

Remington Arms Co., Inc.

Product Service

Legal Case #:4852

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
209709	11/8/2010	10/26/2010	11/9/2010	10/23/2010			X

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Charles	Armstrong	1737 County Line Rd	Fort Gibson	OK	74434		H 918-478-8564

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern		Unknown	
S FSR	Concern:1007 Fired on Safe Release			
C				

10/26/10 Per call from Armstrong, he was shooting the 700 MLS Saturday, shot it a couple times, reloaded it and it fired on safe release.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700ML/50 CAL	27580	ML055861	LR	2/25/1997
Date Purchased	Where Purchased	Accessories	Original Owner			
	ABN SPORTS SUPPLY		N			

CONCERN:FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700ML/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Per Ilion, replace TPA, clean at 1/2 normal charges						

Repair/Replacement Cost	Repair/Replacement Date

10/26/10 Sending ARS.cm 11/11/10 Per Ilion, could not duplicate concern. Trigger assm dirty. Check over, replace TPA, clean and function check at 1/2 normal charges.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/9/2010
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY

Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 50 CAL SS
	Date Code		LR
	Bore Plugged	False	
	Bulged	False	
	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	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	N/A
	Notch	Slightly Worn; Functioning	DIRTY
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY
	Pull	---Select---	3.5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

frmRepairMain - FGI Repairs

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

frmREInquiry - Repair Inquiry

Repair Number: RE00209709 Serial: ML05561 Model: 700ML Center Fire Caliber: 50 Produced: 02/25/1997 SKU: 27560 Repairman: Bruce Travis Status: ApproveHold 11/9/2010 10:26:36 AM

Verify Repair

ADDRESS INFORMATION

Customer: CHARLES ARMSTRONG Received from: CHARLES ARMSTRONG Return To: CHARLES ARMSTRONG Received from:

Name: CHARLES ARMSTRONG Address 1: 1737 COUNTY LINE RD. Address 2: PO Box City: FORT GIBSON State: OK Zip Code: 74434 Country: US

OK Zip Code: 74434 Country: US

FFL

Contact / Condition Problems Estimate History / Status Shipping / Billing

Date	Code	User ID	Desc1	Desc2	Status
11/8/2010 11:53	New	lpelaf	Repair Added		
11/9/2010 8:2...	Maint	Travisbw	Repair Maintenance		Status: Repd
11/9/2010 10:...	Estimate	Travisbw	Estimate Update		Status: Appr
11/9/2010 10:...	ApprovalH...	System	Immediate SAP Allocation		
11/9/2010 1:4...	Expedite	pencil	From Repair Bench	To: Approve	

Shipping Hold
Interface Hold
Estimate Serv
Parts Received
Passed Inspection
Return as Received
Has Been Approved
Internal Repair
Exclude TATC

Current Status: ApproveHold
11/9/2010 10:26:36 AM
Travisbw
ApproveHold
Repair Location
ILN
Current Location
ILN
Transfer Number

Repair Search Refresh Close

supryll: ILN/Prod frmRepairMain 01102R7XPL Tuesday, Nov 9 2010 2:07 PM

start

RECEIVED
NOV 1 C 2010

BY:

4852

3.5#
24"
LR 2/4

October 26, 2010

Charles Armstong
1737 County Line Rd.
Fort Gibson, OK 74434

Subject: #4852, Model 700ML

Dear Mr. Armstrong,

Regarding your contact with Remington and the incident you incurred, enclosed is a prepaid UPS ground shipping label for shipment of the firearm to our factory. Please include a copy of the attached letter with the firearm. **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.** Please mark the ends of the box with "Supry".

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

Sincerely,

Christy Mitchell
Consumer Affairs Administrator
Phone: 800-243-9700, ext 8684
christy.mitchell@remington.com

Serial
ML055861
Model: 700ML



RE00209709

could not duplicate concern
Ting. ASSM. Dirty. check over,
replace TOA, clean & function
check at 1/2 normal charges.

Quote

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

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

Model Number: 700 MLS		Serial Number: M L 055861	
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: ARMSTRONG CHARLES		Date of Purchase: OCT 2006	
Address (no PO Boxes): 1737 COUNTY LINE RD.			
City: Port Gibson		State: OHIO	Zip: 74434
Phone (Daytime): 918-478-8564		Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent)			
E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence:			
<p>ON OCT. 23 THIS YEAR I SHOT A DEER NO (PROBLEM) ONE OF THEM RAN INTO THE BRUSH AND FALL. SO I RELOADED. I WASN'T DEAD MY LIMIT KILLED I WANTED TO UNLOAD BEFORE GOING HOME. WHEN I RELEASED THE SAFETY THE GUN DISCHARGED WITHOUT MY FINGER EVEN ON THE TRIGGER, THIS VERY MUCH DISTURBED ME. I WILL NOT USE THIS GUN AGAIN UNTIL I AM ASSURED THE PROBLEM IS FIXED. THANK YOU.</p>			
500 characters left			
Ammunition Information:			
Manufacturer: Remington		Type: CORE-LOKT WITH SABOTS	
Other (i.e. bullet weight/type, shot size, powder): 305 gr.			
Handload Information:			
Powder Used: Piodex		Powder Weight: 100 grs.	
Case/Hull Used:		Primer Used: Remington shot gun primer	
Bullet Type/Shot Size:		Reloader Used:	

Firearms Care (Cleaning and Lubrication):	
Brand of cleaning solution used:	Remington All Natural Bore Cleaner
How often do you clean the bore? (Months or Number of rounds)	BEFORE + AFTER DEER SEASON APPROXIMATELY 5-7 SHOTS
How often do you clean the action? (Months or Number of rounds)	SAME AS ABOVE
How often do you clean the trigger assembly? (Months or Number of rounds)	SAME AS ABOVE
Brand of lubricant used:	Rem Oil
How often do you lubricate the bore? (Months or Number of rounds)	BEFORE + AFTER DEER SEASON
How often do you lubricate the action? (Months or Number of rounds)	BEFORE + AFTER DEER SEASON
How often do you lubricate the trigger assembly? (Months or Number of rounds)	BEFORE + AFTER DEER SEASON
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	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	THE CURRENT OWNER SENT TO REMINGTON IN 1999 FOR ACTION PROBLEMS (JOHN DEES)
What were the services performed?	Bore cleaned and Re-loaded
<p>Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357</p>	
<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.</p>	

Remington.

www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	10/26/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
<input checked="" type="checkbox"/> PLEASE CHECK ONE: MEDIA COORDINATOR TO MAIL		<input type="checkbox"/> I WILL MAIL xxxx	
DESCRIPTION: Model 700ML ML055861			

LABEL INFORMATION

MAIL LABEL TO:	Charles Armstrong 1737 County Line Rd Fort Gibson, OK 74434
RETURN ITEM TO:	Rem Product Service

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

4XX596 OCT 26, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 124XX5969065574520
REF 1: CHARLES ARMSTRONG/CD/CM
REF 2: 700ML/ML055861

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	DCD 0.00	SD 0.00	
AH 0.00	PR 0.00	SP 0.00	
TOT PUB CHG 9.49	PUB+HANDLING	9.49	