

Remington Arms Co., Inc.  
Product Service  
Legal Case #:2929

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
155305	12/2/2008	12/3/2008	12/3/2008				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Gander Mountain		Gander Mountain	2890 Acquest Ave SE	Kentwood	MI	49512		W 616-975-1000

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
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PI

PD Cause:4038 Could Not Duplicate Concern

Unknown

S Fires by itself Concern:1025 Unexplained Discharge - No Mention of Safety Position

C

Customer says the firearm will go off by itself.

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM REM MA	25803	B6467103	PD	6/1/1983
Date Purchased	Where Purchased	Accessories	Original Owner			
	MATHEWS & BOUCHER ROCHESTER NY	TWO PIECE SCOPE BASE	U			

CONCERN:WILL GO OFF BY ITSELF

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
repair at no charge, goodwill						

Repair/Replacement Cost	Repair/Replacement Date
65.00	12/3/2008

12/3/2008 could not duplicate customer's concern. Returned to AS to install a new TA at n/c as a gesture of goodwill to restore customer's confidence in the rifle fls.

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/3/2008
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	GANDER MTN STATED THAT CUST WAS USING 3006 CAL AMMO IN RIFLE
Barrel	Description		24" 7MM REM MAG
	Date Code		PD
	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		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.013
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	4.5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		TWO PIECE SCOPE BASE



**Service Request**

Service Order # 5200

**SHIPPED TO VENDOR/STORE:**

REMINGTON ARMS CO. INC.  
ARMS SERVICE DIVISION  
14 HOEFLER AVE.  
ILLION, NY 13357  
Attn: WARRANTY REPAIR

Date Shipped: 11/07/2008

Phone: (800) 243-9700

**RETURN SHIP TO:**

Gander Mountain, FFL# 4-38-081-01-7b-02241  
Attn: Gun Parts Dept.  
2890 Acquest Ave SE  
Kentwood, MI 49512

**FIREARM INFORMATION:**

Manufacturer: Remington Arms Co Inc.  
Model: 700

Type: Rifle  
Cal/Ga.: 7MMRM

Serial Number: B6467103  
Cased?: ☐

**DESCRIPTION OF ITEM RETURNED:**

REMINGTON  
MODEL 700  
7MM  
SERIAL # B6467103

could not duplicate concern of  
goes off by itself. check over,  
repair, adjust as needed. replace  
TPA to restore confidence in  
rifle at N/C for TPA only.  
#230145

**REASON FOR RETURN:**

CUSTOMER CLAIMS TO HAVE CALLED REMINGTON FOR WARRANTY REPAIR ON TRIGGER  
CUSTOMER CLAIMS THE FIREARM WILL GO OFF BY ITSELF  
HAVE DISCOVERED HE WAS SHOOTING 3006 AMMO

PLEASE EVALUATE FOR SAFETY ISSUES

**ATTENTION VENDOR**

Please contact me with any questions or concerns.

Bonnie Comella  
(616) 975-1000

**BILLING INFORMATION:**

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

**SHIP TO ABOVE ADDRESS**

Forward all invoices to: GANDER MOUNTAIN COMPANY  
ATTN: CINDY KILRIDE  
180 E. Fifth Street Suite 1300  
St. Paul, MN 55101

Serial Number:

**B6467103**

Model: 700

**RF00155305**

BARBER - Kinzer PPS GAL RE0008737