

Remington Arms Co., Inc.
Product Service
Legal Case #:8030

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
286761	10/24/2012	10/11/2012	10/25/2012				X

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Leonard	Griffin	31 2nd Ave	Whitehall	NY	12887		H 518-499-1846

Incident Information

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

10/11/12 Per call from Griffin, he was sighting in his 700ML when it fired on safety release. It will do it everytime now. He can hear rattling in the trigger. He bought it new years ago but this is the first season this has happened.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	ML/BA	700ML/50 CAL	27580	ML091334	WR	8/8/1997
Date Purchased	Where Purchased	Accessories	Original Owner			
	CAMFOUR INC		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
Per Ilion, connector broken. Repair in exchange at no charge						
	Repair/Replacement Cost	Repair/Replacement Date				
	34.21	11/1/2012				

10/11/12 Mailing ARS.cm 11/1/12 Per Ilion, connector broken. Repair in exchange at no charge.cm

Examination[Remington/ML/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		10/25/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE

Cause	4013	Broken or Missing Parts	CONNECTOR BROKEN
Overall	Exterior Condition	---Select---	REC'D TRIG ASSM ONLY
	Stock Condition	---Select---	
	Fore End Condition	---Select---	
Safety	Description		STANDARD 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	CONNECTOR BROKEN
	Pull	---Select---	N/A
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

8030

October 11, 2012

COPY

Leonard Griffin
31 2nd Ave
Whitehall, NY 12887

Subject: Case # 8030 Model 700ML, SR# 31534

Dear Mr. Griffin,

I am sorry to hear of the problems you have had with your Remington firearm. Please include a copy of this letter with the rifle as well as the Service Request form. **The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the product is logged in correctly.** Please mark the small ends of the boxes "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

RECEIVED
OCT 31 2012

BY:.....

Serial Number:

ML091334

Model: 700ML



RE00286761

connector Broken
Rep. in Exchange at N/C
230145

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

Service Request

Remington Service
PO Box 700



Madison, NC 27025-0700

ATTN: Prod Serv #8030

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 SR00031534	Serial Number / Description ML091334 Model 700ML RIFLE Caliber: 50	Date of Request: 10/11/2012	Date Printed: 10/11/2012
Customer: LEONARD GRIFFIN 31 2ND AVE WHITEHALL, NY 12887 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			
Service Request Section Prod Serv #8030			
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
		Grand Total:	\$.00

ARS LABEL REQUEST FORM

DATE: 10/11/2012	Service Request # SR00031534
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: mitcheltes	email address:

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

MAIL LABEL TO:	LEONARD GRIFFIN 31 2ND AVE WHITEHALL, NY 12887 US SR00031534 Email:
RETURN ITEM TO:	ILN Arms Services

4XX696 OCT 11, 2012 ACT WT 10.0 LBS #PK 1
 SVC GNDCOM BL WT 10.0 LBS
 TRACKING# 1Z4XX6969065484458 ALL CURRENCY USD
 REF 1:SR00031534
 REF 2:

HC 0.00	CNS 0.00	FRT: 3RD
SHIPMENT PUB RATE CHARGES:		SVC T/P USD
DV 0.00	COD 0.00	RS 0.50
DC 0.00	DGD 0.00	
AH 0.00	PR 0.00	ROD 0.00
TOT PUB CHG 8.39		PUB+ HANDLING 8.39

ATTN: Prod Serv #8030
