

Remington Arms Co., Inc.
Product Service
Legal Case #:7253

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
255936	1/25/2012	1/10/2012	1/26/2012	1/7/2012			X

Customer Information

Type	Business First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident	Joe	Johnston	8180 Myers Rd.	Middletown	OH	45042		C 937-545-2964 E jjohnston12@cinci.rr.com

Incident Information

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

1/10/12: Customer called in. He said he has never done anything but clean the barrel. He stated he had FSR on 1/7/12. No damage or injury reported. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	ML/BA	700ML/50 CAL	27586	ML238561		5/2/2001 11:41:24 PM

Date Purchased	Where Purchased	Accessories	Original Owner
	ACUSPORT (OH) CORPORATION	AFT MKT 209 FIR PIN AND NIPPLE	Y

CONCERN: FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. APV	Cash Date APV
Per Ilion - Repair @ n/c			Remington/700ML/ML/BA			

Repair/Replacement Cost	Repair/Replacement Date
\$34	

1/10/12: Customer wants ARS & forms emailed to him. Box order# 1295090. df 1/30/12: Per Ilion - Connector broken. Replace TA, check over at n/c. df

Examination[Remington/ML/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/26/2012
	Product Type		RF
	Action Type		A

	Assigned To		T.NAGLE
Cause	4013	Broken or Missing Parts	CONNECTOR BROKEN
Barrel	Description		24" 50 CAL
	Date Code		KV
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	---Select---	
	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		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	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		AFT MKT 209 FIR PIN AND NIPPLE

24"
10/5/01

7253

COPY

January 10, 2012

Joe Johnston
8180 Myers Rd.
Middletown, OH 45042
Phone: 937-545-2964
Email: jjohnston12@cinci.rr.com

Ref: # 7253, Model 700ML, Serial # ML238561

You will receive a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination in a separate email. A box will arrive separately.

Please include a copy of this letter and service request to put inside the shipping container. The letter and service request 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 this action will keep you a loyal Remington customer.

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

enclosure

Serial Number:

ML238561
Model: 700ML



RE00255936

conner ton Broker.
Replace TPA, check over
BT N/C

#230145 RECEIVED
JAN 30 2012

BY:.....

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: Product Service

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 SR00009223	Serial Number / Description ML238561 Model 700ML RIFLE Caliber: 50	Date of Request: 01/10/2012 Date Printed: 01/17/2012
Customer: JOE JOHNSTON 8180 MYERS RD MIDDLETOWN, OH 45042 US Email: jjohnston12@cinci.rr.com	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
Product Service # 7253 - FSR

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

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

Gun Fires w/o pulling trigger, when taking safety off

Model Number: 700 ML	Serial Number: ML 238561
Name: JOE JOHNSTON	Date of Purchase: Bought NEW? DATE?
Address (no PO Boxes): 8180 MYERS RD	
City: MIDDLETOWN	State: OH Zip: 45042
Phone (Daytime): 937-545-2964	Fax:
E-mail Address: jjohnston12@cinci.rr.com	
Please describe your problem: GUN FIRES MOST OF THE TIME when you take the SAFETY OFF. Also trigger is set very light (hair trigger). I bought this gun new and have never had anything altered or fixed. VERY DANGEROUS GUN!	
500 characters left	
NOTE: Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.	
<input type="checkbox"/> 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. :: 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. :: 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.	
Print	Reset

* I purchased this gun new around 2001-2003 OFF OF OLD English Gun Shop in Tipp City/Vandalia, OH

I am not sure receipt!

Remington®

January 10, 2012

Joe Johnston
8180 Myers Rd.
Middletown, OH 45042
Phone: 937-545-2964
Email: jjohnston12@cinci.rr.com

Ref: # 7253, Model 700ML, Serial # ML238561

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

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

enclosure

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

Model Number: <input type="text"/>		Serial Number: <input type="text"/>	
Name: <input type="text"/>		Date of Purchase: <input type="text"/>	
Address (no PO Boxes): <input type="text"/>			
City: <input type="text"/>		State: <input type="text"/>	Zip: <input type="text"/>
Phone (Daytime): <input type="text"/>		Fax: <input type="text"/>	
E-mail Address: <input type="text"/>			
Please describe your problem:			
<div style="border: 1px solid black; padding: 5px;"> <div style="float: right; text-align: right;"> <input type="text" value="500"/> characters left </div> </div>			
<p>NOTE: Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.</p>			
<p><input type="checkbox"/> 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.</p> <p style="margin-left: 40px;">:: Record the serial number of your firearm before sending it.</p> <p style="margin-left: 40px;">:: 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.)</p> <p style="margin-left: 40px;">:: Remove all accessories from your firearm to prevent loss or damage.</p> <p style="margin-left: 40px;">:: 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.</p>			
<input type="button" value="Print"/>		<input type="button" value="Reset"/>	

Fulcher, Dell Marie

From: postmaster@remington.com
To: jjohnston12@cinci.rr.com
Sent: Tuesday, January 10, 2012 2:36 PM
Subject: Relayed: Message relayed (jjohnston12@cinci.rr.com)

Delivery to these recipients or groups is complete, but no delivery notification was sent by the destination server:

jjohnston12@cinci.rr.com

Subject:

ARS LABEL REQUEST FORM

DATE:	01/10/2012	Service Request #	SR00009223
QUANTITY:	1	WEIGHT PER PACKAGE:	10 LBS
REQUESTED BY:	fulcherdm	email address:	

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

MAIL LABEL TO:	JOE JOHNSTON 8180 MYERS RD MIDDLETOWN, OH 45042 US SR00009223 Email: jjohnston12@cinci.rr.com
RETURN ITEM TO:	ILN Arms Services


 4XX696 JAN 10, 2012 ACT WT 10.0 LBS #PK 1
 SVC GNDCOM BL WT 10.0 LBS
 TRACKING# 1Z4XX6969065438356 ALL CURRENCY USD
 REF 1:SR00009223
 REF 2:

 HANDLING CHARGE 0.00 FRT: 3RD
 SHIPMENT PUB RATE CHARGES: SVC T/P USD
 DV 0.00 COD 0.00 RS 1.00
 DC 0.00 DGD 0.00
 AH 0.00 PR 0.00 ROD 0.00
 TOT PUB CHG 9.54 PUB + HANDLING 9.54

<div style="border: 1px solid black; border-radius: 50%; padding: 10px; display: inline-block;"> ATTN: Product Service </div>
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