

Remington Arms Co., Inc.
Product Service
Legal Case #:2905

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
155827	11/22/2008	11/25/2008	11/25/2008				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Gander Mtn	James	Tietjens	5114 Holiday Dr	Peoria	IL	61615		W 309-692-4110

Incident Information

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

Customer says gun fired when the bolt was closed on a live round & there is damage to the bolt face. Brass on bolt face and gouge on bolt face from someone trying to remove brass wash.

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/300 WSM	27175	S6622054	FB	10/5/2007 1:16:26 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	GLENN ZANDERS FUR & SPORT		U			

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 n/c-good will						
	Repair/Replacement Cost	Repair/Replacement Date				
	65.00	11/25/2008				

11/25/2008 Returned to AS for warranty repair fls.

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		Supry
	Exam Date		11/25/2008
	Product Type		RF
	Action Type		A
	Assigned To		Supry
Cause	4038	Could Not Duplicate	Unable to get firing pin to drop by closing bolt, or slamming bolt

		Concern	closed, or any of the other bench tests tried.
Barrel	Description		24 in M/700 300 WSM caliber
	Date Code		FB
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Like new; Functioning	
Bolt	Firing Pin	Abused; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Abused; Functioning	Gouge in bolt face from someone trying to scrape off brass on bolt face.
	Handle	Like new; Functioning	
	Stop	Like new; Functioning	
Extractor	Condition	Like new; Functioning	
	Cut Condition	Like new; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Like new; Functioning	
	Notch Condition	---Select---	
Magazine	Condition	---Select---	
	Box Condition	Like new; Functioning	
Overall	Exterior Condition	Like new; Functioning	
	Stock Condition	Like new; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Like new; Functioning	
	Bulged	False	
Safety	Description		Model 700
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	not measured
	Notch	Like new; Functioning	
		Condition	Like new; Functioning
Pull		---Select---	4.25 lbs

Altered		True	Trigger pull screw adjusted outside of factory.
Sub-Assembly	Trigger	M/700 Non-Bolt Lock	

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

Repair Inquiry

Repair Number: **RE00155827** Serial: 36622054 Model 700 Center Fire Caliber 300 WSM Produced: 10/05/2007 Repairman: Patrick Bielanski
 Verify Repair Status: Repairing: 11/25/2008 10:45:05 AM

Address Information

Customer: ☒ Received From Return To: ☐ Received From

Name: **GANDER MOUNTAIN** **GANDER MOUNTAIN**

Address 1: **ATTN CINDY KILBRIDE** **5114 HOLIDAY DRIVE**

Address 2: **180 E 5TH ST SUITE 1300** P.O. Box: **PEORIA** P.O. Box:

City: **SAINT PAUL** State: **MN** Zip Code: **55101** Country: **US** State: **IL** Zip Code: **61615** Country: **US**

FFL: ☐ ☐ ☐ ☐ ☐ ☐

Contact / Condition	Problems	Estimate	History / Status	Shipping / Billing
Date	Code	User ID	Desc1	Desc2
11/22/2008 9:24	New	valentds	Repair Added	
11/25/2008 8:20	Comment	supryll	Returned for n/c repair	Charge 230048
11/25/2008 8:29	Expedite	supryll	From: Check In	To: Repair Bench
11/25/2008 10:41	Estimate	bielanskp	Estimate Update	Status: PartsHold
11/25/2008 10:41	Repairing	System	Immediate SAP Allocation	

Current Status: **Repairing**
 11/25/2008 10:45:05 AM
System
 Repair Bench
 Repair Location: **ILN**
 Current Location: **ILN**
 Transfer Number:

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

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

supryll 11/25/2008 12:54 PM CAPS INUM INS SCRL

star Inbox - Microsoft Out... Arms Services Repair PS Hold Guns AS 12:54 PM

#2905



Service Request

Service Order # 4241

SHIPPED TO VENDOR/STORE:

REMINGTON ARMS CO.

14 HOEFLER AVE.

ILION, NY 13357

Attn: SERVICE DEPARTMENT

Date Shipped: 11/18/2008 Phone: (800) 243-9700

RETURN SHIP TO:

Gander Mountain, FFL# 3-37-143-01-7b-00970

Attn: Gun Parts Dept.

5114 Holiday Drive

Peoria, IL 61615

155827

FIREARM INFORMATION:

Manufacturer: Remington Arms Co Inc.

Type: Rifle

Serial Number: S6622054

Model: 700

Cal/Ga.: 300 WSM

Cased?: ☐**DESCRIPTION OF ITEM RETURNED:**

REMINGTON 700 .300 WSM CAL. STAINLESS STEEL SYNTHETIC COMPLETE.

REASON FOR RETURN:

GUN FIRED WHEN THE BOLT WAS CLOSED ON A LIVE ROUND & THERE IS DAMAGE TO THE BOLT

FACE

Attn: SERVICE DEPT

Date Shipped: 11/18/2008

ATTENTION VENDOR

Please contact me with any questions or concerns.

James Tietjens

(309) 692-4110

BILLING INFORMATION:

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

SHIP TO ABOVE ADDRESS

REForward all invoices to: GANDER MOUNTAIN COMPANY

Attn: Cindy Kilbride

180 E. Fifth Street Suite 1300

St. Paul, MN 55101

Bolt face gouged from

trying to remove brass. F.T

new bolt - check chamber -

Charge 230048

FLS 11/25/08