

Number: **ML236095**

Model: **700ML**



RE00070211

Ilion, NY 13357

CC: Rena, Remington Corporate Consumer Services, Extension 8781
Jason Spragley, Remington Arms Corporate Office, Extension 8774
Attachments: "Sequence of Events", Receipt of Purchase, Copy of Repair Slips

To Whom It May Concern:

In the following paragraphs I will describe my thoughts about the issues that my sons and I have experienced as a result of owning two Remington 700ML rifles. I will be referencing the attached "Sequence of Events".

My sons Jason (age 16) and Chris (age 19) wanted to purchase a muzzleloader to deer hunt with me, here in Michigan. We had decided on the Remington 700ML since the rifles were within their price range. I own a Ruger 77/50, and the Ruger was out of their price range at the time.

The rifles were purchased from Shooters Services in Livonia, Michigan, the day after Christmas 2002 (12/26/02). One of the rifles was the display rifle, the other was in a sealed box. Upon inspection of the display rifle, we had not seen any reason for concern. We typically only purchase rifles in factory sealed boxes.

At the time, I had already worked up an accurate load for my Ruger 50 caliber muzzleloader, and had given the same recommendations to two of my co-workers, both Remington owners (one stainless steel and one black). Their accuracy results were the same as mine, so my sons and I shot the load as shown on 12/28/02 (95 gr. Of Goex FFG / 300 gr. Hornady XTP / T.C. Sabot 50/45). The rifles shot very well and sighting in at 50 yards was accomplished.

During the first time out, we had experienced the following:

- Shooter hit in the face by debris apparently coming from a leak around the tightened breech plug area. We had applied grease on the threads prior to shooting to ease in disassembly. The grease was on our faces. I must note that the plastic weather shield was installed prior to shooting the rifles.
- The debris collected on the bolt and made the bolt virtually inoperative after 6 – 8 shots. Disassembly of the bolt from the gun was required to continue shooting. Soapy water and a patch cleaned up the mess.
- The bolt retaining screw on one of the rifles had gotten burred up on the end and was interfering with the bolt operation.

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We returned home and the rifles were both cleaned by me with my sons both taking notes, as we proceeded through the process. The rifles were cleaned using soapy water followed by oily patches down the bore. The bolt was disassembled, cleaned and oiled per the manual and strict care was always given around the trigger, as per the manual. Remington oil was used as directed.

After reassembly, the one rifle, #ML236095, exhibited failure with the safety. The rifle would fire when the safety was removed. This was considered very dangerous, and we felt fortunate that this had not happened at the range when loaded.

My father, at the time, had been speaking to Jason Spragley of Remington Arms, about a custom rifle that he was planning on ordering. During this contact with Remington, my father described our issues to Jason. Jason advised my father to have the rifles serviced at an authorized repair center.

The rifles were delivered to W. Johnson Service, Inc. of Adrian, Michigan. I requested that the trigger and bolt be corrected on the rifle #ML 236095 and an inspection on the other rifle #ML237033. See attached repair slips.

After approximately one week, I had received a phone call from W. Johnson Service, informing me that the rifle #ML236095 had shown evidence that the trigger had been altered. I felt that this was ridiculous. However, since this rifle was the display rifle, and I did not know the history, I agreed to pay the \$20 fee to repair it. The bolt was covered under the warranty. I assured that the repair would be permanent. The #ML237033 rifle cost me \$10 for an inspection.

I belong to the Washtenaw County Sportsman Club, and I had discussed my issues with other club members that also shot in-lines, not necessarily Remington. Their advice was to stop using black powder, and switch to Triple 7 by Hodgdon, or Pyrodex.

On 1/10/03, we picked the rifles up from W. Johnson Service, and headed for the range with a new load (80 gr. Triple 7 / 300 gr. Hornady XTP / T.C. Sabot 50/45). We fired 15 – 20 shots for each rifle, making minor sight adjustments, with no issues with the bolt sticking. However, we still had the debris hitting the shooter in the face. We returned home to disassemble and clean the rifles using soapy water followed by oily patches (Remington oil) as described earlier. The rifles were then stored.

As per the attached, we enjoy a lot of shooting and had gone to the range a few more times to get the rifles shooting at 100 yards. Debris in the face was eliminated, since I had altered the plastic weather shield to vent in a more positive manner, out the side of the rifles. I have left them installed for shipment and for your review.

On 7/19/03, we returned to the range to continue our father/son experiences. After cleaning the rifles that day, the #ML236095 exhibited the same trigger failure as previous. This was the second time and raised concern over the integrity of the design of the rifles.

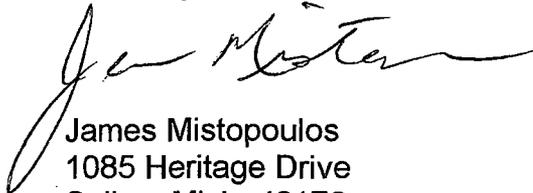
I had confiscated both rifles and have come to the conclusion that we are not interested in shooting another Remington 700ML.

We had knowingly done nothing to cause any of these issues. Discussions with other Remington shooters have resulted in their concerns as well. They have not experienced trigger failure, but have experienced the debris around the bolt. They tolerate it, however, they do not shoot as many times in one day, nor do they shoot as often as we do.

In closing, I have to say that we have shot the Remington 700 in several calibers at the range, with other club members and friends. This is an exceptional rifle. We expected the same out of the Remington 700ML. As a result of our experiences with our 700ML rifles, and the fact that we will not shoot them again for safety related reasons, we feel that a complete refund of the purchase price, sales tax and the repair and inspection costs for both guns; \$665.89 is the only satisfactory solution.

We look forward to your response.

Sincerely,

A handwritten signature in cursive script, appearing to read "James Mistopoulos". The signature is written in black ink and is positioned above the printed name and contact information.

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