

Remington Arms Co., Inc.
Product Service
Legal Case #:4117

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
185546	1/8/2010	12/15/2009	1/11/2010	12/12/2009			X

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Joe	Michalski	3160 Crown Rd.	Elkton	MI	48731		C 989-859-6042 E wagonjoeanddiane@aol.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI Cut hand, bruised rt leg				
PD Damaged garage door & garage ceiling	Cause:4014 Defective Parts		N	
S	Concern:1008 Fired on Bolt Closing			
C				

12/14/09 customer called - Customer had powder & ramrod in the muzzleloader. He closed the bolt & the gun fired. Damaged 2 panels on garage door & damaged garage ceiling. dmf

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	ML/BA	700ML/50 CAL.	27572	ML022075	WQ	8/23/1996
Date Purchased	Where Purchased	Accessories	Original Owner			
	BUCKEYE SPORTS SUPPLY	TWO PIECE SCOPE BASE	Y			

CONCERN:FSR

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 at no charge - refund for damage to garage door			\$470		1/25/2010	
	Repair/Replacement Cost	Repair/Replacement Date				
	\$35.23	1/13/2010				

12/15/09: Sending label, letter, and box (order # 1061041). dmf 1/13/10: Per Fred S. - Will follow down. Contact surfaces of sear to connector upset. Replace trigger assembly, check over, clean at no charge. dmf 1/14/10: Customer called. He will be faxing over his repair bill for the garage doors. I will refund. dmf 1/25/10: Received bill for garage door. Submitted G-408 for refund. dmf

Examination[Remington/ML/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/11/2010
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4014	Defective Parts	
	Description		24" 50 CAL CS
	Date Code		WQ
	Bore Plugged	False	
	Bulged	False	

Barrel	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Not Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	
	Notch	Worn; Not Functioning	CONTACT EDGE ROLLED OVER
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	CONTACT SURFACES BETWEEN SEAR AND CONNECTOR UPSET
	Pull	---Select---	N/A
	Altered	False	WILL FOLLOW DOWN
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		TWO PIECE SCOPE BASE

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: **RE00185546** Serial: **ML022075**, Model: **700ML**, Center Fire
 Caliber: **50** Produced: **08/23/1996** Repairman: **Bruce Travis**
 Status: **Inspected 1/11/2010 11:12:19 AM**

Verify Repair

Address Information

Customer: **JOE MICHALSKI** Received From: **JOE MICHALSKI** Return To: **JOE MICHALSKI** Received From:

Address 1: **3160 CROWN ROAD** Address 2: **3160 CROWN ROAD** PO Box:

City: **ELKTON** State: **MD** Zip Code: **48731** Country: **US**

FPL:

Contact / Condition	Problems	Estimate	History / Status	Shipping / Billing
Date	Code	User ID	Desc1	Desc2
1/9/2010 7:35:07	New	schultscr	Repair Added	
1/9/2010 7:36:27	Expedite	schultscr	From: Check In	To:
1/9/2010 12:05:0	EmailSent	ArmEmail	Repair Received	WAGONJOEAND DI
1/11/2010 10:15:	Maint	Travisbw	Repair Maintenance	Status: Estimating
1/11/2010 10:43:	Estimate	Travisbw	Estimate Update	Status: PartsHold
1/11/2010 10:44:	Repairing	System	Immediate SAP Allocation	
1/11/2010 11:07:	Expedite	Travisbw	From: Repair Bench	To: Final Inspect
1/11/2010 11:12:	Inspected	lawsonmj	Final Inspection	Warranty

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

Current Status: **Inspected**
 1/11/2010 11:12:19 AM
 lawsonmj
 Packing
 Repair Location: **ILN**
 Current Location: **ILN**
 Transfer Number:

Repair Search Refresh Close

RECEIVED
 JAN 13 2010
 BY:

4117

24"
w 98/96

CC. Y.

December 15, 2009

Joe Michalski
3160 Crown Rd.
Elkton, MI 48731

Subject: #4117, Model 700ML

Dear Joe,

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 muzzleloader 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 Marie Fulcher
Consumer Affairs Administrator
Remington Arms Company

Phone: 800-243-9700 press 0 and ask for ext 8686

Fax: 336-548-7872

E-mail: dell.fulcher@remington.com

Serial Number:

ML022075

Model: 700ML



RE00185546

will follow down, contact surfaces
of sear to connector upset.
replace TPA, check over, CLEAN
AT n/c

230145

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



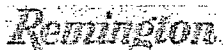
Factory Repair Form

Return to Previous Page

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

Model Number: <u>700ML</u>	Serial Number: <u>ML 022075</u>
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
Name: <u>Joe Michalski</u>	Date of Purchase: <u>1990's</u>
Address (no PO Boxes): <u>3160 Crown Road</u>	
City: <u>Elkton</u>	State: <u>MI</u> Zip: <u>48731</u>
Phone (Daytime): <u>(989) 859-6042</u>	Fax: <u></u>
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>Wagon Joe and Diane @ AOL.COM</u>	
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: <u>Firearm fires when you move safety or lock the bolt into battery. 12/12/09</u> <u>Note: I have been a Firearms Trainer for the State of Michigan since 1995. We issue Remington Firearms for use on duty.</u>	
500 characters left	
Ammunition Information:	
Manufacturer: <u></u>	Type: <u></u>
Other (i.e. bullet weight/type, shot size, powder): <u></u>	
Handload Information:	
Powder Used: <u>Powder</u>	Powder Weight: <u>80 to 100 gr.</u>
Case/Hull Used: <u>N/A</u>	Primer Used: <u>Remington</u>
Bullet Type/Shot Size: <u>S&W</u>	Reloader Used: <u>N/A</u>
Firearms Care (Cleaning and Lubrication):	
Brand of cleaning solution used: <u>Remington</u>	
How often do you clean the bore? (Months or Number of rounds) <u>Every 1-2 shots</u>	
How often do you clean the action? (Months or Number of rounds) <u>Every 2-5 shots</u>	
How often do you clean the trigger assembly? (Months or Number of rounds) <u>Every cleaning</u>	
Brand of lubricant used: <u>Remington Rem-oil</u>	
How often do you lubricate the bore? (Months or Number of rounds) <u>Every 2-5 shots</u>	
How often do you lubricate the action? (Months or Number of rounds) <u>Every cleaning</u>	

How often do you lubricate the trigger assembly? (Months or Number of rounds) <u>Every cleaning - 2 to 5 shots</u>
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? <u>Never required it.</u>
What were the services performed? <u>N/A</u>
Ship your INSURED firearm by either UPS or Parcel Post to: Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue 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. :: 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.) :: Remove all accessories from your firearm to prevent loss or damage. :: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused. :: 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> <p>Charge repairs will be processed using the following guidelines:</p> <p>:: Repairs \$75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)</p> <p>:: For Repairs over \$75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over \$75.00 by setting a pre-authorized amount that can be billed to your credit card. We process checks electronically through Check21.</p>





www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	12/15/2009	REQUESTED BY:	dmf
QUANTITY:	1	WEIGHT PER PACKAGE:	10 lbs
PLEASE CHECK ONE:			
MEDIA COORDINATOR TO MAIL		I WILL MAIL XXXXXX	
DESCRIPTION:	Ref# 4117 muzzleloader		

LABEL INFORMATION

MAIL LABEL TO:	Joe Michalski 3160 Crown Rd. Elkton, MI 48731
RETURN ITEM TO:	Remington Attn: Fred Supry Ilion, NY

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

4XX596 DEC 15, 2009 ALL CURR USD 1 OF 1
SERVICE GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969065741572
REF 1: JOE MICHALSKI/CD/DMF
REF 2: REF#4117

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG: SVC T/P USD
DV 0.00 COD 0.00 RS 0.50
DC 0.00 DGD 0.00 SD 0.00
AH 0.00 PR 0.00 SP 0.00
TOT PUB CHG 7.64 PUB+HANDLING 7.64

mailed on
12/15/09

ORIGINAL

Remington Arms Company, Inc.

Madison, NC 27025

COPYSeller's
Invoice

Purchase Order No.
Dell Marie Fulcher
Name of Person Originating APV
Product Service Ext 8686
Location/Extension of Originator
1/25/2010
Date Prepared

Seller's Invoice No. _____ Date _____

Pay To: **Joe Michalski**Street and No. **3160 Crown Rd.**City **Elkton** State **MI** Zip Code **48731**

_____% Days; Net _____ Days or _____
Desired Pay Date

Vendor Code **106248**Pmt Method **Y**

Description	Total	
	Dollars	Cents
Refer for credit of garage door repair per Dell Fulcher Repair# 185546	470	00
Ref# 48731MichalskiJ Serial # ML022075		
Case # 4117		
Wire Transfer Information		
Bank:		
ABA:		
Pay to:		
Acct #:		
Distribution	Gross	
230145-8850050 Cost Element/Cost Center	470	00
Tax	Discount	
	Net	
	470	00

The approval signature(s) shown below attest that all required verifications and extensions have been properly made and that Accounts Payable Section can make payments without further checks as to correctness.

Signed:

Signed: 

Date: 1/25/2010

For Treasury Use Only

Date Paid _____
Reference No. _____
Bank Acct _____
USD Amt _____
(If in Foreign Currency)

JAN-22-1994 12:53 PM

CARTER LUMBER

P. 01
PAGE 01/01

Carter Lumber MI 243 (53-29)
977 N. Vandyke
Bad Axe MI 49813-9174

PH (989)-269-4156 FAX (989)-269-4166

card 243

JOE MICHALESKI
FAX 989-375-2486

ESTIMATE

243012644

Expires on: 01/22/10
XXXXXXXX

///ESTIMATE///ESTIMATE///ESTIMATE///ESTIMATE///ESTIMATE///ESTIMATE///ESTIMATE///

01/22/10

DAVID JAMESON

01/01

1 9100 Wayne Dalton BX7 WHI INSL C0852 470.00 EACH 470.00
WILLIAMSBURG WINDOWS

Attn: Dell

Reference # 4117-700mL

6.00 470.00

28.20 498.20