

Remington Arms Co., Inc.  
Product Service  
Legal Case #:7189

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
252207	1/3/2012	1/4/2012	1/4/2012				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Gander Mountain			66 Mail Parkway	Pennsdale	PA	17756		

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4006 Altered Adjustments or Components			
S	fired on safe release Concern:1007 Fired on Safe Release		Unknown	
C				

per note from gander: Customer had firearm fire when pushing the safety to the fire position without the trigger being pulled two times. We adjusted the trigger pull on this firearm 2 years ago and the safety was working at the time. Customer has lost confidence in the safety and would like it replaced. bolt is working hard when opening.

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	7/7MM08 REM	24795	7763061	AV	3/12/2001 8:41:17 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	JERRY S SPORT INC	SCOPE 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
Quote to replace TPA at 1/2 normal cost						
	Repair/Replacement Cost	Repair/Replacement Date				
		1/20/2012				

per Ilion: T.A. dirty & rusty. Set screws altered. Can offer to replace TPA, clean & test fire at 1/2 normal cost.

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B. TRAVIS
	Exam Date		1/4/2012
	Product Type		RF
	Action Type		A
	Assigned To		T. NAGLE
Cause	4006	Altered Adjustments or Components	IMPROPER MAINTENENCE
Barrel	Description		20" 7MM08 REM
	Date Code		AV
	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---	
Overall	Exterior Condition	Slightly Worn; Not Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		M/7 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	ISS	
Sear	Lift	---Select---	.011
	Notch	Slightly Worn; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY,RUSTY.TRIG BINDING WILL FOLLOW DOWN
	Pull	---Select---	3.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	Other Remington	
Non-Remington Components	Description		SCOPE BASE



**Service Request**  
**Service Order # 5326**

7189

20"  
AV 3/01  
3.5"  
011

**SHIPPED TO VENDOR/STORE:**

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

Ilion, NY 13357  
Attn:

Date Shipped: 12/22/2011 Phone: (800) 243-9700

**RETURN SHIP TO:**

Gander Mountain, FFL# 8-23-041-01-7B-01570  
Attn: Gun Parts Dept.

66 Mall Parkway  
Pennsdale, PA 17756

**FIREARM INFORMATION:**

Manufacturer: Remington Arms Co Inc.  
Model: Seven

Type: Rifle  
Cal/Ga.: 7mm-08

Serial Number: 7763061  
Cased?: ☐

**DESCRIPTION OF ITEM RETURNED:**

Model 7

**REASON FOR RETURN:**

Customer had firearm fire when push the safety to the fire position without the trigger being pulled two times. We adjusted the trigger pull on this firearm two years ago and the safety was working at that time. Customer has lost confidence in the safety and would like it replaced. Bolt is working hard when opening.

**ATTENTION VENDOR**

Please contact me with any questions or concerns.

**Scott Letterman**  
**(570) 546-1040**

**BILLING INFORMATION:**

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

**SHIP TO ABOVE ADDRESS**

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

T.A. dirty & rusty. set screws  
altered. can offer to replace  
TPA, clean & test fire at  
1/2 normal cost

Quote

Serial Number: 7763061

Model: 7



RE00252207

# Quotation

Remington Service  
PO Box 700  
Madison, NC 27025-0700

# Estimating Report

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

www.Remington.com

**ALL PRICES QUOTED ARE IN EXCHANGE FOR REPLACED PARTS.**

THIS IS NOT AN INVOICE. THIS IS AN ESTIMATE TO REPAIR, RECONDITION, OR REPLACE THE ITEM(S) DESCRIBED BELOW. IF THIS IS SATISFACTORY, PLEASE APPROVE BY SIGNING BELOW AND RETURNING TO THE ABOVE ADDRESS. REPAIR TO TAKE APPROXIMATELY (6) WEEKS AFTER RECEIPT OF APPROVAL. IF WE DO NOT RECEIVE YOUR APPROVAL IN 21 DAYS, WE WILL RETURN THE ITEM(S) AS RECEIVED, POSTAGE DUE.

<b>Repair Number</b>	<b>Serial Number / Description</b>	<b>Date Received:</b>	01/03/2012
RE00252207	7763061	<b>Estimate Date:</b>	01/04/2012
	Model 7 Center Fire Caliber: 7 MM08 REM	<b>Date Printed:</b>	01/25/2012

**Customer:**

GANDER MOUNTAIN  
ATTN CINDY KILBRIDE  
180 E 5TH ST SUITE 1300  
SAINT PAUL, MN 55101 US

**Return To:**

GANDER MOUNTAIN  
66 MALL PARKWAY  
PENNSDALE, PA 17756 US

**Please Circle One:**

VISA MC DISCOVER Card No. \_\_\_\_\_ Exp.Date \_\_\_\_\_  
Open Account: R \_\_\_\_\_ PO Number: \_\_\_\_\_

Approval Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
Daytime Phone: ( ) \_\_\_\_\_ Time to Call: \_\_\_\_\_

☐ If you desire any change, please use the reverse side for your comments and mark this box.

**Problems**

**Reported**

M100 - SEE CUSTOMERS LETTER  
M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

**Found**

M100 - SEE CUSTOMERS LETTER

**Technician Comments**

trigger assm dirty and rusty.set screws altered.can offer to replace trigger plate assm, clean and test fire at 1/2 normal cost

**ESTIMATE (note: C.O.D./Shipping and Handling Charges are NOT Included in this Quote.)**

Material	Type	Description	Qty Needed	Warranty	Qty From Inv	Price	Disc	Amount
F306370B	Part	7 XMP EA TRIG ASSB RH BLACK OS	1	Billable	1	115.00	50	57.50
4000114	Service	GR-SHIPING & HANDLING (GUN REPAIR)	1	Billable	1	17.00	0	17.00
4000119	Service	GR-TEST	1	Billable	1	23.00	50	11.50

**Sub Total:** 86.00  
**Est Sales Tax:** 3.74  
**Grand Total:** \$89.74







