

Remington Arms Co., Inc.  
Product Service  
Legal Case #:3804

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
176671	10/1/2009	9/21/2009	10/1/2009				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Frank	Hillenburg	205 Grandma Brown Rd.	Mitchell	IN	47446		H *

## Incident Information

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

Customer reported: States he has had trigger assembly replaced 3 times. He states that he pushed the safety forward and the gun fired. Had gun worked on by Mann & Sons last time. dmf

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	ML/BA	700/50 CAL	27580	ML054364	AR	3/7/1997
Date Purchased	Where Purchased	Accessories	Original Owner			
	OUTDOOR SPORTS HDQRS INC	TWO PIECE SCOPE BASE	Y			

CONCERN: TRIGGER ASSM

## Ammunition Information

Mfg.	Type	Cal./Ga.	SKU	UPC	DOM	Mfg. Code
Hornady	/240 GR	50 CAL.				
Concern	Other	Factory	Reload			
0:		Y	N			

## Other Products Information - None Defined

## Settlement

Remington/700/ML/BA

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				
	\$50.38	10/7/2009				

9/21/09: Fred S. sent request by email to send customer letter and ARS label. dmf 10/7/09: Per Fred S. - Check over - repair as needed at no charge. Replace trigger assembly. dmf

Examination[Remington/ML/BA]

Part	Sub-Part	Code	Comment
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Examination	Examiner	B.TRAVIS	
	Exam Date	10/2/2009	
	Product Type	RF	
	Action Type	A	
	Assigned To	F.SUPRY	
Cause	4013	Broken or Missing Parts	SAFETY DETENT PARTS MISSING
Barrel	Description	24" 50 CAL SS	
	Date Code	AR	
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	---Select---	AFT MKT
	Shroud	---Select---	
	Face	---Select---	
	Handle	Slightly Worn; Functioning	
	Stop	---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 SAFETY	
	Function	Like new; Not Functioning	
Sear	Lift	---Select---	N/A
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	SAFETY PARTS MISSING
	Pull	---Select---	3#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description	TWO PIECE SCOPE BASE	

# Remington®

September 21, 2009

Frank Hillenburg  
205 Grandma Brown Rd  
Mitchell, IN 47446

Subject: #3804, Model 700ML

Dear Mr. Hillenburg,

I am sorry to learn about the issue experienced with your Model 700ML rifle. Enclosed is a prepaid UPS shipping label to cover shipment of your rifle 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 as a loyal Remington customer.

Sincerely,

*Dell M. Fulcher*

Dell Marie Fulcher  
Consumer Affairs Administrator  
Remington Arms Company

Phone: 800-243-9700 ext 8686

Fax: 336-548-7883

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

dmf  
enclosure

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025  
Phone 800-243-9700 • [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 MUZZLELOADER</u>		Serial Number: <u>ML054364</u>	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <u>FRANK HILLENBURG</u>		Date of Purchase: <u>N/A</u>	
Address (no PO Boxes): <u>205 GRANDMA BROWN ROAD</u>			
City: <u>MITCHELL</u>	State: <u>IN</u>	Zip: <u>47446</u>	
Phone (Daytime): <u>812-279-4055</u>		Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>shhb5478@hughes.net</u>			
E-mail Address: <input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: <u>trigger assembly messed up</u> <u>safety tore up</u> <u>can't get breech plug out</u>			
500 characters left			
Ammunition Information:			
Manufacturer: <u>HORNADY</u> <del>REMINGTON</del>		Type: <u>44 caliber/240 grains gr</u>	
Other (i.e. bullet weight/type, shot size, powder):			
Handload Information:			
Powder Used: <u>Pyrodex</u>		Powder Weight: <u>50/50</u>	
Case/Hull Used:		Primer Used: <u>Remington</u>	
Bullet Type/Shot Size: <u>44 caliber</u>		Reloader Used:	
Firearms Care (Cleaning and Lubrication):			
Brand of cleaning solution used: <u>Remington Action Cleaner</u>			
How often do you clean the bore? (Months or Number of rounds) <u>6 months</u>			
How often do you clean the action? (Months or Number of rounds) <u>6 months</u>			
How often do you clean the trigger assembly? (Months or Number of rounds) <u>6 months</u>			
Brand of lubricant used: <u>Remington</u>			
How often do you lubricate the bore? (Months or Number of rounds) <u>6 months</u>			
How often do you lubricate the action? (Months or Number of rounds) <u>6 months</u>			

Repair Number: <b>RE00176671</b>	Serial: ML054364 Model 700ML Center Fire Caliber: 50 Produced: 03/07/1997	Repairman: <b>Bruce Travis</b>
Verify Repair		Status: <b>Shipped 10/3/2009 4:00:02 PM</b>

**Address Information**

Customer:		<input checked="" type="checkbox"/> Received From	Return To:		<input checked="" type="checkbox"/> Received From
Name:	FRANK HILLENBURG				FRANK HILLENBURG
Address 1:	205 GRANDMA BROWN RD				205 GRANDMA BROWN RD
Address 2:	PO Box:				PO Box:
City:	MITCHELL				MITCHELL
State:	IN	Zip Code:	47446	Country:	US
		FFL:			

Contact / Condition		Problems		Estimate		History / Status		Shipping / Billing	
Date	Code	User ID	Desc1					Current Status	
10/1/2009 11:25	Expedite	thomaspe	From: Check In			<input type="checkbox"/>	Shipping Hold	Shipped	
10/2/2009 4:45	Main	Travisbw	Repair Maintenance			<input type="checkbox"/>	Interface Hold	10/3/2009 4:00:02 PM	
10/2/2009 4:49	Estimate	Travisbw	Estimate Update			<input type="checkbox"/>	Estimate Sent	System	
10/2/2009 6:00	Repairing	System	Immediate SAP Allocation			<input checked="" type="checkbox"/>	Parts Received	Packing	
10/2/2009 6:44	Expedite	Travisbw	From: Repair Bench			<input checked="" type="checkbox"/>	Passed Inspection	Repair Location ILN	
10/2/2009 6:52	Inspected	Stiefelw	Final Inspection			<input type="checkbox"/>	Return As Received	Current Location ILN	
10/3/2009 10:17	Packed	waimands	Packed			<input type="checkbox"/>	Has been Approved	Transfer Number	
10/3/2009 4:00	Shipped	Systen	Pitney Bowes File			<input type="checkbox"/>	Internal Repair		

## Repair Search

Refresh

**Close**

RECEIVED  
OCT 06 2009

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

3804

AR3/a7  
24"  
3#

**COPY**

September 21, 2009

Frank Hillenburg  
205 Grandma Brown Rd  
Mitchell, IN 47446

Subject: #3804, Model 700ML

Dear Mr. Hillenburg,

I am sorry to learn about the issue experienced with your Model 700ML rifle. Enclosed is a prepaid UPS shipping label to cover shipment of your rifle 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.

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Sincerely,

Dell Marie Fulcher  
Consumer Affairs Administrator  
Remington Arms Company

Phone: 800-243-9700 ext 8686

Fax: 336-548-7883

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

*check over repair as needed  
AT N/C - replace TPA*

NUMBER: **ML054364**

Model: **700ML**



**RE00176671**

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



www.remington.com

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

## ARS LABEL REQUEST FORM

DATE:	9/21/2009	REQUESTED BY:	dmf
QUANTITY:	1	WEIGHT PER PACKAGE:	10 lbs
PLEASE CHECK ONE:			
MEDIA COORDINATOR TO MAIL		I WILL MAIL xxxxxxxx	
DESCRIPTION: Ref # 3804 rifle			

## LABEL INFORMATION

MAIL LABEL TO:	Frank Hillenburg 205 Grandma Brown Rd Mitchell, IN 47446
RETURN ITEM TO:	Remington Arms Attn: Product Service Ilion, NY

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

4XX596 SEP 23, 2009 ALL CURR USD 1 OF 1  
SERVICE GND COM ACT WT 10.0 LBS  
TRACKING# 1Z4XX5969065691975  
REF 1: FRANK HILLENBURG/CD/DMF  
REF 2: REF#3804

HANDLING CHARGE 0.00  
SINGLE-PIECE PUB RATE CHRGs:  
DV 0.00 COD 0.00 SVC T/P USD  
DC 0.00 DGD 0.00 RS 0.50  
AH 0.00 PR 0.00 SD 0.00  
TOT PUB CHG 8.15 PUB+HANDLING 8.15 SP 0.00

**515 W. Water Street  
Pinckneyville, Illinois 62274  
Phone: (618) 357-2911  
manns@onecliq.net**

		TRISHIA	71	00
		TOOL	30	00
			2	50
		Tax	6	90
		SHIP 800	8	00
		LAS 1500	15	00
			133	40

17250

RECEIVED  
SEP 23 2009

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



FRANK HILLENBURG

205 GRANDMA BROWN ROAD  
MITCHELL IN 47446

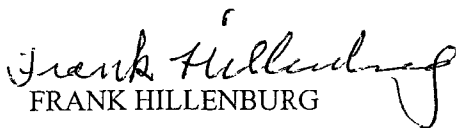
08/18/09

**Subject: MUZZLELOADER 700 ML STAINLES BARREL WITH SYNTHETIC STOCK.**

Dear Sir or Madam

THE GUN IS VERY DANGEROUS. I HAVE HAD THE TRIGGER ASSEMBLY REPLACED THREE TIMES. NOW THE SAFETY IS TORE UP. VERY UPSET THAT ALL THIS HAS HAD TO BE DONE TO THE GUN. THE GUN SHOOTS VERY ACCURATE, BUT THE TRIGGER ASSEMBLY IS JUNK. THE LAST TIME I LOADED IT , I PUSHED THE SAFETY FORWARD AND THE GUN WENT OFF. NOW I CAN NOT GET THE BRIDGE PLUG OUT OF IT. I FEEL LIKE I SHOULD JUST SEND THE WHOLE GUN BACK TO YOU. IAM VERY DISPLEASED. I BOUGHT THIS GUN NEW AT THE POWDER KEG IN GALENA, INDIANA.

Best regards

  
FRANK HILLENBURG

**Fulcher, Dell Marie**

3804

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**From:** Supry, Fred L.  
**Sent:** Monday, September 21, 2009 1:58 PM  
**To:** Fulcher, Dell Marie  
**Subject:** FRANK HILLENBURG

9/21/2009

Dell,

Please send a letter and ARS label to:

Frank Hillenburg  
205 Grandma Brown Road  
Mitchell, IN 47446

This is to get a Model 700 ML back that he claims that he had the trigger assembly replaced three times. He says the he pushed the safety forward and the gun fired. The last place that worked on his rifle was Mann & Sons.  
Thank you,

Fred Supry  
Remington Arms Company  
Manager Product Service and Law Enforcement Training  
14 Hoefler Avenue  
Ilion, NY 13357

9/21/2009