

Remington Arms Co., Inc.  
Product Service  
Legal Case #:8043

## Case Information

| RE#    | Date Opened | Date Opened(PS) | Date Closed | Incident Date | Pre Lit | Lit | Obsolete |
|--------|-------------|-----------------|-------------|---------------|---------|-----|----------|
| 285595 | 10/15/2012  | 10/16/2012      | 10/16/2012  |               |         |     | X        |

## Customer Information

| Type     | Business | First Name | Last Name | Street        | City    | State | Zip   | Age | Contact        |
|----------|----------|------------|-----------|---------------|---------|-------|-------|-----|----------------|
| Incident |          | Gordon     | Cooper    | 1921 8th Ave. | Altoona | PA    | 16602 |     | H 814-946-4227 |

## Incident Information

| Claims           | Codes                                 | Repair Est. | Medical Treatment | Medical Status |
|------------------|---------------------------------------|-------------|-------------------|----------------|
| PI injured thumb |                                       |             |                   |                |
| PD               | Cause:4005 Defective Trigger Assembly |             | N                 |                |
| S FSR            | Concern:1007 Fired on Safe Release    |             |                   |                |
| C                |                                       |             |                   |                |

SR# 31072 - Service Request Section: Gun fires when safety removed. Consumer stated his thumb was injured. df

## Firearm Information

| Mfg.           | Type                 | Model/Ga.       | SKU            | Serial   | Bbl. | DOM      |
|----------------|----------------------|-----------------|----------------|----------|------|----------|
| Remington      | ML/BA                | 700/50 CAL      | 27586          | ML097676 | DR   | 9/5/1997 |
| Date Purchased | Where Purchased      | Accessories     | Original Owner |          |      |          |
|                | ACUSPORT CORPORATION | AFT MKT 209 KIT | U              |          |      |          |

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 - Replace TA & clean @ n/c |                         |                         |               |                 |                |               |
|                                      | Repair/Replacement Cost | Repair/Replacement Date |               |                 |                |               |
|                                      | \$34                    |                         |               |                 |                |               |

10/17/12: Per Ilion - Connector broken, replace TA, check over, clean at n/c. df

## Examination[Remington/ML/BA]

| Part        | Sub-Part               | Code                       | Comment             |
|-------------|------------------------|----------------------------|---------------------|
| Examination | Examiner               |                            | B.TRAVIS            |
|             | Exam Date              |                            | 10/16/2012          |
|             | Product Type           |                            | RF                  |
|             | Action Type            |                            | A                   |
|             | Assigned To            |                            | T.NAGLE             |
| Cause       | 4005                   | Defective Trigger Assembly | CONNECTOR IS BROKEN |
| Barrel      | Description            |                            | 24" 20 CAL          |
|             | Date Code              |                            | DR                  |
|             | Bore Plugged           | False                      |                     |
|             | Bulged                 | False                      |                     |
|             | Fired                  | False                      |                     |
|             | Fired while Obstructed |                            |                     |
|             | Muzzle/Crown Condition | Slightly Worn; Functioning |                     |
|             | Firing Pin             | ---Select---               | AFT MKT             |

|                          |                    |                                |                  |
|--------------------------|--------------------|--------------------------------|------------------|
| Bolt                     | Shroud             | Slightly Worn; Functioning     |                  |
|                          | Face               | --Select--                     |                  |
|                          | 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 SAFETY  |
|                          | Function           | Like new; Functioning          |                  |
|                          | Sub-Assembly       | Non-ISS                        |                  |
| Tests                    | Test Fired         | False                          |                  |
|                          | Feeding Test       | 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        |                                | AFT MKT 209 KIT  |

# Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700



ATTN: PRODUCT SERVICES

24"  
DR

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 Serial Number / Description

SR00031072

ML097676

8043

Date of Request: 10/08/2012

Date Printed: 10/08/2012

**Customer:**

GORDON COOPER  
1921 8TH AVE  
ALTOONA, PA 16602 US

**Destination:**

Arms Services  
14 Hoefler Ave  
Ilion, NY 13357 US

Email:

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  
M295 - EVALUATE AND REPAIR

**Service Request Section**

GUN FIRES WHEN SAFETY REMOVED  
CONSUMER THUMB INJURED/ DELL NOTIFIED

Serial Number:

ML097676

Model: 700ML



RE00285595

Qty  
Needed

Warranty

Price Disc Amount

RECEIVED  
OCT 17 2012

BY:

CONNECTOR IS BROKEN.  
Replace TPA, check over, clean  
AT N/C  
#230145

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

Grand Total: \$.00