

Remington Arms Co., Inc.
Product Service
Legal Case #:5800

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
225437	3/10/2011	3/1/2011	3/11/2011				X

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Emmett	Gray Jr.	14162 W. Patrick Henry Rd.	Doswell	VA	23047		C 804.387.6438 F 804.798.4463

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern		Unknown	
S	Concern:1007 Fired on Safe Release			
C	FSR			

Danny E. asked me to contact customer. Customer stated that last black powder season he was deer hunting & when he took the rifle off safe it fired. It happened twice. He stated he did not have finger on trigger. He said his son told him about the CNBC show. No damage, No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	ML/BA	700ML/50 CAL	27580	ML012268	OQ	7/10/1996
Date Purchased	Where Purchased	Accessories	Original Owner			
	Green Top Sporting Goods		Y			

CONCERN: FSR

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

Per Ilion - Quote
to repair

Repair/Replacement Cost	Repair/Replacement Date

2/1/11: Sending ARS, letter, form, box. Box order# 1183618. df 3/16/11: Per Ilion - Could not duplicate concern. Can offer to replace TA, clean & check over at 1/2 normal cost - quote. CSR apprvd repair. df

Examination[Remington/ML/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		3/11/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE

Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 50 CAL SS
	Date Code		QQ
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	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		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; Functioning	
	Pull	---Select---	5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

5800

(COPY)

24"
007/96
5#

February 1, 2011

Emmett Gray
14162 W. Patrick Henry Rd.
Doswell, VA 23047
Ph: 804-387-6438

Ref: # 5800

Dear Mr. Gray,

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

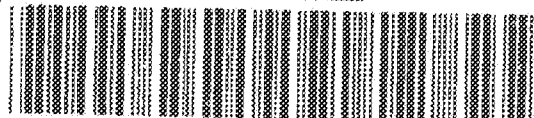
RECEIVED
MAR 13 2011

BY:

enclosure

ML012268

Model: 700ML



RE00225437

could not duplicate concern.
can offer to replace TPA, clean
+ check over at 1/2 normal cost.

Quote

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

Print...

Reset...

Model Number: <u>700 ML</u>		Serial Number: <u>ML 012268</u>	
Are you the original owner?: ☒ YES ☐ NO			
Name: <u>EMMETT R. GRAY JR</u>		Date of Purchase: <u>EARLY 1990'S</u>	
Address (no PO Boxes): <u>14162 W. PATRICK HENRY RD</u>			
City: <u>DOSWELL</u>		State: <u>VA</u>	Zip: <u>23047</u>
Phone (Daytime): <u>804-387-6438</u>		Fax: <u>804-798-4463</u>	
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: 500 characters left			
Ammunition Information:			
Manufacturer: <u>TRIPLE SEVEN</u>		Type: <u>50 PREFORMED CHARGES</u>	
Other (i.e. bullet weight/type, shot size, powder): <u>POWER BELT 295 GR HOLLOW POINT 50 CALIBER</u>			
<u>2 - 50 PREFORMED CHARGES</u>			
Handload Information:			
Powder Used: <u>N/A</u>		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	
Firearms Care (Cleaning and Lubrication):			

Brand of cleaning solution used:	HOPPE'S 9 PLUS HOT-WATER SOAP	
How often do you clean the bore? (Months or Number of rounds)	1 TIME A YEAR	5-10 ROUNDS
How often do you clean the action? (Months or Number of rounds)	1 TIME A YEAR	5-10 ROUNDS
How often do you clean the trigger assembly? (Months or Number of rounds)	1 TIME A YEAR	5-10 ROUNDS
Brand of lubricant used:	HOPPE'S	
How often do you lubricate the bore? (Months or Number of rounds)	1 TIME A YEAR	5-10 ROUNDS
How often do you lubricate the action? (Months or Number of rounds)	1 TIME A YEAR	5-10 ROUNDS
How often do you lubricate the trigger assembly? (Months or Number of rounds)	1 TIME A YEAR	5-10 ROUNDS
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 repeirman/gunsmith?) NEVER		
What were the services performed?)		
Ship your INSURED firearm by either UPS or Parcel Post to:		
Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Illon, 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.



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	2/1/2011	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Ref # 5800 rifle			

LABEL INFORMATION

MAIL LABEL TO: Emmett Gray 14162 W. Patrick Henry Rd. Doswell, VA 23047 Ph: 804-387-6438
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4KX596 FEB 2, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 124KX5969065240747
REF 1: EMMETT GRAY/CD/DMF
REF 2: 5800/RIFLE

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG: SVC T/P USD
DV 0.00 CDD 0.00 RS 0.50
DC 0.00 DGD 0.00 SD 0.00
AM 0.00 PR 0.00 SP 0.00
TOT PUB CHG 8.00 PUB+HANDLING 8.00



