

Remington Arms Co., Inc.
Product Service
Legal Case #:6313

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
235339	7/11/2011	6/28/2011	7/18/2011				X

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Stephen	Baker	3639 Niagara Dr	Lexington	KY	40517		H 859-537-6871

Incident Information

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

6/28/11 Per call from Baker, he has a 700ML that he purchased 2nd hand. Last year it fired when he took it off safety. He tried to call last year but could not get through. This was the first time this had ever happened in the 3 yrs he has owned it.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	ML/BA	700ML/54 CAL	n/a	ML043739	XQ	12/5/1996
Date Purchased	Where Purchased	Accessories	Original Owner			
	ZANDERS SPORTING GOODS * GLEN	TWO PIECE BASE	N			

CONCERN: FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Return as received						
Repair/Replacement Cost	Repair/Replacement Date					

6/28/11 Mailing ARS and box from Corporate.cm 7/20/11 Per owner's request, return as received.cm

Examination[Remington/ML/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		7/18/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 54 CAL SS
	Date Code		XQ
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		

	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Worn; Functioning	HEAD DAMAGED
	Shroud	Slightly Worn; Functioning	RUSTY
	Face	Slightly Worn; Functioning	RUSTY
	Handle	Slightly Worn; Not Functioning	BROKE OFF WHILE CHECKING OPERATION WILL REPAIR AT N/C
	Stop	---Select---	
Overall	Exterior Condition	Worn; Functioning	FIRING PIN HEAD DAMAGED ASSM IS RUSTY
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	N/A
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY,RUSTY
	Pull	---Select---	3.5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

2211
XQ 12/96
3.5

6313

June 28, 2011

Stephen Baker
3639 Niagara Dr
Lexington, KY 40517

Subject: Case #6313, 700ML

Dear Mr. Baker,

Thank you for your patience. Enclosed is the UPS ground prepaid shipping label to cover shipment of the firearm for inspection at our factory. Please include a copy of this 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 "Product Service".**

I apologize for the inconvenience and I hope that these actions will keep you a loyal Remington customer.

Sincerely,

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

RECEIVED
JUL 20 2011
BY:.....

Serial Number:

ML043739

Model: 700ML



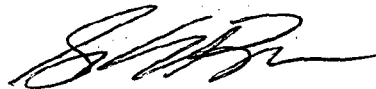
RE00235339

could not duplicate concern
T.A. dirty, sticky + rusty. Firearm
head damaged, Firearm rusty.
check over, replace TPA, clean
+ repair at 1/2 normal cost.

Quote

My Remington 700 discharged without the trigger being pulled. I know it was not due to "poor maintenance" or just a rare occurrence. In 2010 I watched a special on CNBC about the Remington 700 models firing without the trigger being pulled. I know my gun discharging was not an isolated incident because there have been thousands of complaints and 75 law suits because of the same problem. I do like Remington guns and I hope that this issue can be resolved. Thanks

Stephen Baker 7/5/2011



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

Model Number:	700 ML	Serial Number:	ML043739
Are you the original owner?: ☐ YES ☒ NO			
Name:		Date of Purchase:	
Stephen Baker		Sept 2008	
Address (no PO Boxes):			
3639 Niagara Drive			
City:	Lexington	State:	Kentucky
		Zip:	40517
Phone (Daytime):		Fax:	
859-537-6871			
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent)			
E-mail Address:			
☐ I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence:			
October 2010. I moved the safety from "Safety to Fire" & the gun discharged. A few days later I saw a special on CNBC called "Remington Under Fire". It was about the Remington 700 models firing when the safety or bolt is touched & the trigger was not pulled. That is not safe.			
500 characters left			
Ammunition Information:			
Manufacturer:		Type:	
Powerbelt		Hollow Point bullet	
Other (i.e. bullet weight/type, shot size, powder):			
Handload Information:			
Powder Used:		Powder Weight:	
Pyrodex Pellets		60 grain	
Case/Hull Used:		Primer Used:	
		209	
Bullet Type/Shot Size:		Reloader Used:	

Firearms Care (Cleaning and Lubrication):

Brand of cleaning solution used: Remington

How often do you clean the bore? (Months or Number of rounds) each Round

How often do you clean the action? (Months or Number of rounds) each round

How often do you clean the trigger assembly? (Months or Number of rounds) have not

Brand of lubricant used: Remington

How often do you lubricate the bore? (Months or Number of rounds) each Round

How often do you lubricate the action? (Months or Number of rounds) each Round

How often do you lubricate the trigger assembly? (Months or Number of rounds) Have not

Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?

☒ YES ☐ NO

When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? Never

What were the services performed? N/A

Remington Arms Co., Inc.
Attn: Arms Service Division
14 Hoefler Avenue
Illion, NY 13357

Ⓢ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.

- :: 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.



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	6/28/2011	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE:			
MEDIA COORDINATOR TO MAIL		xxx I WILL MAIL	
DESCRIPTION: 700ML			

LABEL INFORMATION

MAIL LABEL TO:	Stephen Baker 3639 Niagara Dr Lexington, KY 40517 859-537-6871
RETURN ITEM TO:	Rem Prod Serv Case # 6313

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

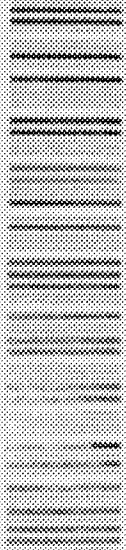
4XX596 JUN 29, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969065713549
REF 1:STEPHEN BAKER/CD/CM
REF 2:700ML/6313

HANDLING CHARGE 0.00		SVC T/P USD	
SINGLE-PIECE PUB RATE CHRG:			
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 9.12	PUB+HANDLING	9.12	



ML043739

Model: 700ML



RE00235339









