

Remington Arms Co., Inc.  
Product Service  
Legal Case #:3385

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
164939	3/20/2009	4/3/2009	4/3/2009				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Buck Creek Carry Out	Sharon Eldridge	Buck Creek Carr	3001 Mechanicsburg Rd.	Springfield	OH	45503		W 937-390-3882 F 937-399-3100 E bcc08@aol.com

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4013 Broken or Missing Parts		Unknown	
S	Concern:1007 Fired on Safe Release			
C	Fires on Safe release			

Dealer reported that gun fires upon taking safety to the off position. Weapon was a trade in at their store. dmf

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	ML/BA	700/50 CAL		ML234290	RU	11/17/2000
Date Purchased	Where Purchased	Accessories	Original Owner			
	DICK S SPORTING GOODS	TWO PIECE SCOPE BASE,AFT MKT 209 NIPPLE	U			

CONCERN:FSR

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 at no charge						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$51.89	4/7/2009				

4/7/09: Per Fred S. - Connector broken. Replace trigger assembly, check over, clean at no charge. dmf

## Examination[Remington/ML/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		4/3/2009
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4013	Broken or Missing Parts	Connector broken
Barrel	Description		24" 50 CAL
	Date Code		RU
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	*Non-Standard	AFT MKT

Bolt	Shroud	*Non-Standard	AFT MKT
	Face	*Non-Standard	AFT MKT
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Overall	Exterior Condition	Slightly Worn; Not Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	N/A
	Notch	Slightly Worn; Not Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	CONNECTOR BROKEN
	Pull	---Select---	N/A
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		TWO PIECE SCOPE BASE,AFT MKT NIPPLE

Arms Services Repair & Estimate System

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

Repair Inquiry

Repair Number: RE00164939  
Verify Repair

Serial: ML234290 Model 700ML Center Fire  
Caliber: 5050 ML Produced: 11/17/2000

Repairman: Robert Frink  
Status: Repairing 4/3/2009 6:02:05 AM

Address Information

Customer: ☐ Received From  
Name: BUCK CREEK CARRY OUT  
Address 1: 3001 MECHANICSBURG RD  
Address 2:  PO Box:   
City: SPRINGFIELD  
State: OH Zip Code: 45503 Country: US

Return To: ☐ Received From  
Name: BUCK CREEK CARRY OUT  
Address 1: 3001 MECHANICSBURG RD  
Address 2:  PO Box:   
City: SPRINGFIELD  
State: OH Zip Code: 45503 Country: US

FFL:

Contact / Condition	Problems	Estimate	History / Status	Shipping / Billing
Date	Code	User ID	Desc1	Current Status
3/20/2009 7:14:4	New	thomaspe	Repair Added	Repairing
4/1/2009 2:44:49	Expedite	pencerl	From: Check In	4/3/2009 6:02:05 AM
4/2/2009 11:42:4	Estimate	frinkre	Estimate Update	System
4/3/2009 3:39:16	Mainl	Travisbw	Repair Maintenance	Final Inspect
4/3/2009 6:01:34	Estimate	frinkre	Estimate Update	Repair Location
4/3/2009 6:02:05	Repairing	System	Immediate SAP Allocation	ILN
4/3/2009 6:23:51	Expedite	frinkre	From: Repair Bench	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

start | supyrl | 4/3/2009 | 9:01 AM | CAPS | NUM | INS | SERL |

Inbox - Microsoft O... | Microsoft Excel | Microsoft Word | Arms Services Repa... | Current Cases - Mic... | 9:01 AM



## Factory Repair Form

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NOTE: Please complete and print this form, and then include it with your firearm.

Model Number: 700 ML		Serial Number: ML234290	
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: SHARON ELDRIDGE ; BUCK CREEK C		Date of Purchase: 1-19-2009	
Address (no PO Boxes): 3001 MECHANICSBURG RD.			
City: SPRINGFIELD		State: OH	Zip: 45503
Phone (Daytime): 937-390-3882		Fax: 937-399-3100	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) BCC08@AOL.COM			
E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: GUN FIRES UPON TAKING THE SAFETY TO THE OFF POSITION.  THIS WEAPON WAS A TRADE IN AT MY STORE, BUCK CREEK CARRY OUT.  <div>380 characters left</div>			
Ammunition Information:			
Manufacturer:		Type:	
Other (i.e. bullet weight/type, shot size, powder):			
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	
Firearms Care (Cleaning and Lubrication):			
Brand of cleaning solution used:			
How often do you clean the bore? (Months or Number of rounds)			
How often do you clean the action? (Months or Number of rounds)			
How often do you clean the trigger assembly? (Months or Number of rounds)			
Brand of lubricant used:			
How often do you lubricate the bore? (Months or Number of rounds)			
How often do you lubricate the action? (Months or Number of rounds)			

How often do you lubricate the trigger assembly? (Months or Number of rounds) _____
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? <input type="checkbox"/> YES <input type="checkbox"/> NO
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? _____
What were the services performed? _____
Ship your INSURED firearm by either UPS or Parcel Post to:  <b>Remington Arms Co., Inc.</b> <b>Attn: Arms Service Division</b> <b>14 Hoefler Avenue</b> <b>Illion, NY 13357</b>
<p><b>⚠ WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. THIS IS A VIOLATION OF FEDERAL LAW. IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM.</b></p> <p>             :: Record the serial number of your firearm before sending it.              :: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.)              :: Remove all accessories from your firearm to prevent loss or damage.              :: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.              :: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.         </p> <p>Charge repairs will be processed using the following guidelines:</p> <p>             :: Repairs \$75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)              :: For Repairs over \$75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over \$75.00 by setting a pre-authorized amount that can be billed to your credit card. We process checks electronically through Check21.         </p>

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Other Sites



**ML234290**

Model: **700ML**



**RE00164939**

CONNECTOR BROKEN.  
Replace TPA, check over, clean  
AT N/C

#230145