

File Number:	12079	Arms Service number:	9922872
Last Name:	CASTLE SPORTS UNLTD	First Name:	
Street:	2741 CONNELLY SPRGS RD	City:	GRANITE FALLS
State:	NC	Zip:	28630
Home Ph:			
Work Ph:		Product Type:	F A T
Type Concern:	S	PI PD P S	Concern Code:
			1008
Concern:	FIRED ON BOLT CLOSING		
Cause Code:	4016	Cause:	IMPROPER MAINTENANCE
Assigned To:	SANITA	Classification:	UNJ UNJ UNC UND
Settlement Detail:	REPLACE COMPLETE TRIG ASSEM	Settlement Amount:	\$0.00
Date Opened Rem:	11/18/99	Date Opened by P/S:	11/19/99
Caliber:	60		
Date of Incident:		Date Closed:	11/19/99
Bullet Weight:			
Date to Analysis:		Date from Analysis:	
Manufacturer:	REM		
Model:	700ML	Serial:	ML212557
Date Code:	AS	Date Mfgd:	3/1/98
RAMAC:	700ML	Litigation:	<input type="checkbox"/>
PreLitigation:	<input type="checkbox"/>	Obsolete:	<input type="checkbox"/>
Custody:		Comments:	
Time of Modification:	12:32:54 PM	Date of Modification:	11/19/99

RECEIVING AND ESTIMATING REPORT

COMMENTS

ORDER  
R 99-22872

INITIAL  
PS

CUSTOMER ORDER NO

DATE RECEIVED 11/17/99 DATE OPENED 11/18/99 DATE CODE AS 3/98 SERIAL NUMBER ML212557 NEW SERIAL NUMBER MODEL AND GRADE 700 50 ML/SS

ACCESSORIES W/STUDS

W/ALL STD ML ACCESSORIES

FROM:

CASTLE SPORTS UNLIMITED  
2741 CONNELLY SPRINGS RD  
GRANITE FALLS NC 28630

SHIP TO:

CASTLE SPORTS UNLIMITED  
2741 CONNELLY SPRINGS RD  
GRANITE FALLS NC  
28630

CUST NO: 047416 WILM L

ACCOUNT NUMBER

ACCOUNT NUMBER 230145

WRITE

PRGM. DATE

ESTIMATED

VIA

UPS

GUN CONDITION

- NEW
- LIGHTLY WORN
- WORN
- VERY WORN
- UNREPAIRABLE
- MARRED

Prod. Serv.

REPAIR CHARGE

EXCISE

TAX

INSURANCE

UPS

PARCEL POST

TOTAL

CUSTOMER CONCERN AMMO FUNCTION FINISH ACCURACY FIT INSPECT

CYCLE	B1					
TRIGGER GROUP	B2					
BOLT ASSY.	B3					
BARREL ASSY.	B4		D1	E3	F3	
REC. ASSY.	B5		D2	E2	F4	
WOOD				E5	F5	
METAL						

*Shut the bolt it won't fire, also if safety is plugged off*

MAIN FAULT

*Trigger pin found riveted to trigger, will not properly release.*

PARTS

*1008  
4015*

COMMENTS

*Replace the complete trigger assembly at no charge*

REPAIRMAN

PROOF

CLEAN

TEST

TARGET

PATTERN

GALLERY TESTER

DATE

DATE

DATE

DATE

DATE

OFFICE COPY

RD6925 REV. 7 97

# Remington.

October 29, 1999 **REMINGTON ARMS COMPANY, INC.**

Castle's Sports  
2741 Connely Springs Road  
Granite Falls, NC 28630

870 REMINGTON DRIVE  
P.O. BOX 700  
MADISON, NC 27025-0700  
1-910-548-8700

Attn: Reggie

Reggie, Put this letter (with the one you wrote) in the box with the gun and put the ARS label on the outside. Give the box to your UPS man and he will get the package to the factory. The factory will be in touch with you, probably in a couple of weeks.

To Whom It May Concern:

Reggie of Castle's Sports was kind and cooperative enough to work with us on a dissatisfied consumer issue and I would appreciate it if you guys would return the favor. Reggie has written a letter explaining the problem. Since the gun you have received is actually from his inventory, please do as much as possible to expedite the repair.

Thank you in advance...

Nancy K. Reid  
Consumer Services

A customer brought a muzzle loader he had bought just 2 weeks previous. Every time ~~the~~ he would shut the bolt the gun would fire also if the safety was flipped off it would fire. We found without any tampering with the trigger that the sear was not holding. So we took a new trigger assembly out of one of our guns & replaced it with his. It fixed the problem and the customer was happy. Please install a new trigger assembly in our gun.

Thank you very much.

Reggie