

Remington Arms Co., Inc.
Product Service
Legal Case #:9463

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
329683	12/5/2013	11/11/2013	12/6/2013				X

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Richard	Harvey	9015 Tangerine Rd. Lot # 63	Marana	AZ	85658		H 520-310-0902 E harvey.richard91@yahoo.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4040	Other - Unspecified or Undetermined - Firearms		
S FSR	Concern:1007	Fired on Safe Release	Unknown	
C				

11/11/13: Customer called in. He stated that he was using the rifle about 3 weeks ago (no date provided) and it fired on safe release. He stated no damage, no injury. He said the safety had been hard to work lately. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	ML/BA	700ML/50 CAL	27572	ML100879	ER	10/21/1997
Date Purchased	Where Purchased	Accessories	Original Owner			
	SIMMONS GUN SPECIALTIES INC	TWO PIECE BASE,AFT MKT FIR PIN,NIPPLE	N			

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 - Repair @ n/c						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$34					

11/13/13: Mailed ARS, letter, SR paperwork. Box order# 1562291. df 12/9/13: Per Ilion - Connector is broken. Replace TA, check over at n/c. df 12/13/13: Customer called & left VM for status after close of business. df 12/16/13: Emailed customer w/update on shipment & provided UPS Tracking #. df

Examination[Remington/ML/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/6/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4040	Other - Unspecified or Undetermined - Firearms	
Barrel	Description		24" 50 CAL
	Date Code		ER
	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---	
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	
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	
Non-Remington Components	Description		TWO PIECE BASE,AFT MKT FIR PIN,NIPPLE

Fulcher, Dell Marie

From: Fulcher, Dell Marie
Sent: Monday, December 16, 2013 9:10 AM
To: 'harvey.richard91@yahoo.com'
Subject: Richard Harvey - Remington Repair # 329683

Good morning,

I received my paperwork from our factory.

The cause was undetermined. The factory replaced the trigger assembly and cleaned at no charge to you.

UPS is showing a scheduled delivery of Tuesday, December 17th by the end of the day.

UPS Tracking # 1Z114813A802381295

http://www.ups.com/WebTracking/track?loc=en_US&WT.svl=PNRO_L1

Sincerely,

Dell Fulcher | Consumer Affairs Administrator

Remington Arms Company, LLC

PO Box 700, Madison, NC 27025-0700

Phone: 1.800.243.9700 ext 8686 | Fax: 336.548.7872 Email:

dell.fulcher@remington.com

Freedom Group Family of Companies: Remington | Marlin |
Bushmaster Firearms | DPMS / Panther Arms | H&R | Barnes Bullets |
Advanced Armament Corp | Mountain Khakis | Dakota Arms | Parker
Gun | Para USA

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Fulcher, Dell Marie

From: postmaster@remington.com
To: harvey.richard91@yahoo.com
Sent: Monday, December 16, 2013 9:11 AM
Subject: Relayed: Message relayed (harvey.richard91@yahoo.com)

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

harvey.richard91@yahoo.com

Subject:

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.

Repair Number RE00329683	Serial Number / Description ML100879 Model 700ML RIFLE Caliber: 50	Date Received: 12/05/2013 Estimate Date: 12/06/2013 Date Printed: 12/16/2013
Customer: RICHARD HARVEY 9015 TANGERINE RD. LOT # 63 MARANA, AZ 85658 US		Return To: RICHARD HARVEY 9015 TANGERINE RD. MARANA, AZ 85658 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
MI23 - FORWARD TO PRODUCT SERVICE FOR INSPECTION	MI23 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Technician Comments
 connector is broken. replace trigger assembly and check over at no charge

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	Warranty	1	.00	0	.00
4000114	Service	GR-SHIPING & HANDLING (GUN REPAIR)	1	Warranty	1	.00	0	.00

Sub Total: .00
 Est Sales Tax: .00
 Grand Total: \$.00

Remington®

2411
E1210/9,

November 11, 2013

9463

Richard Harvey
9015 Tangerine Rd.
Marana, AZ 85658
Phone: 520-310-0902

Ref # 9463, Model 700ML, Serial # ML100879

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory. This shipping label is for a UPS Hub or UPS Terminal. 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.

Sincerely,
Dell Fulcher
Consumer Affairs Administrator
Remington Arms Co, LLC
Phone: 1-800-243-9700 ext 8686
Fax: 336-548-7872

RECEIVED
DEC 09 2013

BY:

Serial Number:
ML 100879
Model: 700ML



RE00329683

connector is broken.
Rep T.A. check over AT
N/C
#230145

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

PS 32362

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 SR00067491	Serial Number / Description ML100879 Model 700ML RIFLE Caliber: 50	Date of Request: 11/13/2013 Date Printed: 11/13/2013
Customer: RICHARD HARVEY 9015 TANGERINE RD. MARANA, AZ 85658 US	Destination: Arms Services 14 Hoefer 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

Product Service # 9463. dmf

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

Model Number: ML 700		Serial Number: ML 100879	
Name: RICHARD HARVEY		Date of Purchase: NA	
Address (no PO Boxes): 9015 TANGERINE RD			
City: MARANA		State: AZ	Zip: 85658
Phone (Daytime): 520-310-0902		Fax:	
E-mail Address: HARVEY.RICHARD91@YAHOO.COM			
Please describe your problem: WHEN I LOADED THE WEAPON CLOSED THE BOLT. I TOOK OFF THE SAFETY PUT IT IN FIRE POSITION THE RIFLE FIRED. I FIRED IT 3 TIMES IT FIRED FROM SAFE TO FIRE IT WENT OFF 500 characters left			
NOTE: Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.			
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.			

Use our
UPS label

ARS LABEL REQUEST FORM

DATE: 11/13/2013	Service Request # SR00067491
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: fulcherdm	email address: I WILL MAIL LABEL

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

MAIL LABEL TO:	RICHARD HARVEY 9015 TANGERINE RD. MARANA, AZ 85658 US SR00067491 Email:
RETURN ITEM TO:	ILN Arms Services



4XX596 NOV 13, 2013 ALL CURR USD 1 OF 1
 SVC GND COM ACT WT 10.0 LBS
 TRACKING# 1Z4XX5969066174979
 REF 1:SR00067491
 REF 2:

HANDLING CHARGE 0.00		SVC T/P USD
SINGLE-PIECE PUB RATE CHRG:		
DV 0.00	COD 0.00	RS 0.50
DC 0.00	DGD 0.00	SD 0.00
AH 0.00	PR 0.00	SP 0.00
TOT PUB CHG 14.29	PUB+HANDLING	14.29

ATTN: Product Service	
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