

Remington Arms Co., Inc.  
Product Service  
Legal Case #:9598

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
329543	12/4/2013	12/5/2013	12/5/2013				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Gander Mountain	Attn: Smithy	Gander Mountain	1640 Parker Way	Opelika	AL	36801		W 651-735-6101

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4006	Altered Adjustments or Components		Unknown
S	FBC	Concern:1008 Fired on Bolt Closing		
C				

Gander Mountain sent gun into Ilion. Reason for Return: Customer stated gun will discharge when closing the bolt. df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	770/3006 SPRG	85633	71425617	BC	1/25/2008 7:47:26 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	CSI SPORTS, LLC	SCOPE,RINGS,BASE	U			

CONCERN: FBC

Ammunition Information - None Defined

Other Products Information - None Defined

## Settlement

Remington/770/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV

Quote to repair  
at a discount

Repair/Replacement Cost	Repair/Replacement Date

12/6/13: Per Ilion - TA set screws altered. Not returning under sear. Can offer to replace TA, check over & test at 1/2 cost - quote. df 12/11/13: Jennings in the call center emailed the quote to Roy Christiansen at Gander for approval & payment. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/5/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4006	Altered Adjustments or Components	
Barrel	Description		22" 3006 SPRG
	Date Code		BC
	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---	
Magazine	Condition	---Select---	
	Box Condition	Slightly Worn; Functioning	
Overall	Exterior Condition	Slightly Worn; Not Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD SAFETY
	Function	Like new; Functioning	
Scar	Lift	---Select---	N/A
	Notch	Slightly Worn; Functioning	
	Test Fired	False	
Feeding Test	Tests	False	
	Condition	Slightly Worn; Not Functioning	TRIG NOT RETURNING UNDER SEAR
	Pull	---Select---	N/A

Trigger	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	Other Remington	

# Quotation

## Remington Service

PO Box 700

Madison, NC 27025-0700

www.remington.com

# Estimating Report

Parts and Repairs: P:800-243-9700/F:336-548-7801

*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.

<b>Repair Number</b> RE00329543	<b>Serial Number / Description</b> 71425617 Model 770 Center Fire Caliber: 30 -06 SPRG	<b>Date Received:</b> 12/04/2013 <b>Estimate Date:</b> 12/05/2013 <b>Date Printed:</b> 12/27/2013
<b>Customer:</b> GANDER MOUNTAIN ATTN ASHLEY DAVID 180 E 5TH ST SUITE 1300 SAINT PAUL, MN 55101 US		<b>Return To:</b> GANDER MOUNTAIN 1640 PARKER WAY OPELIKA, AL 36801 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

<b>Reported</b> M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION	<b>Found</b> M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION
---------------------------------------------------------------------	------------------------------------------------------------------

### Technician Comments

trigger assembly set screws altered.trigger is not returning under sear properly.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
F301265	Part	710 REC. INSERT ASSB. COMPLETE	1	Billable	1	60.00	50	30.00
4000114	Service	GR-SHIPPING & HANDLING (GUN REPAIR)	1	Billable	1	17.00	0	17.00
4000119	Service	GR-TEST	1	Billable	1	23.00	50	11.50

Sub Total: 58.50

Est Sales Tax: 1.95

Grand Total: \$60.45



9598

**Service Request**  
**Service Order # 213**

22"  
B21/0

**SHIPPED TO VENDOR/STORE:**

Remington ArmsCO INC FFL#6-16-00727  
14 Hoefler Ave

Ilion, NY 13357

Attn: Warranty

Date Shipped: 11/28/2013

Phone: (111) 111-1111

**RETURN SHIP TO:**

Gander Mountain, FFL# 1-63-081-01-5K-04702  
Attn: Gun Parts Dept.  
1640 Parker Way  
Opelika, AL 36801

**FIREARM INFORMATION:**

Manufacturer: Remington Arms Co Inc.  
Model: 770

Type: Rifle  
Cal/Ga.: 30-06

Serial Number: 71425617  
Cased?: ☐

**DESCRIPTION OF ITEM RETURNED:**

Remington 770 Bolt Action Rifle Serial #71425617

**REASON FOR RETURN:**

Customer returned gun stating that the gun will discharge when the bolt is closed. "Slam Fire"

**ATTENTION VENDOR**

Please contact me with any questions or concerns.

**Smithy**

**(651) 735-6101**

**BILLING INFORMATION:**

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

**SHIP TO ABOVE ADDRESS**

Forward all invoices to:

180 E. Fifth Street Suite 1300  
St. Paul, MN 55101

**RECEIVED**  
DEC 06 2013

BY:.....

Serial Number:

**71425617**

Model: **770**



**RE00329543**

T.A. set screws alt. Trig.  
Not ret. and. SEAR. CAN  
often to rep. T.A. check  
once + rest at 1/2 cost











