

Remington Arms Co., Inc.
Product Service
Legal Case #:3333

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
162971	2/26/2009	3/18/2009	3/18/2009				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Gander Mountain		Gander Mountain	19302 Interstate 45	Spring	TX	77373		

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern		Unknown	
S fired with safety on	Concern:1028 Fired With Safe ON			
C				

3/23/09 per letter with rifle, customer wants factory certification that the gun is safe. Claims the gun fired with the safety switch engaged when the bolt was closed.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	710/7MM REM MA	27412	71275968	BA	1/25/2006 3:21:44 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	ACADEMY CORP	SCOPE,RINGS,BASE	U			

CONCERN:FIRED WITH SAFETY ON

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
replace TPA at no charge as goodwill gesture						
	Repair/Replacement Cost	Repair/Replacement Date				
	109.16	3/23/2009				

3/23/09 Could not duplicate concern. Check over completely, replace TPA to restore confidence in rifle.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		3/18/2009
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
	Description		24" 7MM REM MAG
	Date Code		BA

Barrel	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; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/710 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	N/A
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	6.5#
	Altered	False	
	Sub-Assembly	Other Remington	

$$\begin{array}{r} 14.46 \\ 15 \\ 35 \\ 17.50 \\ 12 \\ 15 \\ \hline 109.16 \end{array}$$

RECEIVED
MAR 23 2009
BY: _____



Service Request

Service Order # 2967

SHIPPED TO VENDOR/STORE:

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

Ilion, NY 13357

Attn: Warranty Repair

Date Shipped: 02/03/2009

Phone: (000) 000-0000

RETURN SHIP TO:

Gander Mountain, FFL# 5-76-201-01-8B-01220
Attn: Gun Parts Dept.
19302 Interstate 45
Spring, TX 77373

FIREARM INFORMATION:

Manufacturer: Remington Arms Co Inc.
Model: 710

Type: Rifle
Cal/Ga.: 7mm. Mag

Serial Number: 71275968
Cased?: ☐

DESCRIPTION OF ITEM RETURNED:

Complete firearm package w/scope mounted and one mag

REASON FOR RETURN:

Customer wants Factory certification that gun is safe. Claims the gun fired with the safety switch engaged when the bolt was closed.

ATTENTION VENDOR

Please contact me with any questions or concerns.

Jerry Dawkins

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
180 East Fifth Street
St. Paul, MN 55101

could not duplicate concern.
check over completely. replace
TPA to restore confidence
in rifle. N/C

#230145

Serial Number: **71275968**

Model: **710**



RE00162971