

Remington Arms Co., Inc.  
Product Service  
Legal Case #:6429

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
239014	8/25/2011	8/8/2011	8/26/2011				X

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident	Bill	Bowman		8789 T.5 N. Lakeside Dr. PO Box 343	Rapid River	MI	49878		H 906-474-6426 C 906-630-9382 E billbowman2005@yahoo.com

## Incident Information

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

8/8/11: Customer called in. He stated he was hunting last fall & had a FSR. No damage, No injury. Did have it converted over to 209 Primer system. df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	ML/BA	700ML/50 CAL	27580	ML077332	PR	6/11/1997
Date Purchased	Where Purchased	Accessories	Original Owner			
	POINT SPORTING GOODS CO	TWO PIECE BASE,AFT MKT 209 KIT	Y			

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
Per Ilion - Quote to repair			Remington/700ML/ML/BA			

Repair/Replacement Cost	Repair/Replacement Date

8/8/11: Mailing ARS, letter, form. Box order# 1239924. df 9/12/11: Per Ilion - TA dirty & rusty, parts are binding. Can offer to replace TA & clean @ 1/2 normal cost - quote. df

## Examination[Remington/ML/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B. TRAVIS
	Exam Date		8/26/2011
	Product Type		RF
	Action Type		A
	Assigned To		T. NAGLE
Cause	4015	Improper Maintenance	
Barrel	Description		24" 50 CAL SS
	Date Code		PR
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		

	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	---Select---	AFT MKT
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
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		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; Not Functioning	DIRTY RUSTY TRIG BINDS WILL FOLLOW DOWN
	Pull	---Select---	N/A
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE,AFT MKT 209 KIT

24"  
PR 6/99

COPY

6429

August 8, 2011

Bill Bowman  
8789 T.5 N. Lakeside Dr.  
PO Box 343  
Rapid River, MI 49878  
Phone: 906-474-6426

Ref: # 6429, Model 700ML, Serial # ML077332

Dear Mr. Bowman,

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination and a form. A box will arrive separately.

**Please include a copy of this letter and form to put inside the shipping container. The letter and form inside are 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 will contact you once I get the report.

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

RECEIVED  
AUG 31 2011

Sincerely,  
Dell Fulcher  
Consumer Affairs Administrator  
Remington Arms Co., LLC  
Phone: 1-800-243-9700 press 0 and ask for ext 8686  
Fax: 336-548-7872

BY: .....

Serial Number

ML077332

Model: 700ML



RE00239014

T.A. Dirty & Rusty, parts are  
BINDING. CAN offer to  
replace TPAG CLEAN ~~parts~~  
AT 1/2 NORMAL COST.  
Quote

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025  
Phone 800-243-9700 • [www.remington.com](http://www.remington.com)

Print

Reset

<b>Model</b> Number: <u>700</u> <u>MLS - 50 cal.</u>		<b>Serial</b> Number: <u>ML 077332</u>	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <u>William C. Bowman</u>		Date of Purchase: <u>When They 1<sup>st</sup> came out.</u>	
Address (no PO Boxes): <u>8789 T.5 N. Lakeside dr.</u>			
City: <u>Rapid River</u>		State: <u>Mich.</u>	Zip: <u>49878</u>
Phone (Daytime): <u>906-474-6426</u>		Fax: <u></u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>Bill Bowman 2005@yahoo.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>When I took the safety to shoot a Buck in Dec. 2010 the gun fired. the trigger is stuck Back. I've never had a problem before. the gun was shot before season opened. It has only been shot about 50 times. Scared the hell out of me &amp; the deer I missed. No one was injured, we. B</u>			
500 characters left			
<b>Ammunition Information:</b>			
Manufacturer: <u>Powerbelt</u>		Type: <u>Platinum</u>	
Other (i.e. bullet weight/type, shot size, powder): <u>Pyrodex 7 - 100gr 270 sh.</u>			
<b>Handload Information:</b>			
Powder Used: <u></u>		Powder Weight: <u></u>	
Case/Hull Used: <u></u>		Primer Used: <u></u>	
Bullet Type/Shot Size: <u></u>		Reloader Used: <u></u>	
<b>Firearms Care (Cleaning and Lubrication):</b>			

Brand of cleaning solution used:	<u>T/c 17</u>
How often do you clean the bore? (Months or Number of rounds)	<u>3 Rounds</u>
How often do you clean the action? (Months or Number of rounds)	<u>yearly</u>
How often do you clean the trigger assembly? (Months or Number of rounds)	<u>yearly</u>
Brand of lubricant used:	<u>Rem Oil</u>
How often do you lubricate the bore? (Months or Number of rounds)	<u>3 Rounds 4 Times year</u>
How often do you lubricate the action? (Months or Number of rounds)	<u>yearly</u>
How often do you lubricate the trigger assembly? (Months or Number of rounds)	<u>yearly</u>
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?) <u>Never</u>	
What were the services performed?) <u>N/A</u>	
Ship your INSURED firearm by either UPS or Parcel Post to:	
<p style="text-align: center;"><b>Remington Arms Co., Inc.</b>  <b>Attn: Arms Service Division</b>  <b>14 Hoeffler Avenue</b>  <b>Ilion, NY 13357</b></p>	
<p><input type="checkbox"/> <b>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.</b></p> <p style="text-align: center;">:: 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</p>	

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.

Charge repairs will be processed using the following guidelines:

:: 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)

:: 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.



www.remington.com

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

## ARS LABEL REQUEST FORM

DATE:	8/8/2011	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL <del>XXXXXX</del>	
DESCRIPTION: Ref# 6429 rifle			

## LABEL INFORMATION

MAIL LABEL TO: Bill Bowman 8789 T.5 N. Lakeside Dr. PO Box 343 Rapid River, MI 49878 Phone: 906-474-6426
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX596      AUG 8, 2011      ALL CURR USD      1 OF 1  
SVC GND COM      ACT WT 10.0 LBS  
TRACKING# 1Z4XX5969066337016  
REF 1: BILL BOWMAN/CD/DMF  
REF 2: REF#6429/RIFLE  
  
HANDLING CHARGE 0.00  
SINGLE-PIECE PUB RATE CHRGs:  
DV 0.00      COD 0.00      SVC T/P USD  
DC 0.00      DGD 0.00      RS 0.50  
AH 0.00      PR 0.00      SD 0.00  
TOT PUB CHG 9.66      PUB+HANDLING SP 0.00  
9.66

IML077332

size 700ML



Q50L 19014





