

Remington Arms Co., Inc.  
Product Service  
Legal Case #:5197

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
211399	11/23/2010	11/24/2010	12/10/2010				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Gander Mtn.	---	Gander Mtn.	373 North Willowbrook	Coldwater	MI	49036		W 517-279-2900

## Incident Information

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

Dealer wrote in a note that customer is having issues with firearm discharging while unloading. df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	n/a	A6888773	KA	5/8/1980
Date Purchased	Where Purchased	Accessories	Original Owner			
	SPORTS SOUTH SHREVEPORT LA	SCOPE BASE AND RINGS	U			

CONCERN:FBC

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 @ n/c - goodwill gesture						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$76.60	12/10/2010				

Per Ilion - Could not duplicate concern. TA dirty & sticky, replace TA clean & test fire under BLM program - quote. df 12/10/10: Anne Harper sent an email stated that Gander Mtn contacted her & cusotmer does not want to pay \$37 to replace TA on 30 yr old gun. I offered to remove charges as gesture of goodwill. I'm waiting to hear back from Gander Mtn. df 12/10/10: Roy Christensen @ Gander Mtn stated that the customer would appr. repair if we removed the charges. I have done that & appr. repair as requested. df

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B. TRAVIS
	Exam Date		11/24/2010
	Product Type		RF
	Action Type		A
	Assigned To		T. NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 270 WIN
	Date Code		KA
	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	STICKS
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 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.009
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	SOME LITE RUST,STICKY
	Pull	---Select---	7.5#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		SCOPE BASE AND RINGS

frmRepairMain - FGI Repairs

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

frmREInquiry - Repair Inquiry

Repair Number: RE00211399

Serial: A6888773 Model: 700 Center Fire Caliber: 270

WINA LEFT HAND Produced: 05/08/1980 SKU: 20000

Repaired: 11/24/2010 11:22:05 AM

Verify Repair

Status: Repaired 11/24/2010 11:22:05 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:

City: SAINT PAUL

State: MN Zip Code: 55101 Country: US

Name: GANDER MOUNTAIN

Address 1: 373 NORTH WILLOWBROOK

Address 2: PO Box:

City: COLDWATER

State: MI Zip Code: 49036 Country: US

Contact / Condition

Problems

Estimate

History / Status

Shipping / Billing

Date	Code	User ID	Desc1	Desc2
11/23/2010 11...	New	lopataff	Repair Added	
11/24/2010 11...	Maint	Travisbw	Repair Maintenance	Status: Rep

Shipping Hold

Interface Hold

Estimate Sent

Parts Received

Passed Inspection

Return as Received

Has Been Approved

Internal Repair

Exclude TATC

Current Status

Repaired

11/24/2010 11:22:05 AM

lopataff

Repair Bench

Repair Location

ILN

Current Location

ILN

Transfer Number

Repair Search

Refresh

Close

supryfl - ILN/Prod

frmREInquiry

D1102R7XPIL

Wednesday, Nov 24 2010

9:59 AM

start

ODMS - Desktop

frmRepairMain - F

Microsoft

11:49 AM

RECEIVED  
NOV 29 2010

BY: .....



**Service Request**  
**Service Order # 2843**

22"  
KAS/8  
7.5#  
1009

**SHIPPED TO VENDOR/STORE:**

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

Ilion, NY 13357  
Attn: repair dept

Date Shipped: 11/15/2010 Phone: (800) 243-9700

**RETURN SHIP TO:**

Gander Mountain, FFL# 4-38-023-62-00-00000  
Attn: Gun Parts Dept.  
373 North Willowbrook  
Coldwater, MI 49036

**FIREARM INFORMATION:**

Manufacturer: Remington Arms Co Inc.  
Model: 700LH

Type: Rifle  
Cal/Ga.: 270

Serial Number: A6888773  
Cased?: ☐

**DESCRIPTION OF ITEM RETURNED:**

700LH

**REASON FOR RETURN:**

customer is having issues with firearm discharging while unloading

**ATTENTION VENDOR**

Please contact me with any questions or concerns.

**Jesse Grauman**  
**(517) 279-2900**

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

could not duplicate concern.  
T.A. dirty + sticky. Replaced TPA,  
clean + test fire under JCP  
Ran \$ 20.00 + ship

Quote

Serial: **A6888773**

Model: **700**



**RE00211399**





