

File Number:	12079		Arms Service number:	9922872	
Last Name:	CASTLE SPORTS UNLTD		First Name:		
Street:	2741 CONNELLY SPRGS RD		City:	GRANITE FALLS	
State:	NC	Zip:	28630	Home Ph:	
Work Ph:		Product Type:	F	F A T	
Type Concern:	S	PI PD P S	Concern Code:	1008	
Concern:	FIRED ON BOLT CLOSING				
Cause Code:	4015	Cause:	IMPROPER MAINTENANCE		
Assigned To:	SANITA	Classification:	UNJ	UNJ UNC UND	
Settlement Detail:	REPLACE COMPLETE TRIG ASSEM			Settlement Amount:	\$0.00
Date Opened Rem:	11/18/99	Date Opened by P/S:	11/19/99	Caliber:	50
Date of Incident:		Date Closed:	11/19/99	Bullet Weight:	
Date to Analysis:		Date from Analysis:		Manufacturer:	REM
Model:	700ML	Serial:	ML212557	Date Code:	AS
RAMAC:	700ML	Litigation:	<input type="checkbox"/>	PreLitigation:	<input type="checkbox"/>
Custody:		Obsolete:	<input type="checkbox"/>		
Comments:					
Time of Modification:	12:32:54 PM		Date of Modification:	11/19/99	

RECEIVING AND ESTIMATING REPORT

COMMENTS

ORDER
R 99-22872

INITIAL
PS

CUSTOMER ORDER NO

DATE RECEIVED 11/17/99 DATE OPENED 11/18/99 DATE CODE AS 3/98 SERIAL NUMBER ML212557 NEW SERIAL NUMBER MODEL AND GRADE 700 50 ML/SS

ACCESSORIES W/STUDS

W/ALL STD ML ACCESSORIES

FROM:

SHIP TO:

CASTLE SPORTS UNLIMITED
2741 CONNELLY SPRINGS RD
GRANITE FALLS NC 28630

CASTLE SPORTS UNLIMITED
2741 CONNELLY SPRINGS RD
GRANITE FALLS NC
28630

CUST NO: 047416 WILM L

ACCOUNT NUMBER

ACCOUNT NUMBER

230145

WRITE ☐

PRGM. DATE

ESTIMATED

VIA

UPS

GUN CONDITION

- ☐ NEW
- ☐ LIGHTLY WORN
- ☐ WORN
- ☐ VERY WORN
- ☐ UNREPAIRABLE
- ☐ MARRED

Procl. Serv.

REPAIR CHARGE

EXCISE

TAX

INSURANCE

UPS

PARCEL POST

TOTAL

CUSTOMER CONCERN AMMO FUNCTION FINISH ACCURACY FIT INSPECT

CYCLE	B1	Shut the bolt it won't fire, also if safety is flipped off			
TRIGGER GROUP	B2				
BOLT ASSY.	B3				
BARREL ASSY.	B4		D1	E3	F3
REC. ASSY.	B5		D2	E4	F4
WOOD			E5	F5	
METAL					

MAIN FAULT

Trigger pin found melted to trigger, will not properly release.

PARTS

1008
4015

COMMENTS

Replace the Trigger
Trigger group at no charge

REPAIRMAN

PROOF

CLEAN

TEST

TARGET

PATTERN

GALLERY TESTER

DATE

DATE

DATE

DATE

DATE

OFFICE COPY

RD6925 REV. 7 97

207
Remington.

October 29, 1999 **REMINGTON ARMS COMPANY, INC.**

Castle's Sports
2741 Connely Springs Road
Granite Falls, NC 28630

870 REMINGTON DRIVE
P.O. BOX 700
MADISON, NC 27025-0700
1-910-548-8700

Attn: Reggie

Reggie, Put this letter (with the one you wrote) in the box with the gun and put the ARS label on the outside. Give the box to your UPS man and he will get the package to the factory. The factory will be in touch with you, probably in a couple of weeks.

To Whom It May Concern:

Reggie of Castle's Sports was kind and cooperative enough to work with us on a dissatisfied consumer issue and I would appreciate it if you guys would return the favor. Reggie has written a letter explaining the problem. Since the gun you have received is actually from his inventory, please do as much as possible to expedite the repair.

Thank you in advance...

Nancy K. Reid
Consumer Services

A customer brought a muzzle loader he had bought just 2 weeks previous. Every time ~~the~~ he would shut the bolt the gun would fire also if the safety was flipped off it would fire. We found without any tampering with the trigger that the sear was not holding. So we took a new trigger assembly out of one of our guns & replaced it with his. It fixed the problem and the customer was happy. Please install a new trigger assembly in our gun.

Thank you very much.

Reggie