

Remington Arms Co., Inc.
Product Service
Legal Case #:9650

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
330139	12/9/2013	12/10/2013	12/10/2013				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Gander Mountain	---	Gander Mountain	6802 118th Ave.	Kenosha	WI	53140		W 262-857-3757

Incident Information

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

Dealer sent gun into Ilion. Customer stated the gun has fired on safe release 3 times. Dealer stated everything they looked at the gun & everything seems fine. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/300 WIN MA	84406	G6898407	DD	9/23/2009 4:51:04 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	ELLETT BROTHERS, LLC	TWO PIECE BASE	U			

CONCERN: FSR

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 - Quote
to repair @ a
discount

Repair/Replacement Cost	Repair/Replacement Date

12/11/13: Per Ilion - Could not duplicate concern. Appears set screws have been altered. Can offer to replace TA, check over & test at 1/2 cost - quote. Jennings W. emailed quote to Roy C. at Gander. df 1/13/14: Dealer apprvd & pd quote. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/10/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 300 WIN MAG XHR
	Date Code		DD
	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---	
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---	.012
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	5.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	X-Mark Pro	
Non-Remington Components	Description		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.

Repair Number	Serial Number / Description	Date Received:	12/09/2013
RE00330139	G6898407	Estimate Date:	12/10/2013
	Model 700 Center Fire Caliber: 300 WIN MAG	Date Printed:	12/30/2013

Customer:

GANDER MOUNTAIN
ATTN ASHLEY DAVID
180 E 5TH ST SUITE 1300
SAINT PAUL, MN 55101 US

Return To:

GANDER MOUNTAIN
6802 118TH AVE
KENOSHA, WI 53142 US

Please Circle One:

VISA MC DISCOVER Card No. _____ Exp. Date _____
Open Account: R _____ PO Number: _____

Approval Signature: _____ Date: _____

Daytime Phone: (____) _____ Time to Call: _____

☐ If you desire any change, please use the reverse side for your comments and mark this box.

Problems

Reported

M100 - SEE CUSTOMERS LETTER
M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Found

M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION
M178 - TRIG ADJ SCREWS RESET; CANNOT READJUST

Technician Comments

could not duplicate concern. appears set screws have been altered. can offer to replace trigger assembly, check over and test fire at 1/2 normal cost.

ESTIMATE (note: C.O.D./Shipping and Handling Charges are NOT Included in this Quote.)

Material	Type	Description	Qty Needed	Warranty	Qty From Inv	Price	Disc	Amount
F306371B	Part	700 XMP EA TRIG ASSB RH BLACK (OS)	1	Billable	1	119.00	50	59.50
4000114	Service	GR-SHIPING & HANDLING (GUN REPAIR)	1	Billable	1	17.00	0	17.00
4000119	Service	GR-TEST	1	Billable	1	23.00	50	11.50

PAID
1/13/14

Sub Total: 88.00

Est Sales Tax: 3.87

Grand Total: \$91.87



Service Request
Service Order # 63784

24"
DD 9/0
S.S.H
1012

SHIPPED TO VENDOR/STORE:

Remington Repair FFL# 6-16-00726
14 Hoefler Ave

Ilion, NY 13357

Attn: service

Date Shipped: 12/05/2013

Phone: (800) 243-9700

9650

RETURN SHIP TO:

Gander Mountain, FFL# 3-39-059-01-7B-01750
Attn: Gun Parts Dept.
6802 118th Avenue
Kenosha, WI 53140

FIREARM INFORMATION:

Manufacturer: Remington Arms Co Inc.
Model: 700

Type: Rifle
Cal/Ga.: 300cal

Serial Number: G6889407
Cased?: ☐

DESCRIPTION OF ITEM RETURNED:

COMPLETE RIFLE. NO SCOPE OR RINGS. BASES INCLUDED.

REASON FOR RETURN:

THE CUSTOMER CLAIMS HE HAS HAD THREE CASES WHEN THE GUN HAS FIRED WHEN ONLY PUSHING THE SAFETY OFF. HE CLAIMS HE HAS NOT BEEN NEAR THE TRIGGER WHEN IT HAS HAPPENED. IT HAPPED ONCE FROM A PRONE POSITION, ONCE WHILE HUNTING, AND ONCE IN HIS HOUSE (NO ROUND IN THE CHAMBER) I HAVE LOOKED AT IT AND EVERYTHING SEEMS FINE. HE ASKED THAT IT BE SENT TO REMINGTON TO BE LOOKED AT. THANK YOU. JACK

ATTENTION VENDOR

Please contact me with any questions or concerns.

Central Shop Team
(262) 857-3757

JACK

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
6802 118th Ave
Kenosha, WI 53140

RECEIVED
DEC 11 2013

BY:.....

could not dup. concern. APPAR set screws have been alt. can offer to rep. T.A. check over & test at 1/2 cost.

Q

Serial Number:

G6898407

Model: 700



RE00330139







