

Remington Arms Co., Inc.
Product Service
Legal Case #:2926

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
155746	12/1/2008	12/2/2008	12/2/2008				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Gander Mountain		Gander Mountain	19890 SW Freeway	Sugar Land	TX	77479		W 281-239-6720

Incident Information

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

12/8/08 letter with firearm states customer states that 4 times in the last 15 yrs the gun fired when it was taken off of safety.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	20000	6864247	KZ	5/1/1975
Date Purchased	Where Purchased	Accessories	Original Owner			
	WILLIAMS GUNSIGHT DAVISON MI	SCOPE 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
repair at special price under BLSM program						
	Repair/Replacement Cost	Repair/Replacement Date				
	45.00	12/8/2008				

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/2/2008
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 270 WIN
	Date Code		KZ
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	

Bolt	Face	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	Worn; Functioning	SCRATCHES/MARS
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.012
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	4#
	Altered	True	SET SCREWS ALTERED AND STAKED
	Sub-Assembly	M/700 Bolt Lock	

Arms Service - Repair Inquiry

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: **RE00155746** Serial: 6864247 Model 700 Center Fire Caliber 270 WIN Produced: 05/22/1975 Repairman: **Bruce Travis**
 Verify Repair Status: **ApprovalHold:12/2/2008 8:06:48 AM**

Address Information

Customer: ☒ Received From Return To: ☐ Received From

Name: **GANDER MOUNTAIN**

Address 1: **ATTN CINDY KILBRIDE** Address 2: **180 E 5TH ST SUITE 1300** PO Box: **SUGARLAND** PO Box:
 City: **SAINT PAUL** State: **MN** Zip Code: **55101** Country: **US** State: **TX** Zip Code: **77479** Country: **US**

FFL: ☐ ☐ ☐ ☐ ☐ ☐

Contact / Condition **Problems** **Estimate** **History / Status** **Shipping / Billing**

Date	Code	User ID	Desc1	Desc2
11/21/2008 12:3	New	valenlds	Repair Added	
11/21/2008 12:3	Update	valenlds	Repair information chang	
11/21/2008 12:4	Expedite	valenlds	From: Check In	To:
12/2/2008 8:04:3	Expedite	Travisbw	From: Product Services	To: Repair Bench
12/2/2008 8:06:4	Estimate	Travisbw	Estimate Update	Status: ApprovalHold

☐ Shipping Hold ☐ InterFace Hold ☐ Estimate Sent ☐ Parts Received ☐ Passed Inspection ☐ Return As Received ☐ Has been Approved ☐ Internal Repair

Current Status
 ApprovalHold: **12/2/2008 8:06:48 AM**
 Repair Bench: **Travisbw**
 Repair Location: **ILN**
 Current Location: **ILN**
 Transfer Number:

Repair Search **Refresh** **Close**

suprjvl 12/2/2008 8:43 AM CAPS NUM INS SCRL

start Inbox - Microsoft Out... Microsoft Excel - PS H... Arms Services Repair Current Cases - Micro... 12/2/2008 8:43 AM

RECEIVED
DEC 04 2008

BY:



Service Request

Service Order # 2483

2926

K 25/75
22"
4#
012**SHIPPED TO VENDOR/STORE:**

Remington Arms Company Inc.
14 Hoefler Avenue

Ilion, NY 13357

Attn:

Date Shipped: 11/13/2008

Phone: (800) 243-9700

RETURN SHIP TO:

Gander Mountain, FFL# 5-76-157-00-00-01222
Attn: Gun Parts Dept.
19890 Southwest Freeway
Sugar Land, TX 77479

FIREARM INFORMATION:

Manufacturer: Remington Arms Co Inc.
Model: 700

Type: Rifle
Cal/Ga.: .270 Wcf

Serial Number: 6864247
Cased? ☐

DESCRIPTION OF ITEM RETURNED:

remington 700 gun with bolt and leupold base

REASON FOR RETURN:

custmoer states that 4 times in the last 15yrs gun fired when it was taken off of saftey. please check over
thanks
johnathen

ATTENTION VENDOR

Please contact me with any questions or concerns.

Johnathen Barnes
(281) 239-6720

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
PO Box 1224
Minneapolis, MN 55440

set screws were not on TRP ASSM
could not duplicate concern
replace TPA, check over, clear
under bolt lock program
Ron \$20.00 + GST

Quote

Serial Number:

6864247**Model: 700****RE00155746**