# 260974



聞G7Ø77459



#### Madison, NC 27025-0700

Parts and Repairs: P:800-243-9700/F:336-548-7801

www.Remington.com

This document is a summary of your request for service. Please review the document for accuracy and to insure the services you are requesting are noted. This information will serve as a guideline for our Service Department to address your specific concerns and provide you with accurate and complete service. ENCLOSE THIS DOCUMENT WITH YOUR RETURN.

Service Request Number

Serial Number / Description

Model 700 SHOTGUN 270 gauge

Date of Request:

10/17/2011

SR00001134

G7077459

Date Printed: 10/17/2011

Customer:

BRIAN EICHELBERGER 341 RIVERWOOD DRIVE CLAYTON, NC 27527 US Destination:

**Arms Services** 14 Hoefler Ave Ilion, NY 13357 US

Emad: beichelberger@kemper.com

-Your request for service on the item(s) will be evaluated by our repairman to determine if it is covered under our warranty policy. If it is your firearm will be repaired and returned. If not, you will be contacted with an estimate before work is performed.

M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Service Request Section

Rifle fires when safety is moved from safe to fire

Type

Material

Description

Qtv Needed

Warranty

Price

e Disc Amount

THIS IS NOT AN INVOICE. This is a pre-estimate to repair, recondition, or replace the

Sub Total: Est Sales Tax: .00 .00

Grand Total:

\$.00



