

Remington Arms Co., Inc.

Product Service

Legal Case #:9431

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
328920	11/26/2013	11/7/2013	12/2/2013				X

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Jerry	Clark						
Incident		Lloyd	Kates	512 Dobbin Dr	Paris	KY	40361		H 859-987-2949

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S	Unexplained Discharge - Safe off	Unexplained Discharge Safe OFF	Unknown	
C	Concern:1006			

11/7/13: I received call from Jerry Clark, he said that he was calling for a friend. The gun owner is Lloyd Kates. Per Jerry Clark, Mr. Kates is having an issue with gun firing when he touches the safety. jbi

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	ML/BA	700ML/50 CAL	27572	ML067164	CR	4/30/1997
Date Purchased	Where Purchased	Accessories	Original Owner			
	WAL-MART WAREHOUSE #3R		U			

CONCERN: FIRING MOVING SAFETY

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, replace trigger assembly and repair as needed at 50% discount						
	Repair/Replacement Cost	Repair/Replacement Date				

11/7/13: Sending ARS, letter, and SR paperwork. jbi 12/4/13: Per Ilion, "trigger assembly very dirty. Could not duplicate concern. To restore confidence in rifle will replace trigger assembly and check over at 1/2 normal cost." jbi 12/9/13: Customer called Consumer Service and approved quote with a credit card. jbi

Examination[Remington/ML/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B. TRAVIS
	Exam Date		12/2/2013
	Product Type		RF
	Action Type		A
	Assigned To		S. NICHOLS
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 50 CAL
	Date Code		CR
	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		STANDARD SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	N/A
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	VERY DIRTY
	Pull	---Select---	4.5#
	Altered	False	SEALANT PRESANT
	Sub-Assembly	M/700 Non-Bolt Lock	

Quotation

Remington Service

PO Box 700

Madison, NC 27025-0700

Estimating Report

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

www.Remington.com

All PRICES QUOTED ARE IN EXCHANGE FOR REPLACED PARTS.

THIS IS NOT AN INVOICE. THIS IS AN ESTIMATE TO REPAIR, RECONDITION, OR REPLACE THE ITEM(S) DESCRIBED BELOW. IF THIS IS SATISFACTORY, PLEASE APPROVE BY SIGNING BELOW AND RETURNING TO THE ABOVE ADDRESS. REPAIR TO TAKE APPROXIMATELY (6) WEEKS AFTER RECEIPT OF APPROVAL. IF WE DO NOT RECEIVE YOUR APPROVAL IN 21 DAYS, WE WILL RETURN THE ITEM(S) AS RECEIVED, POSTAGE DUE.

Repair Number RE00328920	Serial Number / Description ML067164 Model 700ML RIFLE Caliber: 50 CAL	Date Received: 11/26/2013 Estimate Date: Date Printed: 12/09/2013
Customer: LLOYD KATES 512 DOBBIN DR PARIS, KY 40361 US	Return To: LLOYD KATES 512 DOBBIN DR PARIS, KY 40361 US	

Please Circle One:
VISA MC DISCOVER Card No. _____ Exp. Date _____
Open Account: R _____ PO Number: _____

Approval Signature: _____ Date: _____
Daytime Phone: (____) _____ Time to Call: _____

☐ If you desire any change, please use the reverse side for your comments and mark this box.

Problems

Reported M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION	Found M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION
---	--

Technician Comments

trigger assembly very dirty.could not duplicate concern.to restore confidence in rifle will replace trigger assembly and check over at 1/2 normal cost

ESTIMATE (note: C.O.D./Shipping and Handling Charges are NOT Included in this Quote.)								
Material	Type	Description	Qty Needed	Warranty	Qty From Inv	Price	Disc	Amount
F305570B	Part	X-MARK PRO 700 TRIG ASSB RH BLACK (OS)	1	Billable	1	97.00	50	48.50
4000114	Service	GR-SHIPING & HANDLING (GUN REPAIR)	1	Billable	1	17.00	0	17.00

Sub Total: 65.50

Est Sales Tax: 2.91

Grand Total: \$68.41

Remington®

24"
CR 4/c
4.5"

COPY

November 7, 2013

9431

Lloyd Kates
512 Dobbin Dr
Paris, KY 40361
Phone: 859-987-2949

Ref # 9431, Model 700ML, Serial # ML067164

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 and service request to put inside the shipping container. The letter and service request inside are 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.

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

Sincerely,
J.B. Irving
Consumer Affairs Administrator
Remington Arms Co, LLC / H&R
Phone: 336-548-8684
Fax: 336-548-7872

RECEIVED
DEC 04 2013

Serial
Number:

ML067164

Model: 700ML



RE00328920

BY: _____

T.A. very dirty.
could not sup concern.
to restore confidence in rifle
will up T.A. + check over at
c/r lost

Q

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

PS 32679

Service Request

Remington Service
PO Box 700

Madison, NC 27025-0700



ATTN: Product Service

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 SR00066839	Serial Number / Description ML067164 Model 700ML RIFLE Caliber: 50	Date of Request: 11/07/2013 Date Printed: 11/07/2013
Customer: LLOYD KATES 512 DOBBIN DR PARIS, KY 40361 US	Destination: Arms Services 14 Hoefer Ave Ilion, NY 13357 US	
Email:	Email:	

Your request for service on the item(s) will be evaluated by our repairman to determine if it is covered under our warranty policy. If it is your firearm will be repaired and returned. If not, you will be contacted with an estimate before work is performed.

Reason For Return:
M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Service Request Section
Product Service # 9431.jbi

Parts And Service Details		Description	Qty Needed	Warranty	Price	Disc	Amount						
Material	Type												
THIS IS NOT AN INVOICE. This is a pre-estimate to repair, recondition, or replace the item(s) being sent based on the conversation with our representative.													
Sub Total:									.00				
Est Sales Tax:									.00				
Grand Total:									\$.00				

ARS LABEL REQUEST FORM

DATE: 11/07/2013	Service Request # SR00066839
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: irvingjb	email address: I will mail

Business:	Remington Service PO Box 700 Madison, NC 27025-0700 www.Remington.com
------------------	---

LABEL INFORMATION

MAIL LABEL TO:	LLOYD KATES 512 DOBBIN DR PARIS, KY 40361 US SR00066839 Email:
RETURN ITEM TO:	ILN Arms Services



4XX696 NOV 7, 2013 ALL CURR USD 1 OF 1
 SVC GND COM ACT WT 10.0 LBS
 TRACKING# 1Z4XX6989086898585
 REF 1:SR00066839
 REF 2:

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 10.34		PUB+ HANDLING	10.34

ATTN: Product Service







