Remington Arms Co., Inc. Product Service Legal Case #:7299

				Legal Case #:7299							
Case Inform	nation			Lagar Case #.7277							Obsolete
RE#	Date Ope	ned Da	te Opened(PS)	Date Closed	Incide	nt Date	P	re Lit	Lit	0	
254088	1/13/201		1/20/2012	1/20/2012							
Customer In	nformation										
Type	Business	First Name	Last Name	Street	City	State	Zip	Age		Cont	act
Reporter	Gander Mt.		Gander Mt.	1912 Skibo RD	Fayetteville	NC	28314		W 9	10-48	7-4036
Incident Inf	formation										
	Claims		C	odes	Repair l	Est. M	edical T	reatm	ent M	1edic:	al Statu
PΙ											
PD		Cau	se:4038 Could	Not Duplicate Conce	m		Unkr	מענו			
	when safety tal	en off Con	cern:1007 Fired o	on Safe Release			Olki	IOWII			
С											
2/10/12 Per	note with rifle,	fired when safe	ty taken off.cm								
Firearm Info	ormation										
Mfg.		Туре		Mode	l/Ga.		SKU	S	erial	Bbl.	DOM
Remingto	on	CF/BA		700/300	6 SPRG		27478	E65	540443	0443 AT	3/11/199
Date Purchase	ad	Where Purc	hased	Acces	sories		riginal Owner				
тигеназ-		LAND SHOOTI	NG SUPPLIES	SCOPE,RINGS	S.TWO PIECE	`					
		BUCKE		BA			U				
CONCERN	:FSR										
Ammunition	n Information -	None Defined									
		- None Defined	í								
Settlement		1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	•								
			F	Remington/700/CF/B	A						
				Ū			Ca	ch	Reir	71	Cash
	Settlement	R	elease of Claims	Release Date	e Reimbu	rsement Cash Reim. Settlement Date APV			V Date APV		
Per Ilion.	can offer to repl	ace TPA.									AL V
	est fire at 1/2 no										
		Rep	oair/Replacemen Cost	t Repair/Replaces Date	nent						
2/10/12 Per cost.cm	Hion, could no	t duplicate conce	ern. Trigger assm	dirty and rusty. Can	offer to replace	TPA, cle	ean and	test fire	e at 1/2	norm	al
Examination	n[Remington/C	F/BA]									
[0.1.0								
	Part	F	Sub-Part	Co	de	┸	ATITO	Com	ment		
		Examine		=			AVIS				
1		Exam D	ate	1		1/20/2	2012				

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS
	Exam Date		1/20/2012
Examination	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
	Description		22" 3006 SPRG
	Date Code		AT
Barrel	Bore Plugged	False	
Баптеі	Bulged	False	
	Fired	False	
	Fired while Obstructed		

http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=7299&Type=Case

2/10/2012

I	1	-	_
	Muzzle/Crown Condition	Slightly Worn; Functioning	<u>_</u>
	Firing Pin	Slightly Worn; Functioning]
	Shroud	Slightly Worn; Functioning]
Bolt	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning]
	Stop	Slightly Worn; Functioning	
	Condition	Slightly Worn; Functioning]
Extractor	Cut Condition	Slightly Worn; Functioning]
	Ext/Eject Test	False]
	Block Condition	Select]
Locking	Lug Condition	Slightly Worn; Functioning]
	Notch Condition	Select]
	Exterior Condition	Slightly Worn; Functioning]
Overall	Stock Condition	Slightly Worn; Functioning]
	Fore End Condition	Select	
Receiver	Condition	Slightly Worn; Functioning	
Receiver	Bulged	False]
	Description		M/700 SAFETY
Safety	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS]
	Lift	Select	N/A
Sear	Notch	Slightly Worn; Functioning	
		Test Fired	False
Feeding Test	Tests	False	
	Condition	Slightly Worn; Functioning	DIRTY,SOME LITE RUST
T-:	Pull	Select	4#
Trigger	Altered	True	SEALANT REMOVED
<u>.</u>	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description	1	SCOPE,RINGS,TWO PIECE BASE

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.

VISA MC DISCOVER Card No		01/13/20		Date Rec				ion	ial Number / Descriptio		Repair Number
Customer: GANDER MOUNTAIN ATTN CINDY KILBRIDE 1912 SKIBO ROAD 1912 SKIBO R								oliham 2006 SDDC			RE00234088
GANDER MOUNTAIN ATTN CNDY KILBRIDE 180 E 5TH ST SUITE 1300 SAINT PAUL, MN 55101 US Please Circle One: VISA MC DISCOVER Card No. Open Account: R PO Number: Daytime Phone: Found If you desire any change, please use the reverse side for your comments and mark this box. Problems Reported M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION Trechnician Comments To replace trig assembly, clean, and test fire @ 1/2 normal costs. Technician Comments ESTIMATE (note: C.O.D./Shipping and Handling Charges are NOT Included in this Quote.) Material Type Description Meterial Type Description Needed From Iv Veranty Qty Warranty Qty Price Disc From Iv Needed From Iv Needed From Iv Reported Material Service GR-SHIPPING & HANDLING (GUN REPAIR) 1 Warranty 1 .0.0 0 4000118 Service GR-SLEAN 1 Billable 1 28.00 50 4000119 Service GR-TEST 1 Billable 1 23.00 50	112	J2/10/2(ntea:	Date Pri				ander: 5000 SFRG	iei /00 Center Fire Cai	Mode	
ATTN CINDY KILBRIDE 180 E 5TH ST SUITE 1300 SAINT PAUL, MN 55101 US Please Circle One: VISA MC DISCOVER Card No					rn To:	Retur		•			Customer:
Please Circle One: VISA MC DISCOVER Card No. Open Account: R PO Number: Date: Date:									•		
Please Circle One: VISA MC DISCOVER Card No									·		
Please Circle One: VISA MC DISCOVER Card No			14 US	LE, NC 283	FAYETTEVIL	F			TIC		
VISA MC DISCOVER Card No			<u>.</u>							MIN 22101 C	<u>_</u>
Approval Signature: Daytime Phone: () Time to Call: If you desire any change, please use the reverse side for your comments and mark this box. Problems Reported M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION M106 - COULD NOT DUPLICATE CUSTOMERS CONCER M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION M1074 - BOLT STOP STICKS M1074 - BOLT STOP STICKS M1075 - PERFORM SAFETY CHECKS ON TRIGGER ASSE T could not duplicate your concern. Trigger assembly was dirty and sticky. As a goodwill gesture and to restore confidence in your firearm, I r to replace trig assembly, clean, and test fire @ 1/2 normal costs. ESTIMATE (note: C.O.D./Shipping and Handling Charges are NOT Included in this Quote.) Material Type Description Qty Needed Warranty Prom Inv F305570B Part X-MARK PRO 700 TRIG ASSB RH BLACK (OS) 1 Billable 1 94.00 50 4000114 Service GR-SHiPPING & HANDLING (GUN REPAIR) 1 Billable 1 28.00 50 4000119 Service GR-CLEAN 1 Billable 1 28.00 50				_	_						
Approval Signature: Daytime Phone: () Time to Call: If you desire any change, please use the reverse side for your comments and mark this box. Problems Reported M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION M106 - COULD NOT DUPLICATE CUSTOMERS CONCER M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION M1074 - BOLT STOP STICKS M1074 - BOLT STOP STICKS M1075 - PERFORM SAFETY CHECKS ON TRIGGER ASSE T could not duplicate your concern. Trigger assembly was dirty and sticky. As a goodwill gesture and to restore confidence in your firearm, I r to replace trig assembly, clean, and test fire @ 1/2 normal costs. ESTIMATE (note: C.O.D./Shipping and Handling Charges are NOT Included in this Quote.) Material Type Description Qty Needed Warranty Prom Inv F305570B Part X-MARK PRO 700 TRIG ASSB RH BLACK (OS) 1 Billable 1 94.00 50 4000114 Service GR-SHiPPING & HANDLING (GUN REPAIR) 1 Billable 1 28.00 50 4000119 Service GR-CLEAN 1 Billable 1 28.00 50				p.Date	Ex				Card No.	DISCOVER	VISA MC
If you desire any change, please use the reverse side for your comments and mark this box. Problems Found M103 - FORWARD TO PRODUCT SERVICE FOR INSPECTION M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION M124 - BOLT STOP STICKS M174 - BOLT STOP STICKS M310 - PERFORM SAFETY CHECKS ON TRIGGER ASSET								PO Number:		R	Open Account:
If you desire any change, please use the reverse side for your comments and mark this box. Problems Found M103 - FORWARD TO PRODUCT SERVICE FOR INSPECTION M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION M124 - BOLT STOP STICKS M174 - BOLT STOP STICKS M310 - PERFORM SAFETY CHECKS ON TRIGGER ASSET				Date:						:	Approval Signature
If you desire any change, please use the reverse side for your comments and mark this box. Problems Found M103 - FORWARD TO PRODUCT SERVICE FOR INSPECTION M106 - COULD NOT DUPLICATE CUSTOMERS CONCER M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION M174 - BOLT STOP STICKS M310 - PERFORM SAFETY CHECKS ON TRIGGER ASSE							o Call: _	Time t			Daytime Phone:
Reported M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION M106 - COULD NOT DUPLICATE CUSTOMERS CONCER M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION M124 - BOLT STOP STICKS M310 - PERFORM SAFETY CHECKS ON TRIGGER ASSET I could not duplicate your concern. Trigger assembly was dirty and sticky. As a goodwill gesture and to restore confidence in your firearm, I r to replace trig assembly, clean, and test fire @ 1/2 normal costs. ESTIMATE (note: C.O.D./Shipping and Handling Charges are NOT Included in this Quote.) Material Type Description Qty Warranty Qty Price Disc Needed F305570B Part X-MARK PRO 700 TRIG ASSB RH BLACK (OS) 1 Billable 1 94.00 50 4000114 Service GR-SHIPPING & HANDLING (GUN REPAIR) 1 Warranty 1 .00 0 4000118 Service GR-CLEAN 1 Billable 1 28.00 50 4000119 Service GR-TEST 1 Billable 1 23.00 50					ox.	k this bo	and mar	de for your comments	lease use the reverse sid	ny change, ple	If you desire
M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION M106 - COULD NOT DUPLICATE CUSTOMERS CONCER M123 - FORWARD TO PRODUCT SERVICE FOR INSPECT M174 - BOLT STOP STICKS M310 - PERFORM SAFETY CHECKS ON TRIGGER ASSE Technician Comments I could not duplicate your concern. Trigger assembly was dirty and sticky. As a goodwill gesture and to restore confidence in your firearm, I r to replace trig assembly, clean, and test fire @ 1/2 normal costs. ESTIMATE (note: C.O.D./Shipping and Handling Charges are NOT Included in this Quote.) Material Type Description Qty Warranty Qty Price Disc Needed From Inv F305570B Part X-MARK PRO 700 TRIG ASSB RH BLACK (OS) 1 Billable 1 94.00 50 4000114 Service GR-SHIPPING & HANDLING (GUN REPAIR) 1 Warranty 1 .00 0 4000118 Service GR-CLEAN 1 Billable 1 28.00 50 4000119 Service GR-TEST 1 Billable 1 23.00 50	2010年1月1日	9-13-8	然活路 於	(学足)系统图	**************************************	经济标准	olems 🔆	Prol		AND STREET	
M123 - FORWARD TO PRODUCT SERVICE FOR INSPECT M174 - BOLT STOP STICKS M310 - PERFORM SAFETY CHECKS ON TRIGGER ASSET I could not duplicate your concern. Trigger assembly was dirty and sticky. As a goodwill gesture and to restore confidence in your firearm, I r to replace trig assembly, clean, and test fire @ 1/2 normal costs. Settimate (note: C.O.D./Shipping and Handling Charges are NOT Included in this Quote.)							10 m / 10 m				
M174 - BOLT STOP STICKS M310 - PERFORM SAFETY CHECKS ON TRIGGER ASSE Technician Comments I could not duplicate your concern. Trigger assembly was dirty and sticky. As a goodwill gesture and to restore confidence in your firearm, I r to replace trig assembly, clean, and test fire @ 1/2 normal costs. Settimate (note: C.O.D./Shipping and Handling Charges are NOT Included in this Quote.)							1	INSPECTION	DUCT SERVICE FOR I	ED TO PROD	M123 - FORWA
Technician Comments I could not duplicate your concern Trigger assembly was dirty and sticky. As a goodwill gesture and to restore confidence in your firearm, I r to replace trig assembly, clean, and test fire @ 1/2 normal costs. Settimate (note: C.O.D./Shipping and Handling Charges are NOT Included in this Quote.)	,HON	INSPEC	/ICE FOR								
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r to replace trig assembly, clean, and test fire @ 1/2 normal costs. STIMATE (note: C.O.D./Shipping and Handling Charges are NOT Included in this Quote.) Material Type Description Qty Warranty Qty Price Disc	can offe	rearm. I	e in your fi	tore confidenc	ture and to res	nts will gest	Comme s a good	Technician as dirty and sticky. A	rn.Trigger assembly was	e your concern	I could not duplica
Material Type Description Qty Needed Warranty Prom Inv Qty From Inv Price Disc F305570B Part X-MARK PRO 700 TRIG ASSB RH BLACK (OS) 1 Billable 1 94.00 50 4000114 Service GR-SHIPPING & HANDLING (GUN REPAIR) 1 Warranty 1 .00 0 4000118 Service GR-CLEAN 1 Billable 1 28.00 50 4000119 Service GR-TEST 1 Billable 1 23.00 50		ĺ	•			·	Ū				
Needed From Inv F305570B Part X-MARK PRO 700 TRIG ASSB RH BLACK (OS) 1 Billable 1 94.00 50 4000114 Service GR-SHIPPING & HANDLING (GUN REPAIR) 1 Warranty 1 .00 0 4000118 Service GR-CLEAN 1 Billable 1 28.00 50 4000119 Service GR-TEST 1 Billable 1 23.00 50 50 50 50 50 50 50)./Shipping and Han			
4000114 Service GR-SHIPPING & HANDLING (GUN REPAIR) 1 Warranty 1 .00 0 4000118 Service GR-CLEAN 1 Billable 1 28.00 50 4000119 Service GR-TEST 1 Billable 1 23.00 50	Amount	Disc	Price		Warranty				Description	ype	Material
4000118 Service GR-CLEAN 1 Billable 1 28.00 50 4000119 Service GR-TEST 1 Billable 1 23.00 50	47.00	50	94.00	1	Billable	1	CK (OS)	RIG ASSB RH BLA	X-MARK PRO 700 TE	art :	F305570B
4000119 Service GR-TEST 1 Billable 1 23.00 50	.00						AIR)	NDLING (GUN REF			
1000111	14.00			_		_					
4000294 Service GR-CHECK IPA 1 warranty 1 .00 0	11.50										
	.00	U	.00	T	warranty	1			GR-CHECK IPA	ervice	4000294
				•							

Sub Total: 72.50 Est Sales Tax: 3.06

Total: 75.56



Service Request

Service Order # 4878

SHIPPED TO VENDOR/STORE:

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

Ilion, NY 13357 Attn: REPAIR

Model:

Date Shipped: 01/06/2012

Phone: (800) 243-9700

RETURN SHIP TO:

Gander Mountain, FFL# 1-56-000-00-00-03488 Attn: Gun Parts Dept.

1912 Skibo Road

Fayetteville, NC 28314

FIREARM INFORMATION:

Manufacturer: Remington Arms Co Inc.

Type: Cal/Ga.: .30-06cal Serial Number: E6540443

Cased?: □

DESCRIPTION OF ITEM RETURNED:

REM.700 SER.# E6540443 BOLT RIFLE WITH SCOPE & RINGS

REASON FOR RETURN:

FIRED WHEN SAFETY TAKEN OFF PLEASE REPAR.

ATTENTION VENDOR

Please contact me with any questions or concerns.

Walter Jackson/Randal Stroud (910) 487-4036

BILLING INFORMATION:

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

SHIP TO ABOVE ADDRESS

Forward all invoices to:

Gander Mountain

Attn: Roy Christensen

6801 120th Ave Kenosha, WI 53142 could not diplicate concerne. T.A. Linky + Kusty, CAN Offer TO heplace TOD, CLEARLIPIT Fine AT 1/2 NOT MAI COST,

Quote

E6540443







