

Remington Arms Co., Inc.
Product Service
Legal Case #:8114

Case Information

| RE# | Date Opened | Date Opened(PS) | Date Closed | Incident Date | Pre Lit | Lit | Obsolete |
|--------|-------------|-----------------|-------------|---------------|---------|-----|----------|
| 287717 | 10/31/2012 | 11/2/2012 | 11/2/2012 | | | | X |

Customer Information

| Type | Business | First Name | Last Name | Street | City | State | Zip | Age | Contact |
|----------|----------|------------|-----------|---------------|----------|-------|-------|-----|----------------------------|
| Incident | | Lindy | Groner | 401 Sunset Ln | Newhaven | MO | 63068 | | E lindy.groner@gopepsi.com |

Incident Information

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

11/8/12 Per note with rifle, had shot 3 rounds and reloaded to shoot the 4th round and took the safety off and the gun went off. Took it back home and cleaned it, try fired and it did the same thing.cm

Firearm Information

| Mfg. | Type | Model/Ga. | SKU | Serial | Bbl. | DOM |
|----------------|------------------------|-------------|----------------|----------|------|----------|
| Remington | ML/BA | 700/50 CAL | 27580 | ML061008 | CR | 4/7/1997 |
| Date Purchased | Where Purchased | Accessories | Original Owner | | | |
| | WAL-MART WAREHOUSE #3R | | U | | | |

CONCERN: FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/ML/BA

| Settlement | Release of Claims | Release Date | Reimbursement | Cash Settlement | Reim. Date APV | Cash Date APV |
|---|-------------------------|-------------------------|---------------|-----------------|----------------|---------------|
| Per Ilion, can offer to replace TPA, clean, check over at 1/2 normal cost | | | | | | |
| | Repair/Replacement Cost | Repair/Replacement Date | | | | |

11/8/12 Per Ilion, safety is broken, some rust. Can offer to replace TPA, clean, check over at 1/2 normal cost.cm

Examination[Remington/ML/BA]

| Part | Sub-Part | Code | Comment |
|-------------|--------------|------|-----------|
| Examination | Examiner | | B.TRAVIS |
| | Exam Date | | 11/2/2012 |
| | Product Type | | RF |
| | Action Type | | A |
| | Assigned To | | J.BALIO |

| | | | |
|--------------|------------------------|--------------------------------|----------------------------------|
| Cause | 4038 | Could Not Duplicate Concern | |
| Barrel | Description | | 24" 50 CAL SS |
| | Date Code | | CR |
| | Bore Plugged | False | |
| | Bulged | False | |
| | Fired | False | |
| | Fired while Obstructed | | |
| | Muzzle/Crown Condition | Slightly Worn; Functioning | |
| Bolt | Firing Pin | Slightly Worn; Functioning | RUSTING |
| | Shroud | Slightly Worn; Functioning | RUSTING |
| | Face | Slightly Worn; Functioning | RUSTING |
| | Handle | Slightly Worn; Functioning | |
| | Stop | ---Select--- | |
| Overall | Exterior Condition | Slightly Worn; Not Functioning | REC'D WITH TPA UNASSM FROM RIFLE |
| | Stock Condition | Slightly Worn; Functioning | |
| | Fore End Condition | ---Select--- | |
| Receiver | Condition | Slightly Worn; Functioning | |
| | Bulged | False | |
| Safety | Description | | STANDARD SAFETY |
| | Function | Abused; Not Functioning | |
| Sear | Lift | ---Select--- | N/A |
| | Notch | Slightly Worn; Functioning | |
| | Tests | Test Fired | False |
| Feeding Test | | False | |
| Trigger | Condition | Slightly Worn; Not Functioning | SAFETY BROKEN,SOME RUSTING |
| | Pull | ---Select--- | N/A |
| | Altered | False | |
| | Sub-Assembly | M/700 Non-Bolt Lock | |

Gun fired when took off safety. [Incident: 111220-000078]

Remington Information [info@remington.com]

Sent: Tuesday, December 20, 2011 3:27 PM

To: Lindy Groner

Safety Broken, some rust.
CAN often to fix, have TPA, clean
& check over at 1/2 normal cost.

8114

Q

Recently you requested personal assistance from our on-line support center. Below is our response.

If this issue is not resolved to your satisfaction, you may reopen it within the next 7 days.

Thank you for allowing us to be of service to you.

To access your question from our support site, click [here](#)

Subject

Gun fired when took off safety.

Discussion Thread

Response Via Email (Jennifer)

We regret that you are experiencing problems with your provided, we suggest you call 1800-243-9700. Please have your serial number ready. At this point we will assign a Service Request to help expedite your repair.

Serial Number:

ML061008

Model: 700ML



RE00287717

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.

If you have any questions as to the warranty on Remington firearms, please refer to the following section of our site.

<http://www.remington.com/pages/support/general-repair-form.aspx>

Customer By Email (Lindy Groner)

12/20/2011 03:25 PM

I have a Remington 700 MLS the other day I took out to shoot and fired three rounds and reloaded to shoot 4th round took safety off and gun went off, brought back home and cleaned, did a dry fire did the same thing. Should I send trigger in to u guys or what should I do? Serial no. ML061008, model 700MLS,

RECEIVED
NOV 05 2012

BY:

24"
CR 4/97

DEAR SIRs, WHEN I BROUGHT GUN BACK HOME TO CLEAN I TOOK TRIGGER OFF TO CLEAN ALSO, WHEN I DID I ACCIDENTLY DROPPED MON FLOOR AN SAFETY LEVER BROKE WHEN IT HIT THE FLOOR SO THAT'S WHY TRIGGER ASSEMBLY IS IN BAG THANKS!

Service Request

PO Box 700

Madison, NC 27025-0700



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
SR00032831

Serial Number / Description
ML061008

Date of Request: 10/24/2012

Date Printed: 10/24/2012

Customer:

LINDY GRONER
401 SUNSET LANE
NEWHAVEN, MO 63068 US

Destination:

Arms Services
14 Hoefler Ave
Ilion, NY 13357 US

Email: LINDY.GRONER@GOPEPSI.COM

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

ML338 - CLEAN & INSPECT (SAFETY PROGRAM ONLY)

Service Request Section

WOULD LIKE THE GUN TO BE LOOKED OVER

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

Sub Total: .00

Est Sales Tax: .00

Grand Total: \$.00