

Remington Arms Co., Inc.  
Product Service  
Legal Case #:9183

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
320590/320575	9/10/2013	9/11/2013	9/11/2013				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Don	Boezwinkle	3590 Woods Dr.	Sand Lake	MI	49343		H 616-696-2252 E djboez@aol.com

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4063	Sent in for Evaluation		
S FSR	Concern:1007	Fired on Safe Release	Unknown	
C				

Notes on Service Requests Reason for Return, Perform safety checks on trigger assembly. Check over - Repair as needed. Evaluate and repair safety insp. jbi

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	ML/BA	700/50 CAL	27580	ML018565	WQ	8/6/1996
Date Purchased	Where Purchased	Accessories	Original Owner			
	BILL HICKS & CO LTD	TWO PIECE BASE,AFT MKT FIR PIN AND NIPPLE	U			

CONCERN: FSR

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	ML/BA	700/50 CAL	27580	ML091720	WR	8/12/1997
Date Purchased	Where Purchased	Accessories	Original Owner			
	HOLIDAY SPORTS/GANDER MOUNTAIN		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
Replace trigger and check over at no charge						

**Repair/Replacement Cost**  
\$34

9/12/13: Per Ilion, connector broken/chipped. Replace trigger and check over at no charge. jbi 9/13/13: I left message for customer to return my call. Received call from Mr. Boezwinkle, he approved quote with credit card. jbi

Remington/700/ML/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Offer to replace trigger assembly and check over at 50% discount						

**Repair/Replacement Cost**  
**Repair/Replacement Date**

9/12/13: Per Ilion, could not duplicate concern. Can offer to replace trigger and check over at 50% discount. jbi 9/13/13: I left message for customer to return my call. jbi

Examination[Remington/ML/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		9/11/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4063	Sent in for Evaluation	EDGE OF CONNECTOR IS CHIPPED PREVENTING PROPER CONTACT OF SEAR
Barrel	Description		24" 50 CAL SS
	Date Code		WQ
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	---Select---	AFT MKT
	Shroud	---Select---	
	Face	---Select---	
	Handle	Slightly Worn; Functioning	
	Stop	---Select---	
	Exterior Condition	Slightly Worn; Not Functioning	

Overall	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	N/A
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	EDGE OF CONNECTOR CHIPPED
	Pull	---Select---	N/A
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE,AFT MKT FIR PIN AND NIPPLE

Examination[Remington/ML/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		9/11/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 50 CAL SS
	Date Code		WR
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	---Select---	
	Exterior Condition	Slightly Worn; Functioning	

Overall	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	N/A
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	4.5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

# Quotation

## Remington Service

PO Box 700

Madison, NC 27025-0700

# Estimating Report

Parts and Repairs: P:800-243-9700/F:336-548-7801

www.Remington.com

~~ALL PRICES QUOTED ARE IN EXCHANGE FOR REPLACED PARTS.~~

THIS IS NOT AN INVOICE. THIS IS AN ESTIMATE TO REPAIR, RECONDITION, OR REPLACE THE ITEM(S) DESCRIBED BELOW. IF THIS IS SATISFACTORY, PLEASE APPROVE BY SIGNING BELOW AND RETURNING TO THE ABOVE ADDRESS. REPAIR TO TAKE APPROXIMATELY (6) WEEKS AFTER RECEIPT OF APPROVAL. IF WE DO NOT RECEIVE YOUR APPROVAL IN 21 DAYS, WE WILL RETURN THE ITEM(S) AS RECEIVED, POSTAGE DUE.

<b>Repair Number</b>	<b>Serial Number / Description</b>	<b>Date Received:</b>
RE00320575	ML091720	09/09/2013
	Model 700 Center Fire Caliber: 50 CAL	<b>Estimate Date:</b> 09/11/2013
		<b>Date Printed:</b> 09/12/2013

### Customer:

DON BOEZWINKLE  
3590 WOODS DRIVE  
SAND LAKE, MI 49343 US

### Return To:

DON BOEZWINKLE  
3590 WOODS DRIVE  
SAND LAKE, MI 49343 US

### Please Circle One:

VISA MC DISCOVER Card No. \_\_\_\_\_ Exp. Date \_\_\_\_\_  
Open Account: R \_\_\_\_\_ PO Number: \_\_\_\_\_

Approval Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Daytime Phone: ( ) \_\_\_\_\_ Time to Call: \_\_\_\_\_

☐ If you desire any change, please use the reverse side for your comments and mark this box.

Reported	Problems Found
M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION	M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION
M295 - EVALUATE AND REPAIR/SAFETY INSP.	M295 - EVALUATE AND REPAIR/SAFETY INSP.
M310 - PERFORM SAFETY CHECKS ON TRIGGER ASSEMBLY	

**Technician Comments:**  
could not duplicate concern. can offer to replace trigger assembly and check over at 1/2 normal cost, good-will gesture

ESTIMATE (note: C.O.D./Shipping and Handling Charges are NOT Included in this Quote.)									
Material	Type	Description	Qty Needed	Warranty	Qty From Inv	Price	Disc	Amount	
F305570B	Part	X-MARK PRO 700 TRIG ASSB RH BLACK (OS)	1	Billable	1	97.00	50	48.50	
4000114	Service	GR-SHIPING & HANDLING (GUN REPAIR)	1	Billable	1	17.00	0	17.00	

**Sub Total:** 65.50  
**Est Sales Tax:** 2.91  
**Grand Total:** \$68.41

# Service Request

Remington Service  
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. **PLEASE RETAIN THIS COPY FOR YOUR RECORDS.**

24"  
WQ 8/9

Service Request Number SR00059393	Serial Number / Description ML018565 Model 700ML RIFLE Caliber: 50	Date of Request: 08 19 2013 Date Printed: 08 27 2013														
Customer: DON BOEZWINKLE 3590 WOODS DRIVE SAND LAKE, MI 49343 US	Destination: Arms Services 14 Hoefler Ave Hickory, NY 13357 US	Email: Email: djbos22@aol.com														
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 M310 - PERFORM SAFETY CHECKS ON TRIGGER ASSEMBLY M584 - CHECK OVER - REPAIR AS NEEDED																
Service Request Section																
<table border="1"> <thead> <tr> <th>Parts And Service Details</th> <th>Description</th> <th>Qty Needed</th> <th>Warranty</th> <th>Price</th> <th>Disc</th> <th>Amount</th> </tr> </thead> <tbody> <tr> <td colspan="7"> <div style="display: flex; justify-content: space-between;"> <div> <p>Serial Number: ML018565</p> <p>Model: 700</p> <p>RE00320590</p> </div> <div> <p>RECEIVED</p> <p>SEP 12 2013</p> <p>BY: .....</p> </div> </div> </td> </tr> </tbody> </table>			Parts And Service Details	Description	Qty Needed	Warranty	Price	Disc	Amount	<div style="display: flex; justify-content: space-between;"> <div> <p>Serial Number: ML018565</p> <p>Model: 700</p> <p>RE00320590</p> </div> <div> <p>RECEIVED</p> <p>SEP 12 2013</p> <p>BY: .....</p> </div> </div>						
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<p>THIS IS NOT AN INVOICE. This is a pre-estimate to repair, recondition, or replace the</p> <p>CONNECTOR Broken/chipped. Rep. TPA, checked over at N/C #230445</p> <table> <tr> <td>Sub Total:</td> <td>.00</td> </tr> <tr> <td>Est Sales Tax:</td> <td>.00</td> </tr> <tr> <td>Grand Total:</td> <td>\$ .00</td> </tr> </table>			Sub Total:	.00	Est Sales Tax:	.00	Grand Total:	\$ .00								
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3590 Woods Drive  
Sand Lake, Michigan 49343

September 5, 2013

Muzzleloader ML 018565 prematurely discharged while giving a muzzle loading demonstration during the Hunter Safety Education class at the Red Flannel Rod and Gun Club, Cedar Springs, Michigan. A second muzzleloader, ML 091720 was not used at that time.

Upon cleaning and inspection in the club house, I discovered that the firing pin would advance if closed in the firing (F) position and it would discharge if the safety was released from the safe (S) position to the firing (F) position.

I feel that neither of these firearms is considered safe to use until complete repairs have been made.

If you have any questions please call me.

In addition, could you supply me with a schematic drawing of my Remington Peerless Shotgun? When the top barrel is discharged the safety reengages blocking firing of the bottom barrel. This firearm has been returned four times for the same repair. The problem may become evident to me if I look at the drawings.

Respectfully .

  
Don Boezwinkel

616 696 2252

# Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700




244  
WR8/91  
4.5#

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 SR00059397		Serial Number / Description ML091720 Model 700ML RIFLE Caliber: 50		Date of Request: 08 19 2013 Date Printed: 08 27 2013	
Customer: DON BOEZWINKLE 3598 WOODS DRIVE SAND LAKE, MI 49743 US Email: djboez@aol.com		Destination: Arms Services 14 Hoedler Ave Helen, 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 M295 - EVALUATE AND REPAIR SAFETY INSP. M310 - PERFORM SAFETY CHECKS ON TRIGGER ASSEMBLY					
Service Request Section					
Parts And Service Details					
Material	Type	Description	Qty Needed	Warranty	Price Disc Amount
<div style="display: flex; align-items: flex-start;"> <div style="margin-right: 20px;"> <p>Serial Number: ML091720</p> <p>Model: 700</p>  <p>RE00320575</p> </div> <div> <p>could not disp. concern. CAN offer to rep. TPA, check over at 1/2 normal cost.</p> </div> </div>					
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