

Remington Arms Co., Inc.
Product Service
Legal Case #:8711

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
304577	3/13/2013	3/18/2013	3/18/2013				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Gander Mountain	---	Gander Mountain	705 Frank Sottile Blvd.	Kingston	NY	12401		W 845-382-2500

Incident Information

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

Gander Mountain sent rifle into factory for a consumer. Gander Mountain stated the reason for return: "Customer states the following: Fired the rifle five times; the fifth round was chambered, as soon as the safety was taken off the rifle fired without touching the trigger". df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	27094	RR26257A	PG	6/19/2012 3:00:22 PM

Date Purchased	Where Purchased	Accessories	Original Owner
	GANDER WAREHOUSE #1/Leban	SCOPE,RINGS,TWO PIECE 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
Per Ilion - Replace TA @ n/c - goodwill gesture						

Repair/Replacement Cost	Repair/Replacement Date
\$46	

3/19/13: Per Ilion - Could not duplicate concern. AS a goodwill gesture will replace TA, check over & test fire at n/c to restore confidence in rifle. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		3/18/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 270 WIN
	Date Code		PG
	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	
Sear	Lift	---Select---	N/A
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	4.5#
	Altered	False	SEALANT PRESANT
	Sub-Assembly	X-Mark Pro	



8711

24"
pg 6/11
4.5

Service Request

Service Order # 4017

SHIPPED TO VENDOR/STORE:

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

Ilion, NY 13357

Attn: Rifle repair team

Date Shipped: 03/11/2013

Phone: (800) 243-9700

RETURN SHIP TO:

Gander Mountain, FFL# 6-14-111-01-8b-00716

Attn: Gun Parts Dept.

705 Frank Sottile Blvd

Kingston, NY 12401

FIREARM INFORMATION:

Manufacturer: Remington Arms Co Inc.

Type: Rifle

Serial Number: RR26257A

Model: 700

Cal/Ga.: 270 win

Cased?: ☐

DESCRIPTION OF ITEM RETURNED:

A> Sending one: Brand new Remington - Model 700 rifle - Calibered in 270 Win. - Black plastic stock - Matt black steel.

B> Firearm is returned in the new factory box, with scope and all equipment supplied by Remington.

REASON FOR RETURN:

1> Customer states the following: Fired the rifle five (5) times; The fifth round was chambered, as soon as the safety was taken off the rifle fired without touching the trigger.

1a> Customer wanted Gander Mtn. to supply her with a new rifle because this one is unsafe.

2> Please: Adjust; Repair or Replace needed parts, to make this rifle safe.

3> Please advised. Thank you for your help.

FSR

ATTENTION VENDOR

Please contact me with any questions or concerns.

(845) 382-2500

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
MAR 19 2013

BY:.....

could not duplicate concern.
~~ITF~~ As a good-will gesture
will replace T&A, check over
& test fire at N/C to restore
confidence in rifle. #260974

Serial Number:

RR26257A

Model: 700



RE00304577

Gunsmith SO# 4017

GM#256 - Kingston
705 Frank Sottile Blvd
Kingston, NY 12401
(845) 382-2500
Gunsmith:



*** Transferred Status ***

CUSTOMER INFORMATION:	DATES:
Home #: (914) 388-4451 Day #:	Acquired: 03/10/2013
Name: O'Brien, Kelly Jo	Apx Comp:
Address: 40 West End Avenue	Completed:
Ulster County	Cust. Called:
Rosendale, NY 12472	Disposed:

FIREARM INFORMATION:			
Manufacturer: Remington Arms Co Inc.	Type: Rifle	Serial Number: RR26257A	
Model: 700	Cal/Ga.: 270 win	Firearm Value: \$0.00	Cased?: <input type="checkbox"/>

Description: synthetic blued Condition: excellent

Service Description: 1> Rifle was returned in factory box
2> Gun was fired 5 times, 5th round put in chamber and as soon as the firearm was taken off safety it fired without touching the trigger.
3> Customer requests new firearm due to safety issue

LABOR		
UPC	Description	Amount
Labor Sub Total:		\$0.00

Labor Notes:

PARTS		
UPC	Description	Amount
Parts Sub Total:		\$0.00

Parts Notes:

* Estimate Only * Customer must pick up their own Firearm	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. Transferee's may also supply their own secure gun storage or safety device.

SIGNATURE: _____

DATE: _____





