

Remington Arms Co., Inc.
Product Service
Legal Case #:2027

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
139953	1/16/2008	1/17/2008	1/17/2008				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Mark	Shahan	19745 Running Oak Trail	Kirksville	MO	63501		H 660-626-6384 E mshahan@msn.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4014 Defective Parts		Unknown	
S	fired on safe release Concern:1007 Fired on Safe Release			
C				

1/23/08-correspondence from repair-gun is discharging when safety is flipped to the fire position.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	ML/BA	700/50 CAL	27580	ML069029	CR	4/23/1997
Date Purchased	Where Purchased	Accessories	Original Owner			
	AMERICAN ROD & GUN	TWO PIECE SCOPE BASE,AFT.MKT. FIR.PIN AND NIPPLE	U			

CONCERN:FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/ML/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Replace TA at n/c						
	Repair/Replacement Cost	Repair/Replacement Date				
	35.00	1/23/2008				

Replace TA at n/c. lw

Examination[Remington/ML/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/17/2008
	Product Type		RF
	Action Type		A

	Assigned To		F.SUPRY
Cause	4014	Defective Parts	CHIP,PLATING LOOSE ON SEAR
Barrel	Description		24" 50 CAL SS
	Date Code		CR
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	---Select---	AFT MKT
	Shroud	Slightly Worn; Functioning	
	Face	---Select---	AFT MKT
	Handle	Slightly Worn; Functioning	
	Stop	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	EXCESSIVE LUBE ON ACTION
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	EXCESSIVE LUBE
	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	N/A
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	CHIP,PLATING LOOSE ON SEAR EXCESSIVE LUBE
	Pull	---Select---	N/A
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		TWO PIECE SCOPE BASE,AFT MKT FIR.PIN AND NIPPLE

2027

CR 4/97
24"

Remington

Factory Repair Instructions

(NOTE: Please print and complete this form, and then include it with your firearm.)

Model Number: 700 ML		Serial Number: ML 069029	
Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: Mark Shahan		Date of Purchase: 1998	
Address (no PO Boxes): 19745 Running Oak TRAIL			
City: Kirksville		State: MO	Zip: 63501
Phone (Daytime): 660-626-6384		Fax:	
E-mail Address: <input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington. mcsahan@msw.com			
Please describe your problem: gun is discharging when safety is flipped to the fire position			
Ammunition Information:			
Manufacturer: Barnes		Type:	
Other (i.e. bullet weight/type, shot size, powder): 250 gr. w Barnes Bulled - 150 gr. w Pyrodex			
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	
Firearms Care (Cleaning and Lubrication):			
Brand of cleaning solution used: Hoppes			
How often do you clean the bore? (Months or Number of rounds)		12 months	
How often do you clean the action? (Months or Number of rounds)		12 months	
How often do you clean the trigger assembly? (Months or Number of rounds)		12 months	
Brand of lubricant used: Rem Oil			

own

How often do you lubricate the bore? (Months or Number of rounds)	12 months
How often do you lubricate the action? (Months or Number of rounds)	12 months
How often do you lubricate the trigger assembly? (Months or Number of rounds)	12 months
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?	
<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO
Comments:	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	
What were the services performed?	
Never has been	
Ship your INSURED firearm by either UPS or Parcel Post to:	
REMINGTON ARMS CO., INC ATTN: Arms Service Division 14 Hoefler Ave Ilion, NY 13357	
<p>⚠ 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.</p> <p>:: Record the serial number of your firearm before sending it.</p> <p>:: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.)</p> <p>:: Remove all accessories from your firearm to prevent loss or damage.</p> <p>:: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.</p> <p>:: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.</p>	

Repairs will be processed using the following guidelines:

Serial Number:

ML069029

Model: **700ML**



RE00139953

ed to you C.O.D. (To avoid C.O.D. Charges, please your gun)

nate detailing the nature of the repair, applicable taxes estimate. Repairs can be paid by check, money order, or VISA). If you wish, you can expedite repairs over lled to your credit card.

Follows Down, small chip/plating loose on seal. replace TPA, check over, clean AT H/C

#230145

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: **RE00139953** Serial: ME069029 Model: 700MC Center Fire
 Verify Repair Caliber: 50 Produced: 04/23/1997 Repairman: Robert Frink
 Status: Inspected: 1/17/2008 2:22:32 PM

Address Information

Customer: Received From Return To: Received From

Name: **MARK SHAHAN** **MARK SHAHAN**

Address 1: **19745 RUNNING OAK TRAIL** **19745 RUNNING OAK TRAIL**

Address 2: PO Box: PO Box:

City: **KIRKSVILLE** **KIRKSVILLE**

State: **MO** Zip Code: **63501** Country: **US** State: **MO** Zip Code: **63501** Country: **US**

FFL:

Contact / Condition	Problems	Estimate	History / Status	Shipping / Billing
Date	User ID	Desc1	Desc2	Current Status
1/16/2008 11:43	valentds	Closed at Expedite		Inspected
1/17/2008 10:53	pencerfl			1/17/2008 2:22:32 PM
1/17/2008 10:54	pencerfl	From: Product Services	To: Repair Bench	lewisdb
1/17/2008 1:31	frinkre	Estimate Update	Status: PartsHold	Packing
1/17/2008 1:35	System	Immediate SAP Allocation		Repair Location
1/17/2008 2:20	frinkre	From: Repair Bench	To: Final Inspect	ILN
1/17/2008 2:22	lewisdb	Final Inspection	Warranty	Current Location
				ILN
				Transfer Number

Shipping Hold
 InterFace Hold
 Estimate Sent
 Parts Received
 Passed Inspection
 Return As Received
 Has Been Approved
 Internal Repair

Repair Search Refresh Close

suprvl 1/18/2008 7:25 AM CAPS NUM INS 5681

Start Inbox Microsoft Outlook Arms Services Repair Microsoft Excel PS Home Current Cases Microsoft 7:25 AM

RECEIVED
 JAN 22 2008
 BY: *oh*