Remington Arms Co., Inc. Product Service Legal Case #:8030

Case Informatio	n	
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RE# Date Opened Date Opened(PS) **Date Closed Incident Date** Pre Lit Lit Obsolete 286761 10/24/2012 10/11/2012 10/25/2012 X

Customer Information

Business Type First Name Last Name Street City Zip State Contact Age Incident Leonard Griffin 31 2nd Ave Whitehall 12887 H 518-499-1846

Incident Information

Claims Codes Repair Est. Medical Treatment Medical Status

PΙ

PD Fired when releasing S

Cause:4013 Broken or Missing Parts

Concern: 1007 Fired on Safe Release

Unknown

C

10/11/12 Per call from Griffin, he was sighting in his 700ML when it fired on safety release. It will do it everytime now. He can hear rattling in the trigger. He bought it new years ago but this is the first season this has happened cm

Firearm Information

Mfg. Remington

Type ML/BA

Model/Ga. 700ML/50 CAL

SKU 27580 Serial

Bbl. DOM

Date Purchased

Where Purchased

Accessories

Original Owner

ML091334 WR 8/8/1997

CAMFOUR INC

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. Cash Date Date

APV

APV

Per Ilion, connector broken. Repair in exchange at no charge

Repair/Replacement Repair/Replacement

Cost

Date

34.21

11/1/2012

10/11/12 Mailing ARS.cm 11/1/12 Per Ilion, connector broken. Repair in exchange at no charge.cm

Examination[Remington/ML/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS
Examination	Exam Date		10/25/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE

PrintDisplay Page 2 of 2

Cause	4013	Broken or Missing Parts	CONNECTOR BROKEN		
	Exterior Condition	Select	REC'D TRIG ASSM ONLY		
Overall	Stock Condition	Select			
	Fore End Condition	Select			
	Description		STANDARD SAFETY		
Safety	Function	Like new; Functioning			
	Sub-Assembly	Non-ISS			
Sear	Lift	Select	N/A		
	Notch	Slightly Worn; Functioning			
	m	Test Fired	False		
Feeding Test	Tests	False			
Trigger	Condition	Slightly Worn; Not Functioning	CONNECTOR BROKEN		
	Pull	Select	N/A		
	Altered	False			
	Sub-Assembly	M/700 Non-Bolt Lock			

8030

October 11, 2012



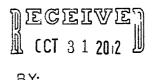
Leonard Griffin
31 2nd Ave
Whitehall, NY 12887
Subject Case # 8030, Model 700ML, SR# 31534
Dear Mr. Griffin,

I am sorry to hear of the problems you have had with your Remington firearm. Please include a copy of this letter with the rifle as well as the Service Request form. The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the product is logged in correctly. Please mark the small ends of the boxes "Product Service".

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

Sincerely,

Christy Mitchell Consumer Affairs Administrator Phone: 800-243-9700, ext 8684 <u>christy.mitchell@remington.com</u>





connector Broken

Rep. in Exchange at N/C

230145

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

Service Request

Remington Service PO Box 700

Madison, NC 27025-0700

ATIN: Prod Serv #8030

Parts and Repairs: P:800-243-9700/F:336-548-7801

www.Remington.com

This document is a summary of your request for service. Please review the document for accuracy and to insure the services you are requesting are noted. This information will serve as a guideline for our Service Department to address your specific concerns and provide you with accurate and complete service. ENCLOSE THIS DOCUMENT WITH YOUR RETURN.

Service:Request Number	Serial Number / Description	-		Date of	Request:	10/11/2012
SR00031534	ML091334			Date of	Printed:	10/11/2012
	Model 700ML RIFLE Caliber: 50					10/11/2012
Customer: LEONARD GRIFFIN		Des	tination: Arms Services			
31 2ND AVE			14 Hoefler Ave			
WHITEHALL, NY 12	887 US		Ilion, NY 13357 U	JS		
Email:			Email:			•
Your request for service on the returned. If not, you will be co	item(s) will be evaluated by our repairman to dete ntacted with an estimate before work is performed	ermine if it is covered u	inder our warranty poli	cy. If it is	your firearm	will be repaired and
Reason For Return M123 - FORWARD TO P	RODUCT SERVICE FOR INSPECTION				or Effective	
Service Request Section			Sec. March 1995			
Prod Serv #8030					٠.	٠.
•						
Parts And Service Details Material Type	Description	Qty Needed	Warranty		Price	Disc Amount
		•				
			•			
	•					
				•		
				•		
	• .					
THIS IS NOT AN INVOICE. Theing sent based on the converse	his is a pre-estimate to repair, recondition, or repla ation with our representative.	ce the item(s)			Total: Sales Tax:	.00

\$.00

Grand Total:

ARS LABEL REQUEST FORM

DATE: 10/11/2012	Service Request # SR00031534
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: mitchellcs	email address:
Business:	Remington Service PO Box 700
	Madison, NC 27025-0700 www.Remington.com
	LABEL INFORMATION
MAIL LABEL TO:	LEONARD GRIFFIN
	31 2ND AVE WHITEHALL, NY 12887 US SR00031534
	Email:
RETURN ITEM TO:	ILN
	Arms Services
	4XX596 OCT 11, 2012 ACT WT 10.0 LBS #PK 1 SVC GNDCOM BL WT 10.0 LBS TRACKING# 124XX5969065484458 ALL CURRENCY USD REF 1:SR00031534 REF 2:
	HC D.00 CNS D.00 FRT: 3RD SHIPMENT PUB RATE CHARGES: SVC T/P USD DV 0.00 COD 0.00 RS 0.50 DC 0.00 DGD 0.00 AH 0.00 PR 0.00 ROD 0.00 TOT RUB CHO 8 20

ATTN: Prod Serv #8030