

Remington Arms Co., Inc.
Product Service
Legal Case #:6398

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
236342	7/25/2011	7/26/2011	7/26/2011				X

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Christopher	Thompson	20370 Thompson Orchard Ln.	Lexington Park	MD	20653		H 240-298-0929 C 301-757-4860

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				

Customer sent gun in with a note. He stated that he has had the ML for about 6 yrs. He stated that several weekends ago he experienced a FSR. No damage, No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	ML/BA	700ML/50 CAL	27572	ML007439	KQ	5/28/1996
Date Purchased	Where Purchased	Accessories	Original Owner			
	CABELAS INC	AFT MKT FIR PIN AND PRIMER KIT	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
Per Ilion - Repair @ n/c						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$35.40	8/5/2011				

8/5/11: Per Ilion - Connector is broken. Replace TA, clean & check over at n/c. df

Examination[Remington/ML/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		7/26/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4013	Broken or Missing Parts	
Barrel	Description		24" 50 CAL
	Date Code		KQ
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	

Bolt	Firing Pin	Slightly Worn; Functioning	AFT MKT
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	---Select---	
Overall	Exterior Condition	Slightly Worn; Not Functioning	CLEAN, WELL KEPT
	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	
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		AFT MKT FIR PIN AND PRIMER KIT

6398

244
1LQ5/9

I have owned my Remington Model 700ML (S/N ML007439) for several years now, I'm guessing 6. The gun has been fired a total of 31 times. Several weekends ago, I unfortunately experienced the discharge of the gun when the safety was taken off. The first two shots I took were normal and the third shot the firearm didn't discharge. I looked down at the bolt and could tell it was not extended in the firing position so I attempted to cycle the bolt and it still would not stay in a cocked position. With the bolt open, I placed the safety on and closed the bolt and the bolt would remain in a cocked position. Then if the safety is released the bolt will advance forward without touching the trigger. The only modifications that have been performed on the firearm, is the installation of the 209 primer kit. Chuck from customer has sent me a shipping ticket and requested that I ship the firearm to you with a quick description of the defect. Please feel free to call me if there are any questions.

Thanks

Christopher M. Thompson

20370 Thompson Orchard Lane

Lexington Park, Maryland 20653

240-298-0929

Serial Number:

ML007439

Model: 700ML



RE00236342

connector is broken.
Replaced TPA, clean & check over
AT N/L

230145

RECEIVED
AUG 01 2011

BY:.....

Factory Repair Instructions

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

How often do you clean the bore? (Months or Number of rounds)	Every shooting day ~ 5 shots or less
How often do you clean the action? (Months or Number of rounds)	Every shooting day ~ 5 shots or less
How often do you clean the trigger assembly? (Months or Number of rounds)	
General wipe down after every day of shooting ~ 5 shots or less	
Brand of lubricant used: Remington	↳ twice @ year

→ On a few occasions, I have fired gun and reloaded and hunted a few more days without cleaning bore.

- Gun has been fired 31 times.

How often do you lubricate the bore? (Months or Number of rounds)	Every shooting day
How often do you lubricate the action? (Months or Number of rounds)	Every shooting day
How often do you lubricate the trigger assembly? (Months or Number of rounds)	General wipe down - twice @ year
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	
Comments:	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	
What were the services performed? Never	
Ship your INSURED firearm by either UPS or Parcel Post to:	
REMINGTON ARMS CO., INC ATTN: Arms Service Division 14 Hoefler Ave Ilion, NY 13357	
<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) :: 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. </p>	