

Remington Arms Co., Inc.
Product Service
Legal Case #:4978

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
211270	11/22/2010	11/4/2010	11/23/2010	10/23/2010			X

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Bradley	Patrick	18 CR 711	Corinth	MS	38834		C 662-401-1776

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 FSR				

11/4/10: Customer called in. His ML is 10 yrs old. He had FSR at a range on 10/23/10. He called a week ago & spoke to a CSR - they referred him a RARC for repair. RARC said a part was broken & the ML needs to come into factory. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	ML/BA	700ML/50 CAL	27588	ML224906	WS	9/14/1998
Date Purchased	Where Purchased	Accessories	Original Owner			
	AMERICAN ROD & GUN	TWO PIECE SCOPE BASE,AFT MKT FIR PIN AND NIPPLE	Y			

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
Per Ilion - Repair @ n/c						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$52.70	11/29/2010				

11/4/10: Sending ARS, ltr, form. df 11/29/10: Per Ilion - Connector is broken. Replace TA, clean & check @ n/c. df

Examination[Remington/ML/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/23/2010
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4013	Broken or Missing Parts	
Barrel	Description		24" 50 CAL SS
	Date Code		WS
	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; 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	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 FIR PIN AND NIPPLE

frmREInquiry - Repair Inquiry

Repair Number: **RE00211270** Serial: ML224906 Model 700ML Center Fire Caliber: 50 REM Produced: 09/14/1998 SKU: 27588 Repairman: **Bruce Travis**
 Verify Repair: ☐ Status: **Repairing 11/24/2010 6:54:27 AM**

ADDRESS INFORMATION

Customer ☐ Received from **Return To** ☐ Received from

Name: **BRADLEY PATRICK** **BRADLEY PATRICK**
 Address 1: **18 CR 711** **18 CR 711**
 Address 2: PO Box: PO Box:
 City: **CORINTH** **CORINTH**
 State: **MS** Zip Code: **38834** Country: **US** **MS** Zip Code: **38834** Country: **US**

FFL: ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐

Date	Code	User ID	Desc1	Desc2	Status
11/22/2010 3	New	lopatafl	Repair Added		
11/24/2010 5	Maint	Travisbw	Repair Maintenance		Status: Repa
11/24/2010 6	Estimate	Travisbw	Estimate Update		Status: Parts
11/24/2010 6	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
 11/24/2010 6:54:27 AM

frmRE

frmRE

 RECEIVED
 NOV 29 2010

BY:.....

4978
24" WS 8/98
COPY
November 4, 2010

Bradley Patrick
18 CR 711
Corinth, MS 38834
Ph: 662-401-1776

Ref: # 4978

Dear Mr. Patrick,



Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination.

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 box with "Product Service". Product Service will be inspecting the firearm and will contact me with the results.

I hope that this action will keep you a loyal Remington customer.

Sincerely,
D. Fulcher

Consumer Affairs Administrator
Remington, H&R, Marlin
Phone: 1-800-243-9700
Fax: 336-548-7872

CONNECTOR IS BROKEN.
replace TPA, clean +
check AT M/C
#230145

enclosure

Please CALL with a quote before
Shipping back to me. Phone # and return
address listed above.

Thanks
Bradley Patrick

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • 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>700ML</u>	Serial Number: <u>ML224906</u>
Are you the original owner? ☒ YES ☐ NO	
Name: <u>Brocky Patrick</u>	Date of Purchase: <u>Dec. 1999</u>
Address (no PO Boxes): <u>18 CR 711</u>	
City: <u>Corinth</u>	State: <u>MS</u> Zip: <u>38834</u>
Phone (Daytime): <u>662-401-1776</u>	Fax: _____
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) _____	
E-mail Address: ☐ I would like to receive future e-mail updates from Remington.	
Please describe your problem and date of occurrence: <u>Oct. 23, 2010 Gun fired without trigger being pulled. When safety is turned from safe to fire. Called Rem. On Oct. 25 was told to take to a certified gun tech. to have trigger assembly checked. He found & broke transfer bar which is in bag taped to trigger guard.</u>	
500 _____ characters left	
Ammunition Information:	
Manufacturer: <u>Hornady</u>	Type: <u>45- XTP 240 gr SAhot</u>
Other (i.e. bullet weight/type, shot size, powder): _____	
Handload Information:	
Powder Used: <u>Pyrex till this year (now 777)</u>	Powder Weight: <u>100 gr</u>
Case/Hull Used: _____	Primer Used: <u>Rem. Clean bore</u>
Bullet Type/Shot Size: _____	Reloader Used: _____
Firearms Care (Cleaning and Lubrication):	
Brand of cleaning solution used: <u>Break Free</u>	
How often do you clean the bore? (Months or Number of rounds) <u>yearly after & before season</u>	
How often do you clean the action? (Months or Number of rounds) <u>Same as above</u>	
How often do you clean the trigger assembly? (Months or Number of rounds) <u>Same as above</u>	
Brand of lubricant used: <u>Break Free or Rem. D.I.</u>	
How often do you lubricate the bore? (Months or Number of rounds) <u>Same as above</u>	
How often do you lubricate the action? (Months or Number of rounds) <u>Same as above</u>	

How often do you lubricate the trigger assembly? (Months or Number of rounds) <u>Same as above</u>
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? ☒ YES ☐ NO
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? <u>One week ago</u>
What were the services performed? <u>Checked trigger assembly</u>
Ship your INSURED firearm by either UPS or Parcel Post to: Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357
Ⓢ 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. :: 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. Charge repairs will be processed using the following guidelines: :: 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.

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Other Sites





www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	11/4/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PACKAGE:	10 lbs
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Ref# 4978 Rifle			

LABEL INFORMATION

MAIL LABEL TO: Bradley Patrick 18 CR 711 Corinth, MS 38834 Ph: 662-401-1776
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX596 NOV 5, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969067163407
REF 1:BRADLEY PATRICK/C9/DNF
REF 2:4978/RIFLE

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG:
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
SP 0.00
TOT PUB CHG 8.74 PUB HANDLING 8.74