

Remington Arms Co., Inc.
Product Service
Legal Case #:3804

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
176671	10/1/2009	9/21/2009	10/1/2009				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Frank	Hillenburg	205 Grandma Brown Rd.	Mitchell	IN	47446		H *

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4013	Broken or Missing Parts	Unknown	
S	Fires on Safe release	Concern:1007	Fired on Safe Release	
C				

Customer reported: States he has had trigger assembly replaced 3 times. He states that he pushed the safety forward and the gun fired. Had gun worked on by Mann & Sons last time. dmf

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	ML/BA	700/50 CAL	27580	ML054364	AR	3/7/1997
Date Purchased	Where Purchased	Accessories	Original Owner			
	OUTDOOR SPORTS HDQRS INC	TWO PIECE SCOPE BASE	Y			

CONCERN: TRIGGER ASSM

Ammunition Information

Mfg.	Type	Cal./Ga.	SKU	UPC	DOM	Mfg. Code
Hornady	/240 GR	50 CAL.				
Concern	Other	Factory	Reload			
0:		Y	N			

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
Repair at no charge						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$50.38	10/7/2009				

9/21/09: Fred S. sent request by email to send customer letter and ARS label. dmf 10/7/09: Per Fred S. - Check over - repair as needed at no charge. Replace trigger assembly. dmf

Examination[Remington/ML/BA]

Part	Sub-Part	Code	Comment

Examination	Examiner		B.TRAVIS
	Exam Date		10/2/2009
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4013	Broken or Missing Parts	SAFETY DETENT PARTS MISSING
Barrel	Description		24" 50 CAL SS
	Date Code		AR
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	---Select---	AFT MKT
	Shroud	---Select---	
	Face	---Select---	
	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 M/700 SAFETY
	Function	Like new; Not Functioning	
Sear	Lift	---Select---	N/A
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
		False	
Feeding Test			
Trigger	Condition	Slightly Worn; Not Functioning	SAFETY PARTS MISSING
	Pull	---Select---	3#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		TWO PIECE SCOPE BASE

Remington®

September 21, 2009

Frank Hillenburg
205 Grandma Brown Rd
Mitchell, IN 47446

Subject: #3804, Model 700ML

Dear Mr. Hillenburg,

I am sorry to learn about the issue experienced with your Model 700ML rifle. Enclosed is a prepaid UPS shipping label to cover shipment of your rifle to our factory for evaluation. **Please include a copy of this letter to put inside the shipping container. The letter inside is 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 boxes with the name "Supry".** Fred Supry will be inspecting the firearm and will contact me with the results.

I apologize for the inconvenience this has caused and I hope that this action will keep you as a loyal Remington customer.

Sincerely,

Dell M. Fulcher

Dell Marie Fulcher
Consumer Affairs Administrator
Remington Arms Company

Phone: 800-243-9700 ext 8686

Fax: 336-548-7883

E-mail: dell.fulcher@remington.com

dmf
enclosure

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

My husband recently sent his gun to you and I believe he forgot to enclose the 1st page of the Repair Form



Factory Repair Form

Return to Previous Page

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

Model Number: 700 ML MUZZLELOADER		Serial Number: ML054364	
Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: FRANK HILLENBURG		Date of Purchase: N/A	
Address (no PO Boxes): 205 GRANDMA BROWN ROAD			
City: MITCHELL	State: IN	Zip: 47446	
Phone (Daytime): 812-279-4055		Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) shhb5478@hughes.net			
E-mail Address: <input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: <i>trigger assembly messed up safety tore up cant get breech plug out</i>			
500 characters left			
Ammunition Information:			
Manufacturer: HORNADY REMINGTON		Type: 44 caliber/240grains gr	
Other (i.e. bullet weight/type, shot size, powder):			
Handload Information:			
Powder Used: Pyrodex		Powder Weight: 50/50	
Case/Hull Used:		Primer Used: Remington	
Bullet Type/Shot Size: 44 caliber		Reloader Used:	
Firearms Care (Cleaning and Lubrication):			
Brand of cleaning solution used: Remington Action Cleaner			
How often do you clean the bore? (Months or Number of rounds) 6 months			
How often do you clean the action? (Months or Number of rounds) 6 months			
How often do you clean the trigger assembly? (Months or Number of rounds) 6 months			
Brand of lubricant used: Remington			
How often do you lubricate the bore? (Months or Number of rounds) 6 months			
How often do you lubricate the action? (Months or Number of rounds) 6 months			

3804

AR3/a7
24"
3#

COPY

September 21, 2009

Frank Hillenburg
205 Grandma Brown Rd
Mitchell, IN 47446

Subject: #3804, Model 700ML

Dear Mr. Hillenburg,

I am sorry to learn about the issue experienced with your Model 700ML rifle. Enclosed is a prepaid UPS shipping label to cover shipment of your rifle to our factory for evaluation. **Please include a copy of this letter to put inside the shipping container. The letter inside is 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 boxes with the name "Supry".** Fred Supry will be inspecting the firearm and will contact me with the results.

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Sincerely,

Dell Marie Fulcher
Consumer Affairs Administrator
Remington Arms Company

Phone: 800-243-9700 ext 8686
Fax: 336-548-7883
E-mail: dell.fulcher@remington.com

*check over repair as needed
AT N/C. replace TPA*

NUMBER: **ML054364**

Model: **700ML**



RE00176671

gton Drive • P.O. Box 700 • Madison, NC 27025
• www.remington.com



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	9/21/2009	REQUESTED BY:	dmf
QUANTITY:	1	WEIGHT PER PACKAGE:	10 lbs
PLEASE CHECK ONE:			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	xxxxxxx
DESCRIPTION:	Ref # 3804 rifle		

LABEL INFORMATION

MAIL LABEL TO:	Frank Hillenburg 205 Grandma Brown Rd Mitchell, IN 47446
RETURN ITEM TO:	Remington Arms Attn: Product Service Ilion, NY

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

4XX596 SEP 23, 2009 ALL CURR USD 1 OF 1
 SERVICE GNDCOM ACT WT 10.0 LBS
 TRACKING# 1Z4XX5969065691975
 REF 1:FRANK HILLENBURG/CD/DMF
 REF 2:REF#3804

HANDLING CHARGE 0.00
 SINGLE-PIECE PUB RATE CHRGS:
 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 8.15 PUB+HANDLING 8.15

FRANK HILLENBURG

205 GRANDMA BROWN ROAD
MITCHELL IN 47446

08/18/09

Subject: MUZZLELOADER 700 ML STAINLES BARREL WITH SYNTHETIC STOCK.

Dear Sir or Madam

THE GUN IS VERY DANGEROUS. I HAVE HAD THE TRIGGER ASSEMBLY REPLACED THREE TIMES. NOW THE SAFETY IS TORE UP. VERY UPSET THAT ALL THIS HAS HAD TO BE DONE TO THE GUN. THE GUN SHOOTS VERY ACCURATE, BUT THE TRIGGER ASSEMBLY IS JUNK. THE LAST TIME I LOADED IT , I PUSHED THE SAFETY FORWARD AND THE GUN WENT OFF. NOW I CAN NOT GET THE BRIDGE PLUG OUT OF IT. I FEEL LIKE I SHOULD JUST SEND THE WHOLE GUN BACK TO YOU. IAM VERY DISPLEASED. I BOUGHT THIS GUN NEW AT THE POWDER KEG IN GALENA, INDIANA.

Best regards


FRANK HILLENBURG

Fulcher, Dell Marie

3804

From: Supry, Fred L.
Sent: Monday, September 21, 2009 1:58 PM
To: Fulcher, Dell Marie
Subject: FRANK HILLENBURG

9/21/2009

Dell,

Please send a letter and ARS label to:

Frank Hillenburg
205 Grandma Brown Road
Mitchell, IN 47446

This is to get a Model 700 ML back that he claims that he had the trigger assembly replaced three times. He says the he pushed the safety forward and the gun fired. The last place that worked on his rifle was Mann & Sons.
Thank you,

Fred Supry
Remington Arms Company
Manager Product Service and Law Enforcement Training
14 Hoefler Avenue
Ilion, NY 13357

9/21/2009