

Remington Arms Co., Inc.  
Product Service  
Legal Case #:7145

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
253422	1/10/2012	12/27/2011	1/11/2012				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Gander Mt		Gander Mt			FL			
Incident		Larry	Lento	7846 NW 60th Ave	Ocala	FL	34482		H 352-867-7604

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S	Fired out of battery	Concern:1021 Fired Out of Battery	Unknown	
C				

12/27/11 Per call from Lento, his 770 fired before the bolt locked.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	770/243 WIN	85637	71457743	PC	6/5/2008 3:00:04 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	WAL-MART SUPERCENTER 0697	SCOPE,RINGS,BASE	U			

CONCERN: FIRED WITHOUT PULLING TRIG BEFORE BEING LOCKED

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, replace TPA, check, test at no charge						
	Repair/Replacement Cost	Repair/Replacement Date				
	41.15	1/18/2012				

12/27/11 Gander Mt. will be shipping his rifle in.cm 1/18/12 Per Ilion, could not duplicate concern. Trigger pull has excessive creep. Side to Side movement is normal. To restore confidence in rifle, replace TPA, check, test at no charge.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/11/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		20" 243 WIN
	Date Code		PC
	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	Missing	
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	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	--Select--	5#
	Altered	False	
	Sub-Assembly	Other Remington	



# Service Request

## Service Order # 1905

2011  
PCB/c  
st

### SHIPPED TO VENDOR/STORE:

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

Ilion, NY 13357

Attn:

Date Shipped: 12/28/2011 Phone: (800) 243-9700

### RETURN SHIP TO:

Gander Mountain, FFL# 1-59-083-01-1B-07897  
Attn: Gun Parts Dept.  
3970 SW 3rd Street #101  
Ocala, FL 34474

### FIREARM INFORMATION:

Manufacturer: Remington Arms Co Inc.

Type: Rifle

Serial Number: 71457743

Model: 770

Cal/Ga.: .243cal

Cased?:

### DESCRIPTION OF ITEM RETURNED:

Remington 770 w/scope package / .243 win.

### REASON FOR RETURN:

firearm fired a round without the trigger being pulled and without the bolt being locked. Trigger has a lot of movement left to right. Customer called Remington and they advised return for repair and test for proper function.

### ATTENTION VENDOR

Please contact me with any questions or concerns.

**Default Gunsmith**

**(352) 351-6186**

### 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  
JAN 16 2012

BY: .....

could not duplicate concern  
Trig. pull has excessive creep.  
Side to side movement is normal.  
To restore confidence in rifle  
will replace TDA, check over +  
Test fire w/ N/C  
warranty

71457743

Model: 770



RE00253422

# Gunsmith SO# 1905

GM#354 - Ocala  
 3970 SW 3rd Street #101  
 Ocala, FL 34474  
 (352) 351-6186  
 Gunsmith: Default Gunsmith



## \* Transferred Status \*

CUSTOMER INFORMATION:	
Home #: (352) 867-7604	Day #:
Name: LENTO, LAWRENCE	
Address: 7846 N.W. 60 AVE.	
OCALA, FL 34482	

DATES:	
Acquired:	12/28/2011
Apx Comp:	01/22/2011
Completed:	
Cust. Called:	
Disposed:	

FIREARM INFORMATION:			
Manufacturer: Remington Arms Co Inc.	Type: Rifle	Serial Number: 71457743	
Model: 770	Cal/Ga.: .243cal	Firearm Value: \$350.00	Cased?: <input type="checkbox"/>

Description: REMINGTON 770 W/REMINGTON SCOPE      Condition: GOOD

Service Description: FIREARM FIRED WITHOUT THE TRIGGER BEING PULLED AND WITHOUT THE BOLT BEING IN THE FULLY LOCKED DOWN POSITION. TRIGGER ALSO HAS SOME MOVEMENT LEFT TO RIGHT. CUSTOM HAS CALLED REMINGTON AND THEY TOLD THEM TO BRING TO US TO SHIP BACK TO REMINGTON REPAIR.

LABOR		
UPC	Description	Amount
		Labor Sub Total: \$0.00

Labor Notes:

PARTS		
UPC	Description	Amount
		Parts Sub Total: \$0.00

Parts Notes:

<p><b>* Estimate Only *</b></p> <p><b>Customer must pick up their own Firearm</b></p>	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 transferees (buyer's) for a nominal fee. Transferees may also supply their own secure gun storage or safety device.