

Remington Arms Co., Inc.  
Product Service  
Legal Case #:4392

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
191702	3/12/2010	2/24/2010	3/15/2010	2/20/2010			X

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Steve	Brant	1959 Dove Ln	Baker	FL	32531		C 850-902-6860 F 850-609-1101 E dbrant4107@gmail.com

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI Bruised leg, cut hand				
PD Cause:4006	Altered Adjustments or Components		N	
S Concern:1008	Fired on Bolt Closing			
C Fired on Bolt Closing				

2/24/10 customer called - He shot a deer & reloaded gun. He opened the bolt to put a new primer on & the bolt would not close. He took the Safety off & closed the bolt and the gun went off. He has a cut on his hand and a bruise on his leg from recoil. No medical treatment needed. dmf

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	ML/BA	700ML/50 CAL	27583	ML252082	BX	2/3/2003 7:25:50 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	BASS PRO SHOPS		Y			

CONCERN:FBC

Ammunition Information - None Defined

Other Products Information - None Defined

## Settlement

Remington/700ML/ML/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Repair @ 1/2 normal charges						
	Repair/Replacement Cost	Repair/Replacement Date				

2/24/10: Sending ARS & box - order# 1080820. dmf 3/16/10: Per Fred S. - Trigger set screws altered. Will follow down. Replace TPA, check over, clean at 1/2 normal charges. dmf

Examination[Remington/ML/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS
	Exam Date		3/15/2010



Examination	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4006	Altered Adjustments or Components	
Barrel	Description		26" 50 CAL SS
	Date Code		BX
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	VERY DIRTY/RUSTY
	Shroud	Slightly Worn; Functioning	DIRTY/RUSTY
	Face	---Select---	
	Handle	Slightly Worn; Functioning	
	Stop	---Select---	
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; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	WILL FOLLOW DOWN
	Pull	---Select---	N/A
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Non-Bolt Lock	



[illegible]

RECEIVED  
MAR 16 2010

BY: \_\_\_\_\_



4392

COPY

26"  
50cm

February 24, 2010

Steve Brant  
1959 Dove Ln.  
Baker, FL 32531

Subject: #4392, Model 700ML

Dear Mr. Brant,

I am sorry to learn about the issue experienced with your Model 700ML. Enclosed is a prepaid UPS shipping label to cover shipment to our factory for evaluation. **Please include a copy of this letter to put inside the shipping container. The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly. Mark the ends of the boxes with the name "Supry".** Fred Supry will be inspecting the firearm and will contact me with the results.

I apologize for the inconvenience this has caused and I hope that this action will keep you a loyal Remington customer.

Sincerely,

Dell Marie Fulcher  
Consumer Affairs Administrator  
Remington, H&R, Marlin

Phone: 800-243-9700 press 0 and ask for ext 8686

Fax: 336-548-7872

E-mail: [dell.fulcher@remington.com](mailto:dell.fulcher@remington.com)

Serial  
Number:

ML252082

Model: 700ML



RE00191702

Trig. set screws altered.  
will follow down. up mee  
TPA check over, clean RT  
1/2 rounds changes.

Quote

ton Drive • P.O. Box 700 • Madison, NC 27025  
• [www.remington.com](http://www.remington.com)





## Factory Repair Form

Return to Previous Page

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

Model Number: <u>700 ML</u>		Serial Number: <u>ML 252082</u>	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <u>Steve Brent</u>		Date of Purchase: _____	
Address (no PO Boxes): <u>1959 Dove Lane</u>			
City: <u>Baker</u>		State: <u>FL</u>	Zip: <u>32531</u>
Phone (Daytime): <u>(850) 902-6860</u>		Fax: <u>(850) 609-1101</u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>clbrnt4107@gmail.com</u>			
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: <u>When bolt was closed ML went off. Now everytime you turn the safety off the gun goes off loaded or not.</u>			
500 characters left			
Ammunition Information:			
Manufacturer: _____		Type: _____	
Other (i.e. bullet weight/type, shot size, powder): _____			
Handload Information:			
Powder Used: <u>Triple 7</u>		Powder Weight: <u>100 grains</u>	
Case/Hull Used: _____		Primer Used: <u>209</u>	
Bullet Type/Shot Size: _____		Reloader Used: _____	
Firearms Care (Cleaning and Lubrication):			
Brand of cleaning solution used: <u>Knight</u>			
How often do you clean the bore? (Months or Number of rounds) <u>every 4-6</u>			
How often do you clean the action? (Months or Number of rounds) <u>same</u>			
How often do you clean the trigger assembly? (Months or Number of rounds) <u>end of season</u>			
Brand of lubricant used: <u>Rem Oil</u>			
How often do you lubricate the bore? (Months or Number of rounds) <u>everytime</u>			
How often do you lubricate the action? (Months or Number of rounds) <u>regularly</u>			

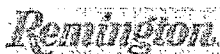


How often do you lubricate the trigger assembly? (Months or Number of rounds) _____
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? <u>N/A</u>
What were the services performed? _____
Ship your INSURED firearm by either UPS or Parcel Post to:  <b>Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357</b>
<p>Ⓢ 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.</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)</p> <p>:: 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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www.remington.com

Remington Arms Company, Inc.  
870 Remington Drive  
P. O. Box 700  
Madison, NC 27025-0700

## ARS LABEL REQUEST FORM

DATE:	2/24/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PACKAGE:	10 lbs
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL                      xxxxxxxxxxxx	
DESCRIPTION:    Ref - 4392 M/700ML Ph# 850-902-6860			

## LABEL INFORMATION

MAIL LABEL TO: Steve Brant 1959 Dove Ln. Baker, FL 32531
RETURN ITEM TO Remington Arms Co. Attn: Product Service/Suppy Ilion, NY

PLEASE COMPLETE ALL PARTS OF THIS FORM AND SEND TO THE MEDIA COORDINATOR

4XX596                      FEB 25, 2010                      ALL CURR USD                      1 OF 1  
SERVICE GND COM                      ACT WT 10.0 LBS  
TRACKING# 1Z4XX5969066550231  
REF 1: STEVE BRANT/CD/DMF  
REF 2: REF#4392/700ML/  
  
HANDLING CHARGE 0.00  
SINGLE-PIECE PUB RATE CHRG:                      SVC T/P USD  
DV 0.00                      COD 0.00                      RS 0.50  
DC 0.00                      DGD 0.00                      SD 0.00  
AH 0.00                      PR 0.00                      SP 0.00  
TOT PUB CHG 9.40                      PUB+HANDLING 9.40