

Remington Arms Co., Inc.
Product Service
Legal Case #:5108

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
212341	12/3/2010	11/16/2010	12/9/2010				X

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Kenny	Snell	58252 Meadow Creek Blvd.	New Haven	MI	48048		H 586-339-7227 E bigbaseballa2196@yahoo.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015	Improper Maintenance	Unknown	
S	Concern:1007	Fired on Safe Release		
C FSR				

11/16/10: Customer called in. He stated he had a FSR a couple of wks ago. No damage - No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	ML/BA	700ML/50 CAL	27596	ML254556	WX	8/26/2003 2:57:56 PM

Date Purchased	Where Purchased	Accessories	Original Owner
	SAMS DISTRIBUTION CENTER	TWO PIECE SCOPE BASE,RINGS	N

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
Per Ilion - Quote to repair						

Repair/Replacement Cost Repair/Replacement Date

11/16/10: Sending ARS, ltr, form. df 12/9/10: Per Fred S. - Trigger & trigger pin rusty & dirty. Trigger not returning properly. Replace TA, clean, test fire - quote. df 12/9/10: I called customer & he asked me to email the quote to him. df

Examination[Remington/ML/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/6/2010
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4015	Improper Maintenance	
Barrel	Description		24" 50 CAL ML
	Date Code		WX
	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; Not 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; 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	TRIG AND PIN RUSTY/DIRTY TRIG NOT RETURNING
	Pull	---Select---	9.5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		TWO PIECE SCOPE BASE,RINGS

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

www.remington.com info@remington.com

**ESTIMATING
REPORT**Parts/Repairs 800-243-9700
Fax 336-548-7801**ALL PRICES QUOTED ARE IN EXCHANGE FOR REPLACED PARTS.**

THIS IS NOT AN INVOICE. THIS IS AN ESTIMATE TO REPAIR, RECONDITION, OR REPLACE THE ITEM(S) DESCRIBED BELOW. IF THIS IS SATISFACTORY, PLEASE APPROVE BY SIGNING BELOW AND RETURNING TO THE ABOVE ADDRESS. REPAIR TO TAKE APPROXIMATELY (4) WEEKS AFTER RECEIPT OF APPROVAL. IF WE DO NOT RECEIVE YOUR APPROVAL IN 15 DAYS, WE SHALL RETURN THE ITEM(S) AS RECEIVED POSTAGE DUE.

Repair Order Number RE00212341 Account # - R-	Description/Serial Number ML254556	Date Received - 12/2/2010 Estimate Date - 12/7/2010 Current Date - 12/9/2010
Customer KENNY SNELL 58252 MEADOW CREEK BLVD. NEW HAVEN, MI 48048 US		Return To KENNY SNELL 58252 MEADOW CREEK BLVD. NEW HAVEN, MI 48048 US
Phone (H) (586)-339-7227 Phone (W)		Fax Email

Please Circle One
 VISA MC AMEX DISCOVER Card No. _____ Exp. Date _____
 PO Number _____
 Daytime Phone (____) _____ Time To Call _____ Open Acct. R _____
 Approval: Customer Signature _____ Date _____
☐ If You Desire Any Change Please Use The Reverse Side For Your Comments And Mark This Box
Notice: We process checks electronically through Check 21

Reported		Problems Found	
M123	FORWARD TO PRODUCT SERVICE FOR INSPECTIO	M240	BOLT LOCK SAFETY MODIFICATIO
		M992	NOT RETURNING PROPERLY
		M993	TRIG.& TRIG-PIN RUDSTY/DIRTY

Technician's Comments

ProblemNotes Willreplace,clean and test at 50% normal cost as good will gesture.

Estimate **C.O.D./Shipping and Handling Charges are NOT Included in this Quote							
Material #	Material Description	Qty	Warranty Y/N	Price/Unit	Discount Percent	Extended Amt	
Part							
F403288	700ML XMP TRIG ASSB - SILVER NO LOCTIT	1	N	\$94.00	50%	\$47.00	
Service							
4000114	GR-SHIPPING & HANDLING (GUN REPAIR)	1	Y	\$17.00	0%	\$0.00	
4000118	GR-CLEAN	1	N	\$28.00	50%	\$14.00	
4000119	GR-TEST	1	N	\$23.00	50%	\$11.50	
4000294	GR-CHECK TPA	1	Y	\$17.00	0%	\$0.00	
Sub Total:						\$72.50	
Est. Sales Tax:						\$2.82	
Grand Total:						\$75.32	

frmREInquiry - Repair Inquiry

Repair Number: RE00212341

Serial: ML254556 Model: 700ML Center Fire Caliber: 50 CAL Produced: 08/26/2003 SKU: 27596

Repairman:

Status: Repairing 12/6/2010 1:46:10 PM

Verify Repair

ADDRESS INFORMATION

Customer

Received from

Return To

Received from

Name: KENNY SNELL

Address 1: 58252 MEADOW CREEK BLVD.

Address 2:

PO Box:

City: NEW HAVEN

State: MI Zip Code: 48048 Country: US

Name: KENNY SNELL

Address 1: 58252 MEADOW CREEK BLVD.

Address 2:

PO Box:

City: NEW HAVEN

State: MI Zip Code: 48048 Country: US

FFL

Contact / Condition Problems Estimate History / Status Shipping / Billing

Date	Code	User ID	Desc1	Desc2
12/2/2010 11:	New	lopatafl	Repair Added	
12/2/2010 11:	Expedite	lopatafl	From: Check In	To:
12/6/2010 1:4...	Maint	Travisbw	Repair Maintenance	Status: Repa

Shipping Hold

Interface Hold

Estimate Sent

Parts Received

Passed Inspection

Return as Received

Has Been Approved

Internal Repair

Exclude TATC

Current Status

Repairing

12/6/2010 1:46:10 PM

lopatafl

Repair Bench

Repair Location

ILN

Current Location

ILN

Transfer Number

Repair Search

Refresh

Close

RECEIVED
DEC 6 2010

BY:.....

5108

COPY

24"
W x 8/07
9.54

November 16, 2010

Kenny Snell
58252 Meadow Creek Blvd.
New Haven, MI 48048
Ph: 586-339-7227

Ref: # 5108

Dear Mr. Snell,

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination.

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 box with "Product Service". Product Service will be inspecting the firearm and will contact me with the results.

I hope that this action will keep you a loyal Remington customer.

Sincerely,
D. Fulcher
Consumer Affairs Administrator
Remington, H&R, Marlin
Phone: 1-800-243-9700
Fax: 336-548-7872

enclosure

Trigger + Trigger-pin rusty/dirty.
Trigger not returning properly.
Replace TPA, clean + test fire.
At 1/2 normal charges.

Quote

Serial
Number:

ML254556

Model: 700ML



RE00212341

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

PS 14237



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	11/16/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PACKAGE:	10 lbs
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Ref# 5108 Rifle			

LABEL INFORMATION

MAIL LABEL TO: Kenny Snell 58252 Meadow Creek Blvd. New Haven, MI 48048 Ph: 586-339-7227
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 17, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 124XX5969065091604
REF 1:KENNY SNELL/CD/DMF
REF 2:5108/RIFLE

HANDLING CHARGE 0.00		
SINGLE-PIECE PUB RATE CHRG:		
DV 0.00	COD 0.00	SVC T/P USD RS 0.50
DC 0.00	DGD 0.00	SD 0.00
AH 0.00	PR 0.00	SP 0.00
TOT PUB CHG 8.20	PUB+HANDLING	8.20