

Remington Arms Co., Inc.

Product Service

Legal Case #:5201

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
211335	11/23/2010	11/24/2010	11/24/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Gander Mt		Gander Mt	2390 Niles Cortland Rd	Warren	OH	44484		W 330-544-5800

Incident Information

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

12/12/10 Per note with rifle, sent in for several problems. It has fired when closing the bolt, can't get a group better than 5 1/2" at 200 yds and the finish on the stock cracked at the top tip and began to fall off.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM REM MA	84016	S6715747	BE	1/20/2010 4:37:32 PM

Date Purchased	Where Purchased	Accessories	Original Owner
	GANDER MOUNTAIN 19	TWO PIECE SCOPE BASE AND RINGS	U

CONCERN:SLAM FIRES

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
Per Ilion, check over, lap bore, test fire under warranty						

Repair/Replacement Cost	Repair/Replacement Date
144.00	12/12/2010

12/12/10 Per Ilion, could not duplicate concern trig assm is functioning as designed. Check over, check function and test fire. Stock finih is cracked and lifting. Will chamfer muzzle, lap bore and send for gallery targeting for group size under warranty.cm

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	
	Description		26" 7MM REM MAG
	Date Code		BE
	Bore Plugged	False	

Barrel	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	FINISH IS CRAZED AND LIFTING
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD XMP SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.012
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	3#
	Altered	False	
	Sub-Assembly	X-Mark Pro	
Non-Remington Components	Description		TWO PIECE SCOPE BASE AND RINGS

frmREInquiry - Repair Inquiry

Repair Number: **RE00211335** Serial: **SG715747** Model: **700** Center Fire Caliber: **7**
 MM REM MAG Produced: **01/20/2010** SKU: **84016** Repairman: **Bruce Travis**
 Status: **Repairing 11/24/2010 11:48:03 AM**

ADDRESS INFORMATION

Customer: **GANDER MOUNTAIN** Received from: **GANDER MOUNTAIN**
 Name: **ATTN ONDY KILBRIDE** Return To: **2398 NILES CORTLAND RD.**
 Address 1: **180 E 5TH ST. SUITE 1300** PO Box: PO Box:
 City: **SAINT PAUL** WARREN
 State: **MN** Zip Code: **55101** Country: **US** OH Zip Code: **44484** Country: **US**

FFL:

Contact / Condition Problems Estimate History / Status Shipping / Billing

Date	Code	User ID	Desc1	Desc2	Status
11/23/2010 11:48:03 AM	New	lopelafi	Repair Added		
11/24/2010 11:48:03 AM	Maint	Travisbw	Repair Maintenance		Status: Repa
11/24/2010 11:48:03 AM	Estimate	Travisbw	Estimate Update		Status: Parts
11/24/2010 11:48:03 AM	Repairing	System	Immediate SAP Allocation		

Shipping Hold ☐ Interface Hold ☐ Estimate Sent ☐ Parts Received ☒ Passed Inspection ☐ Return as Received ☐ Has Been Approved ☐ Internal Repair ☐ Exclude TATC ☐

Current Status: **Repairing**
 11/24/2010 11:48:03 AM
 System
 Repair Bench
 Repair Location
 ILN
 Current Location
 ILN
 Transfer Number

Repair Search Refresh Close

1
27.-
15
102
144

RECEIVED
NOV 29 2010



Service Request
Service Order # 3931

26
BE/1
3#
01

5201

SHIPPED TO VENDOR/STORE:

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

Ilion, NY 13357
Attn:

Date Shipped: 11/09/2010 Phone: (800) 243-9700

RETURN SHIP TO:

Gander Mountain, FFL# 4-34-155-01-7B-01165
Attn: Gun Parts Dept.
2390 Niles Cortland Rd.
Warren, OH 44484

FIREARM INFORMATION:

Manufacturer: Remington Arms Co Inc.
Model: 700

Type: Rifle
Cal/Ga.: 7MM REM MA

Serial Number: S6715747
Cased?: ☐

DESCRIPTION OF ITEM RETURNED:

BRAND NEW GUN

REASON FOR RETURN:

SENT IN FOR MYRIAD OF PROBLEMS. CUSTOMER STATES THAT RIFLE SLAM FIRED ON ITS OWN WHEN HE CLOSED THE BOLT. ALSO SAYS HE COULDN'T GET BETTER THAN A 5 1/2" GROUP AT 200 YARDS. AND FINALLY THE FINISH ON THE STOCK CRACKED AT THE TOP TIP AND BEGAN TO FALL OFF. PLEASE INSPECT AND FIX OR REPLACE AS NECESSARY.

ATTENTION VENDOR

Please contact me with any questions or concerns.

Zach Neutzling
(330) 544-5800

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 KILBRIDE
180 E. Fifth Street Suite 1300
St. Paul, MN 55101

could not duplicate concerns trying.
Assm is functioning as designed.
check over, check function and test fire.
STK. Finish is crazed & lifting. will chamber
muzzle, Lap Bone & send Ron Gallery
targeting for group size.

Serial Number:

S6715747

Model: **700**







