

Remington Arms Co., Inc.  
Product Service  
Legal Case #:5128

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		11/18/2010					X

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Scott	Artz	132 Oscar Lane	Speedwell	TN	37870		H 423-494-7683 E droopy8969@aol.com

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4079 Other - Unexamined		Unknown	
S	Concern:1007 Fired on Safe Release			
C FSR				

Customer sent in an email. He stated that he has a M/700ML and one time it fired when he took it off safe. df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	ML/BA	700ML/50 CAL	27580	ML106378		11/7/1997
Date Purchased	Where Purchased	Accessories	Original Owner			
	WAL-MART WAREHOUSE #3R		Y			

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
	Repair/Replacement Cost	Repair/Replacement Date				
11/18/10: Sending ARS, ltr, form. df						

Examination[Remington/ML/BA]

Part	Sub-Part	Code	Comment
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5128  
ARTS ✓

<b>Reference #</b> 101101-000076
<b>Status</b> Updated
<b>Assigned To</b> Administrators Dell -
<b>Product</b> History
<b>SLA</b> Not specified
<b>Queue</b> CSR
<b>Date Created</b> 11/01/2010 01:15 PM
<b>Initial Response</b> 11/02/2010 04:55 PM
<b>Last Updated</b> 11/11/2010 04:57 PM
<b>Customer SmartSense</b> 0 (on -3 to +3 scale)
<b>Staff SmartSense</b> +1 (on -3 to +3 scale)

## model 700 & 700ML

### Discussion Thread

#### Customer (Scott Artz)

11/11/2010 04:57 PM

My Remington 700ML serial number is:ML106378.  
My mailing address is :  
J.Scott Artz  
132 Oscar Lane  
Speedwell, TN 37870  
(423)494-7683

#### -----Original Message-----

From: Remington Information  
To: droopy8969  
Sent: Tue, Nov 2, 2010 4:55 pm  
Subject: model 700 & 700ML [Incident: 101101-000076]

#### Response (Dell -)

11/02/2010 04:55 PM

We would like the rifle to come into our Product Services Department at our factory for examination. Please reply back to me with the serial number of the rifle, caliber, your mailing address and phone number. We would like to send you a pre-paid shipping label for UPS to have the firearm come in. I will also include a form that you can fill out to let the examiner know exactly what happened, when this occurred and what you are expecting.

Sincerely,  
Dell

#### Customer (Scott Artz)

11/01/2010 01:15 PM

Dear Remington,

I own a model 700 adl .30-.06 which was bought new in 1995, and also a model ML700 bought new in 1999. The ML700 has fired by taking the safety off once prior, and I paid a gunsmith Remington firearms and use them each season. thanks for any help, Scott Artz , Tennessee

### Primary Contact

First Name: Scott  
Last Name: Artz  
Organization:

Login: droopy8969@aol.com  
Title:

Contact Type:

Email: droopy8969@aol.com

Email - Alternate #1:

Email - Alternate #2:

Office Phone:

Mobile Phone:

Fax:

Assistant Phone:

Home Phone:

Street

City

State/Province

Postal Code

Country

### Additional Information

Model\_Number: 700

[http://remington.custhelp.com/cgi-bin/remington.cfg/php/admin/display/inc\\_print.php?p ...](http://remington.custhelp.com/cgi-bin/remington.cfg/php/admin/display/inc_print.php?p ...) 11/18/2010

**Remington.**

www.remington.com

Remington Arms Company, Inc.  
870 Remington Drive  
P. O. Box 700  
Madison, NC 27025-0700

## ARS LABEL REQUEST FORM

DATE:	11/18/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PACKAGE:	10 lbs
PLEASE CHECK ONE MEDIA COORDINATOR TO MAIL		I WILL MAIL <b>XXXXXX</b>	
DESCRIPTION: Ref# 5128 Muzzleloader			

## LABEL INFORMATION

MAIL LABEL TO: J. Scott Artz 132 Oscar Lane Speedwell, TN 37870 Ph: 423-494-7683
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

PLEASE COMPLETE ALL PARTS OF THIS FORM AND SEND TO THE MEDIA COORDINATOR

4XX596 NOV 18, 2010 ALL CURR USD 1 OF 1  
 SVC GND COM ACT WT 10.0 LBS  
 TRACKING# 1Z4XX5969067107629  
 REF 1: J. SCOTT ARTZ/CD/DMF  
 REF 2: 5128/MUZZLELOADER  
 HANDLING CHARGE 0.00  
 SINGLE-PIECE PUB RATE CHGS:  
 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  
 TOT PUB CHG 8.74 PUB+HANDLING 8.74