

Remington Arms Co., Inc.
Product Service
Legal Case #:6709

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
245153	10/31/2011	10/20/2011	11/1/2011				X

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		David	Bachinsky	29 N Brewster Rd	Vineland	NJ	08361		H 856-691-6466 E bachi1@comcast.net

Incident Information

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

10/20/11 Per email sent to Remington.com, incid # 111019-000011, "I bought a Remington 700ML new about 10-12 years ago. About 5-6 years ago I had a problem with the trigger mechanism. When I pushed the safety off, the gun would fire. I sent the gun back to Remington for repair at your request. Yesterday, I took the gun out to shoot for an upcoming muzzle loader season and the same thing happened. This is a serious liability. I talked to some friends that own the same model and found out that several of them have experienced the same thing. I have several concerns. One, why was there never a recall issued for these guns? Two, I am now forced to buy a new muzzle loader but would like to sell or trade the Remington in to help me pay for the new one but I can't sell it knowing the liability that is associated with this gun. Now I have to either get it fixed again before I sell it, or just have it destroyed and take the loss. My serial number is ML085375 if you want to reference the repair and age of the gun. Please let me know what we can do about the above matter."cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	ML/BA	700ML/50 CAL	27586	ML085375	DR	7/18/1997
Date Purchased	Where Purchased	Accessories	Original Owner			
	JERRYS SPORT CENTER INC	TWO PIECE BASE,AFT MKT NIPPLE & FIR PIN	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
Replace with #27363, 700 SPS 30-06						

Repair/Replacement Cost	Repair/Replacement Date
180.00	11/21/2011

Previous repairs: 71699 sent in 2003 for FSR, found that the connector was broke and we replaced at no charge. 86655 sent in 2004 for fail to fire and safety not working, factory found that the safety assm was broken. 10/20/11 Left voice message for Bachinsky to call me.cm 10/25 Bachinsky called and wanted to discuss the problems he's had with a manager and let them know he didn't want this gun back. He didn't think it would be safe even if repaired. Told him after inspection that the firearm would be put on hold and I would call him with results.cm 11/9/11 Per Ilion, connector broken. Replace TPA, clean, check over at no charge. On hold until I can contact owner.cm 11/14/11 Left message for Bachinsky with results of the inspection and offered to repair no charge.cm 11/14/11 Left him another message, as goodwill I will replace with a 700 SPS or 870 Express or another model along that price point. He left a message that last year he sent it to Ahlman's for the same issue with the trigger and does not want it back after 4 times for trigger issues.cm 11/21/11 Per call from David, replace with SPS 30-06. He will have his dealer fax FFL.cm

Examination[Remington/ML/BA]

Part	Sub-Part	Code	Comment
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Examination	Examiner	B.TRAVIS	
	Exam Date	11/1/2011	
	Product Type	RF	
	Action Type	A	
	Assigned To	T.NAGLE	
Cause	4013	Broken or Missing Parts	
Barrel	Description	24" 50 CAL	
	Date Code	DR	
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
Bolt	Muzzle/Crown Condition	Worn; Functioning	
	Firing Pin	---Select---	AFT MKT
	Shroud	Slightly Worn; Functioning	
	Face	---Select---	
	Handle	Slightly Worn; Functioning	
Overall	Stop	---Select---	
	Exterior Condition	Slightly Worn; Not Functioning	
	Stock Condition	Slightly Worn; Functioning	
Receiver	Fore End Condition	---Select---	
	Condition	Slightly Worn; Functioning	
Safety	Bulged	False	
	Description		M/700 SAFETY
	Function	Like new; Functioning	
Sear	Sub-Assembly	Non-ISS	
	Lift	---Select---	N/A
	Notch	Slightly Worn; Functioning	
Feeding Test	Test Fired	False	
	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	CONNECTOR BROKEN
	Pull	---Select---	N/A
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description	TWO PIECE BASE,AFT MKT NIPPLE & FIR PIN	

ATP: Cheryl Mitchell - Replacement Gun for
DAVID BACHINSKY

U.S. Department of Justice
Bureau of Alcohol, Tobacco, Firearms and Explosives

Federal Firearms License
(18 U.S.C. Chapter 44)

In accordance with the provisions of Title I, Gun Control Act of 1968, and the regulations issued thereunder (27 CFR Part 478), you are licensed to engage in the business specified in this license, within the limitations of Chapter 44, Title 18, United States Code, and the regulations issued thereunder, until the expiration date shown. See "WARNINGS" and "NOTICES" on reverse.

Direct ATF ATF - Chief, FFLC
Correspondence To 244 Needy Road
Martinsburg, WV 25405-9930
Chief, Federal Firearms Licensing Center (FFLC)

8-22-011-01-4E-08540

May 1, 2014

Name
BUTCHS GUN WORLD

Premises Address (Changes? Notify the FFLC at least 30 days before the move.)
1025 W LANDIS AVE
VINELAND, NJ 08360-0000

Type of License
01-DEALER IN FIREARMS OTHER THAN DESTRUCTIVE DEVICES

Purchasing/Certification Statement
The licensee named above shall use a copy of this license to assist a transferor of firearms to verify the identity and the licensed status of the licensee as provided by 27 CFR Part 478. The signature on each copy must be an original signature. A faxed, scanned or e-mailed copy of the license with a signature intended to be an original signature is acceptable. The signature must be the signature of the Federal Firearms Licensee (FFL) or a responsible person of the FFL. It is hereby stated that this is a true copy of a license issued to the licensee named above to engage in the business specified above under "Type of License."

Mailing Address (Changes? Notify the FFLC of any changes.)

SACCO, VINCENT JR & SACCO, JUDITH E
BUTCHS GUN WORLD
1025 W LANDIS AVE
VINELAND, NJ 08360-0000

F. to copy
only

Licensee/Responsible Person Signature

Printed Name

Printed Name

Position Title

Date

ATF Form 8 (5310.11)
Revised September 2008

Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700



ATTN: Product Service #6709

Parts and Repairs: P:800-243-9700/F:336-548-7801

www.Remington.com

This document is a summary of your request for service. Please review the document for accuracy and to insure the services you are requesting are noted. This information will serve as a guideline for our Service Department to address your specific concerns and provide you with accurate and complete service. **ENCLOSE THIS DOCUMENT WITH YOUR RETURN.**

Service Request Number SR00001607	Serial Number / Description ML085375 Model 700ML	Date of Request: 10/21/2011 Date Printed: 10/21/2011
Customer: DAVID BACHINSKY 29 N BREWSTER RD VINELAND, NJ 08361 US Email: bachil1@comcast.net	Destination: Arms Services 14 Hoefler Ave Ilion, NY 13357 US Email:	

Your request for service on the item(s) will be evaluated by our repairman to determine if it is covered under our warranty policy. If it is your firearm will be repaired and returned. If not, you will be contacted with an estimate before work is performed.

Reason For Return
M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Service Request Section
Gun fires when the safety is pushed in the off position.

Parts And Service Details								
Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount	

THIS IS NOT AN INVOICE. This is a pre-estimate to repair, recondition, or replace the item(s) being sent based on the conversation with our representative.

Sub Total: .00
Est Sales Tax: .00

Remington®

24"
DR 9/97

6709

October 21, 2011

David Bachinsky
29 N. Brewster Rd
Vineland, NJ 08361

Subject: Case # 6709, Model 700ML, SR# 1607

Dear Mr. Bachinsky,

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 boxes with "Product Service".

I apologize for the inconvenience that this incident has caused 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

enclosure

Self-Start
Number:

ML085375

Model: 700ML



RE00245153

CONNECTOR BROKEN.
Replace TPA, clean & check
over at H/C

#230145

RECEIVED
NOV - 8 2011

BY:

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

Reference # 111019-000011
Status Unresolved
Assigned To Administrators Christy -
Product Firearms Muzzleloaders
SLA Not specified
Queue CSR
Date Created 10/19/2011 08:11 AM
Date Initial Solution Response None
Last Updated 10/19/2011 02:40 PM
Customer SmartSense 0 (on -3 to +3 scale)
Staff SmartSense 0 (on -3 to +3 scale)

700ML**Discussion Thread****Note (Jennifer Rakestraw)**

10/19/2011 02:40 PM

Hi Christy! Please see the email below. He has a 700ML that is firing when he takes the safety off.
Thanks! Jennifer

Customer (1 bachi1@comcast.net)

10/19/2011 08:11 AM

Remington Arms:

I bought a Remington 700ML new about 10-12 years ago. About 5-6 years ago I had a problem with the trigger mechanism. When I pushed the safety off, the gun would fire. I sent the gun back to Remington for repair at your request. Yesterday, I took the gun out to shoot for an upcoming muzzle loader season and the same thing happened. This is a serious liability. I talked to some friends that own the same model and found out that several of them have experienced the same thing. I have several concerns. One, why was there never a recall issued for these guns? Two, I am now forced to buy a new muzzle loader but would like to sell or trade the Remington in to help me pay for the new one but I can't sell it knowing the liability that is associated with this gun. Now I have to either get it fixed again before I sell it, or just have it destroyed and take the loss. My serial number is ML085375 if you want to reference the repair and age of the gun. Please let me know what we can do about the above matter.

Sincerely,

David Bachinsky

8566916466

Primary Contact**First Name:** 1**Last Name:** bachi1@comcast.net**Organization:****Login:** bachi1@comcast.net**Title:****Contact Type:****Email:** bachi1@comcast.net**Email - Alternate #1:****Email - Alternate #2:****Office Phone:****Mobile Phone:****Fax:****Assistant Phone:****Home Phone:****Street****City****State/Province****Postal Code****Country****Additional Information**

ARS LABEL REQUEST FORM

DATE: 10/21/2011	Service Request # SR00001607
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: mitchelles	
email address: Christy.Mitchell@remington.com	

Business:	Remington Service PO Box 700 Madison, NC 27025-0700 www.Remington.com
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LABEL INFORMATION

MAIL LABEL TO:	DAVID BACHINSKY 29 N BREWSTER RD VINELAND, NJ 08361 US SR00001607 Email: bachi1@comcast.net
RETURN ITEM TO:	ILN Arms Services



4XX596 OCT 21, 2011 ALL CURR USD 1 OF 1
 SVC GND COM ACT WT 10.0 LBS
 TRACKING# 1Z4XX5969067941129
 REF 1:SR00001607
 REF 2:CD

HANDLING CHARGE 0.00		SVC T/P USD
SINGLE-PIECE PUB RATE CHRG:		
DV 0.00	COD 0.00	RS 1.00
DC 0.00	DGD 0.00	SD 0.00
AH 0.00	PR 0.00	SP 0.00
TOT PUB CHG 8.65		PUB+HANDLING 8.65

ATTN: Product Service #6709



October 21, 2011

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Vineland, NJ 08361

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christy.mitchell@remington.com

enclosure

Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700



ATTN: Product Service #6709

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www.Remington.com

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Reason For Return
M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Service Request Section

Parts And Service Details		
Material	Type	Description
		Qty Needed
		Warranty
		Price
		Disc
		Amount

THIS IS NOT AN INVOICE. This is a pre-estimate to repair, recondition, or replace the item(s) being sent based on the conversation with our representative.

Sub Total: .00
Est Sales Tax: .00

Please send your firearm back via a traceable method of shipping to the address below.

This Service Request number is only valid for this return.

Please follow these guidelines:

- Include a copy of your proof of purchase to assist in the evaluation of your repair
- Record your serial number for future reference
- Remove any accessories (sling, scope, scope mounts, case, etc.) unless these items are needed to assist in the evaluation.
- Properly package your **unloaded** firearm. Do not ship in your hard case (note: Original boxes are not returned with repair)
- **Do not send live/loaded or spent ammunition with your firearm.**
- Please package the ammunition in a secure carton or box.
- The package should be stuffed to prevent movement.
- Include service request number.
- Shipment of live ammo must be via U.P.S. only.
- Please advise your local U.P.S. mailing center of the contents so that a special Other Regulated Materials-Domestic (ORM-D) label can be applied.

Please let us know of any address change requests by email or phone. Our returns process will take approximately 2-3 weeks to complete and a confirmation email will be sent once we have shipped your firearm.

Should you have any further questions or concerns please don't hesitate to contact us via email (info@remington.com <<mailto:info@remington.com>>) or by phone at 800-243-9700, M-F 9am - 5pm, EST. We look forward to helping you resolve this issue!

Mailing Label:

(cut here)

Arms Services
SR# SR00001607
14 Hoefler Ave
Ilion, NY 13357 US

Email:
Attn: Product Service #6709







