

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

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

Incident Information

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

PI

PD

S Fired when safety was disengaged
Cause:4038
Concern:1007

Could Not Duplicate Concern
Fired on Safe Release

Unknown

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

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

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

Barrel	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	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	
Locking	Block Condition	---Select---	
	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	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	3.5#
	Altered	False	
	Sub-Assembly	X-Mark Pro	



6725

Service Request

Service Order # 4288

24"
OF 7/11
3.5"
.D10

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.
Model: 700 ADL

Type: Rifle
Cal/Ga.: .270win

Serial Number: G7077459
Cased?: ☐

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 triggerguard, and custm 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

RECEIVED
OCT 26 2011

BY: _____

Serial
Number:

G7077459

Model: 700



RE00244411

could not duplicate concern at bench.
AS A Good-Will Gesture & to restore
confidence in rifle will fit a new
TPA & rest line

#260974

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	Date of Request:	10/17/2011
SR00001134	G7077459	Date Printed:	10/17/2011
Customer:	Model 700 SHOTGUN 270 gauge	Destination:	
BRIAN EICHELBERGER		Arms Services	
341 RIVERWOOD DRIVE		14 Hoefler Ave	
CLAYTON, NC 27527 US		Ilion, NY 13357 US	

Email: beichelberger@kemper.com

Email:

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.

Reason For Return

M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Service Request Section

Rifle fires when safety is moved from safe to fire

Parts And Service Details

Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount
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THIS IS NOT AN INVOICE. This is a pre-estimate to repair, recondition, or replace the

Sub Total: .00

Est Sales Tax: .00

Grand Total: \$.00





