

Remington Arms Co., Inc.
Product Service
Legal Case #:2927

Case Information

| RE# | Date Opened | Date Opened(PS) | Date Closed | Incident Date | Pre Lit | Lit | Obsolete |
|--------|-------------|-----------------|-------------|---------------|---------|-----|----------|
| 155710 | 12/1/2008 | 12/2/2008 | 12/2/2008 | | | | |

Customer Information

| Type | Business | First Name | Last Name | Street | City | State | Zip | Age | Contact |
|----------|----------|------------|-----------|-------------------|-----------|-------|-------|-----|--|
| Incident | | Robert A | McIntire | 910 Wellington Rd | Baltimore | MD | 21212 | | H 410-377-2526 E rmcmintire00@gmail.com |

Incident Information

| Claims | Codes | Repair Est. | Medical Treatment | Medical Status |
|--------|-------------------------------------|------------------------------------|-------------------|----------------|
| PI | | | | |
| PD | Cause:4031 Worn parts or components | | Unknown | |
| S | Developed a hair trigger | Concern:1008 Fired on Bolt Closing | | |
| C | | | | |

Customer says he purchased the firearm several years ago - recently it has developed a hair trigger. Also, the rifle will fire unexpectedly if the bolt is closed without having the safety engaged.

Firearm Information

| Mfg. | Type | Model/Ga. | SKU | Serial | Bbl. | DOM |
|----------------|-------------------------|-------------|----------------|----------|------|-----------|
| Remington | CF/BA | 700/50 CAL | 27580 | ML044882 | BR | 12/5/1996 |
| Date Purchased | Where Purchased | Accessories | Original Owner | | | |
| | JERRYS SPORT CENTER INC | | U | | | |

CONCERN:FBC

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

| Settlement | Release of Claims | Release Date | Reimbursement | Cash Settlement | Reim. Date APV | Cash Date APV |
|------------|-------------------------|-------------------------|---------------|-----------------|----------------|---------------|
| | Repair/Replacement Cost | Repair/Replacement Date | | | | |
| | 65.00 | 12/2/2008 | | | | |

12/2/2008 returned to AS for n/c repair. We will install a new trigger assembly, clean the action, and check over completely at n/c. Charging 230145 fls.

Examination[Remington/CF/BA]

| Part | Sub-Part | Code | Comment |
|-------------|------------------------|----------------------------|---|
| Examination | Examiner | | B.TRAVIS |
| | Exam Date | | 12/2/2008 |
| | Product Type | | RF |
| | Action Type | | A |
| | Assigned To | | F.SUPRY |
| Cause | 4031 | Worn parts or components | The connector was worn at the point where it contacts the sear. |
| Barrel | Description | | 24" 50 CAL ML |
| | Date Code | | BR |
| | Bore Plugged | False | |
| | Bulged | False | |
| | Fired | False | |
| | Fired while Obstructed | | |
| | Muzzle/Crown Condition | Slightly Worn; Functioning | |
| | Firing Pin | ---Select--- | AFTER MKT |

| | | | |
|--------------|--------------------|--------------------------------|--------------------------------------|
| Bolt | Shroud | ---Select--- | |
| | Face | ---Select--- | |
| | Handle | Slightly Worn; Functioning | |
| | Stop | ---Select--- | |
| Overall | Exterior Condition | Slightly Worn; Not Functioning | |
| | Stock Condition | Slightly Worn; Functioning | |
| | Fore End Condition | ---Select--- | |
| Receiver | Condition | Slightly Worn; Functioning | |
| | Bulged | False | |
| Safety | Description | | STANDARD M/700 SAFETY |
| | Function | Like new; Functioning | |
| Sear | Lift | ---Select--- | N/A |
| | Notch | Slightly Worn; Not Functioning | |
| | Tests | Test Fired | False |
| Feeding Test | | False | |
| Trigger | Condition | Worn; Not Functioning | CONNECTOR WORN/UPSET AT SEAR CONTACT |
| | Pull | ---Select--- | .05 |
| | Altered | False | |
| | Sub-Assembly | M/700 Non-Bolt Lock | |

Arms Services Repair & Estimate System

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: **RE00155710** Serial: ML044882 Model: 700ML Center Fire Caliber: 50 CAL Produced: 01/16/1997 Repairman: **Bruce Travis** Status: **Inspected: 12/2/2008 8:32:41 AM**

Verify Repair

Address Information

Customer: ☐ Received From Return To: ☐ Received From

Name: **ROBERT A McINTIRE** **ROBERT A McINTIRE**

Address 1: **910 WELLINGTON ROAD** **910 WELLINGTON ROAD**

Address 2: **PO Box** **PO Box**

City: **BALTIMORE** **BALTIMORE**

State: **MD** Zip Code: **21212** Country: **US** State: **MD** Zip Code: **21212** Country: **US**

FFL: ☐ ☐ ☐ ☐ ☐ ☐

| Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing |
|---------------------|-----------|-----------|--------------------------|--------------------|
| Date | Code | User ID | Desc1 | Desc2 |
| 11/21/2008 7:45 | New | valenlds | Repair Added | |
| 11/21/2008 7:45 | Update | valenlds | Repair information chang | |
| 11/21/2008 7:46 | Expedite | valenlds | From: Check In | To: |
| 12/2/2008 8:08:2 | Expedite | Travisbw | From: Product Services | To: Repair Bench |
| 12/2/2008 8:16:3 | Estimate | Travisbw | Estimate Update | Status: PartsHold |
| 12/2/2008 8:20:0 | Repairing | System | Immediate SAP Allocation | |
| 12/2/2008 8:27:3 | Expedite | Travisbw | From: Repair Bench | To: Final Inspect |
| 12/2/2008 8:32:4 | Inspected | sprakerdj | Final Inspection | Warranty |

☐ Shipping Hold ☐ Interface Hold ☐ Estimate Sent ☒ Parts Received ☒ Passed Inspection ☐ Return As Received ☐ Has been Approved ☐ Internal Repair

Current Status: **Inspected** **12/2/2008 8:32:41 AM** **sprakerdj**

Packing: **Repair Location** **ILN**

Current Location: **ILN**

Transfer Number:

Repair Search Refresh Close

start 12/2/2008 8:46 AM CAES NUM HNS SCRI

Inbox - Microsoft Out... Microsoft Excel - PS H... Arms Services Repair... Current Cases - Micro...

RECEIVED
DEC 04 2008
 BY:

2927

BZ 1/97
.05#
24"

November 18, 2008

Remington Arms Company, Inc.
Attn: Arms Services Division/Repairs
14 Hoefler Avenue
Ilion, New York 13357

Enclosed is my Remington Model 700ML, Serial ML044882 in 50 caliber, which I purchased new several years ago.

A year or so later I purchased a conversion kit to use 209 primers. The rifle worked well for several years.

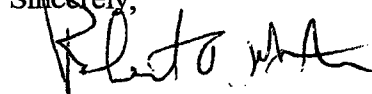
Recently, however, a dangerous condition has developed. The rifle has developed a hair trigger. Also, the rifle will fire unexpectedly if the bolt is closed without having the safety engaged.

What is causing this problem? (The rifle has been cleaned carefully, including the bolt and firing pin.)

I am sending the rifle to you as suggested by your online customer support staff (my inquiry is Question Reference 081020-000007, copy enclosed).

Thank you for your assistance. Please contact me with any questions. My name, address, email, and telephone number are set forth below.

Sincerely,



Robert A. McIntire

910 Wellington Road
Baltimore, Maryland 21212

Phone: 410-377-2526
Email: rmcintire00@gmail.com

Serial Number: **ML044882**
Model: **700ML**

RE00155710

P.S. I recently purchased a Genesis muzzleloader. I am pleased with the rifle, except that the recoil pad is very poorly fitted to the stock.

CONNECTOR WORN/upset at SEAR contact.

Replace TPA, check over, clean AT N/C

#230145

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Rem Model 700ML Hair Trigger [Incident: 081020-000007]

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☆ **Remington Information** <info@remington.com>

Fri, Oct 24, 2008 at 6:43 AM

To: rmcintire00@gmail.com

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Recently you requested personal assistance from our on-line support center. Below is a summary of your request and our response.

We will assume your issue has been resolved if we do not hear from you within 72 hours.

Thank you for allowing us to be of service to you.

You may also update this question by replying to this message. Because your reply will be automatically processed, you MUST enter your reply in the space below. Text entered into any other part of this message will be discarded.

[==> Please enter your reply below this line <==]

[==> Please enter your reply above this line <==]

If your issue remains unresolved, please update this question at http://remington.custhelp.com/cgi-bin/remington.cfg/php/enduser/acct_login_submit.php?p_userid=rmcintire00@gmail.com&p_enc_passwd=YXNoYnkxZWg=&p_next_page=myq_upd.php&p_lid=305200&p_created=1224507797

Subject

Rem Model 700ML Hair Trigger

Discussion Thread

Response (Pete) - 10/24/2008 07:43 AM

Dear Robert,

Thank you for contacting Remington Country.

Robert I own several of these myself ranging from first production to last production and never an issue. However what you have is a serious issue and is usually caused by either dirty and gummed up internal trigger parts or a bad trigger adjustment. Please send the firearm into us for inspection and we will be more than happy to get this resolved for you. We apologize for the inconvenience.

We regret that you are experiencing problems with your firearm. Based on the information you have provided, we suggest that you send your firearm to our Ilion, NY facility.

You can print the factory repair form and instructions at the following section of our site.

http://www.remington.com/support/repair_services/factory_repair_form.asp

Or follow these guidelines if in the US:

1. Record the serial number of your firearm before sending it to us.
2. Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box, not a hardcase.
3. Remove all accessories from your firearm to prevent loss or damage. This would include scope, slings, or extra choke tubes.
4. Enclose a letter with the firearm detailing the model name or number of your firearm and serial number along with a full description of the problem. Be sure to include your full name and address (P.O. Box and Street Address), including zip code, daytime telephone number, and e-mail address.
5. Ship your firearm by either United Parcel Service (UPS) or Parcel Post (US Post Office). Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier. Customer is responsible for shipping charges to the factory.

For U.S. repairs only, ship to:

Remington Arms Company, Inc.
Attn: Arms Services Division/Repairs
14 Hoefler Avenue
Ilion, 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.

If you have any questions as to the warranty on Remington firearms, please refer to the following section of our site.

<http://www.remington.com/support/warranty/>

Customer (Robert McIntire) - 10/20/2008 09:03 AM

Several years ago I purchased new a Remington Model 700ML, Serial ML044882 in 50 caliber. A year or so later I purchased a conversion kit to use 209 primers. The rifle worked well for several years.

Recently, however, a dangerous condition has developed. The rifle has developed a hair trigger. Also, the rifle will fire unexpectedly if the bolt is closed without having the safety engaged.

What is causing this problem? (The rifle has been cleaned carefully, including the bolt and firing pin.) Is this a design problem which should be announced to 700ML owners?

Thanks for your help.

Question Reference #081020-000007

Product Level 1: Firearms

Date Created: 10/20/2008 09:03 AM

Last Updated: 10/24/2008 07:43 AM

Status: Waiting

We hope that this information will be helpful to you. If we can be of further assistance, please contact us at

1-800-243-9700, M-F, 9am-5pm EST.
Remington Arms Co. — America's Oldest Gunmaker
870 Remington Drive, Madison, NC 27025
1-800-243-9700 or 1-336-548-8700—FAX: 1-336-548-7801
Visit us in Remington Country at <http://www.remington.com/>
REMEMBER, FIREARMS SAFETY DEPENDS ON YOU!
Whether you are a beginner or an advanced user,
our new Safety Section is a must for everyone.
<http://www.remington.com/safety>

[---001:004189:03363---]

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