

Remington Arms Co., Inc.
Product Service
Legal Case #:7309

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
255129	1/20/2012	1/23/2012	1/23/2012				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Gander Mt		Gander Mt	955 Viewmont Dr	Dickson City	PA	18519		W 570-347-9077

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern			
S	mifires when the trigger is not pulled Concern:1025 Unexplained Discharge - No Mention of Safety Position		Unknown	
C	2/6/12 Per note with rifle, customer stated the gun is unsafe and mifires when the trigger is not pulled.cm			

PI				
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Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	770/300 WIN MA	85636	71517266	AD	3/5/2009 12:24:59 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	GANDER WAREHOUSE #1/Leban	SCOPE,RINGS,SLING,BASE	U			

CONCERN:MISFIRES WHEN TRIG PULLED

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
Per Ilion, replace TPA, clean, test fire at no charge						
	Repair/Replacement Cost	Repair/Replacement Date				
	41.15	2/6/2012				

2/6/12 Per Ilion, could not duplicate concern. As a gesture of goodwill to restore confidence in the rifle, will replace TPA, clean, test fire at no charge.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/23/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE

Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 300 WIN MAG
	Date Code		AD
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
Bolt	Muzzle/Crown Condition	Slightly Worn; Functioning	
	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	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Worn; Functioning	
	Pull	---Select---	4#
	Altered	False	
	Sub-Assembly	Other Remington	
Non-Remington Components	Description		SCOPE,RINGS,SLING



Service Request

Service Order # 4193

24"
AD3/oc
4#

7309

SHIPPED TO VENDOR/STORE:

Remington Arms Co FFL# 1-56-02461
870 Remington Dr

Madison, NC 27025

Attn:

Date Shipped: 01/16/2012 Phone: (800) 243-9700

RETURN SHIP TO:

Gander Mountain, FFL# 8-23-069-01-7b-01571
Attn: Gun Parts Dept.
955 Viewmont Drive
Dickson City, PA 18519

FIREARM INFORMATION:

Manufacturer: Remington Arms Co Inc.
Model: 770

Type: Rifle
Cal/Ga.: .300cal

Serial Number: 71517266
Cased?: ☐

DESCRIPTION OF ITEM RETURNED:

CUSTOMERS FIREARM. REMINGTON 770 SCOPED PACKAGE.

REASON FOR RETURN:

CUSTOMER STATED THE GUN IS UNSAFE AND MIS FIRES WHEN THE TRIGGER IS NOT PULLED.
PLEASE INSPECT.

ATTENTION VENDOR

Please contact me with any questions or concerns.

(570) 347-9077

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: Jessica Bishop
6801 120th Avenue
Kenosha, WI 53140

RECEIVED
JAN 21 2012

BY:.....

could not duplicate concern
as a good-will gesture to
restore confidence in action,
replace TPA, clear rest line
AT N/C

#260977

71517266
Model: 770



RE00255129





