

Remington Arms Co., Inc.
 Product Service
 Legal Case #:9516

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
328292	11/20/2013	11/21/2013	11/21/2013				

Customer Information

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

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern	Unknown	
S	FBC	Concern:1008 Fired on Bolt Closing		
C				

Per Gander Mtn. Service Request, "While hunting this season the rifle has fires as soon as the bolt was closed on a live round. This happened twice." jbi

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/243 WIN	85339	G7080537	WF	8/16/2011 8:30:54 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	GANDER WAREHOUSE #1/Leban	SCOPE,RINGS,TWO PIECE BASE	U			

CONCERN: FBC

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Per Ilion, replace trigger, check over and test fire at no charge						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$46					

11/22/13: Per Ilion, "could not duplicate concern. As a good will gesture to restore confidence in rifle will replace trigger assembly, check over and test fire at no charge." jbi

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/21/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		20" 243 WIN
	Date Code		WF
	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; Not Functioning	BINDS
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; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		XMP SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	N/A
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	4#
	Altered	False	SEALANT PRESENT
	Sub-Assembly	X-Mark Pro	



Service Request

Service Order # 4295

20 u
WFR/11
4#

9516

SHIPPED TO VENDOR/STORE:

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

Ilion, NY 13357
Attn: Rifle repair team

Date Shipped: 11/18/2013 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.
Model: 700

Type: Rifle
Cal/Ga.: .243cal

Serial Number: G7080537
Cased?:

DESCRIPTION OF ITEM RETURNED:

SENDING ONE: Remington - Model 700 rifle - Calibered in .243 Win. - Camo stock - Matt black action and barrel - Scope mounted (Package deal) as the gun was sold.

REASON FOR RETURN:

- 1> This rifle is only one year old.
2. While hunting this season the rifle has fires as soon as the bolt was closed on a live round. This happened twice.
- 3> Customer brought the firearm back to Gander Mtn. to fix this safety issue.
- 4> Thank you for your help in this matter, have a nice day.

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
NOV 22 2013

BY:.....

could not disp concern. AS
A Good will gesture to restore
conf in rifle with R.P. F.A.
check out rest AT A/C
#260974

Serial Number:

G7080537

Model: 700



RE00328292

Gunsmith SO# 4295

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



*** Transferred Status ***

CUSTOMER INFORMATION:	
Home #:	(845) 687-4377 Day #:
Name:	Matthews, Ericka
Address:	38 Upper Spongia Road Ulster Stone Ridge, NY 12484

DATES:	
Acquired:	11/18/2013
Apx Comp:	
Completed:	
Cust. Called:	
Disposed:	

FIREARM INFORMATION:			
Manufacturer:	Remington Arms Co Inc.	Type:	Rifle
Model:	700	Cal/Ga.:	.243cal
Serial Number:	G7080537	Firearm Value:	\$0.00
		Cased?:	<input type="checkbox"/>

Description: Camo Stock, Blued steel, W/scope Condition: As new

Service Description: 1) Fires when the bolt closes on a live round.

LABOR		
UPC	Description	Amount
400000102085	Firearms Pro-plan Redemption	\$0.00
Labor Sub Total:		\$0.00

Labor Notes:

PARTS		
UPC	Description	Amount
Parts Sub Total:		\$0.00

Parts Notes:

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

SIGNATURE _____

DATE _____







