

File Number:	11125	Arms Service number:	9900962
Last Name:	WOOD	First Name:	DANIEL
Street:	8335 PARDEE	City:	TAYLOR
State:	MI	Zip:	48180
Home Ph:		Home Ph:	313-291-0972
Work Ph:		Product Type:	F A T O
Type Concern:	S	PI PD P S C	Concern Code:
Concern:	FIRED ON SAFE RELEASE		
Cause Code:	4015	Cause:	IMPROPER MAINTENANCE
Assigned To:	SUPRY	Classification:	UNJ UNJ UNC UND J
Settlement Detail:	REPAIR AT SPECIAL PRICE		Settlement Amount:
Date Opened Rep:	01/12/1999	Date Opened by P/S:	01/14/1999
Date of Incident:		Date Closed:	01/14/1999
Date to Analysis:		Date from Analysis:	
Model:	700 ML	Serial:	ML072581
RAMAC:	700 ML	Litigation:	
Custody:		PreLitigation:	
		Comments:	
		Manufacturer:	REM
		Date Mfgd:	06/01/1993
		Caliber:	50
		Bullet Weight:	
		Obsolete:	
		Rifle not cleaned properly after use. Build up of powder residue and rust inside bolt assembly. Trigger plate assembly, nipple and barrel. Replace FC at special price. Check gun over completely and send cleaning instructions.	
Time of Modification:	7:53:47 AM	Date of Modification:	6/14/1995

RECEIVING AND ESTIMATING REPORT

COMMENTS

ORDER
R 99-00992

INITIAL

CUSTOMER ORDER NO.

CALL TAG

FJB

DATE RECEIVED

DATE OPENED

DATE CODE

SERIAL NUMBER

NEW SERIAL NUMBER

MODEL AND GRADE

12/29/98

01/12/99

PN 4-93

ML072581

700 50 CAL

MLS

ACCESSORIES

W/STUDS

FROM:

WOOD, DANIEL
8335 PARDEE
TAYLOR

MI 48180

SHIP TO:

WOOD, DANIEL
8335 PARDEE
TAYLORMI
48180

CUST NO: 201059 C.O.D.L

ACCOUNT NUMBER

ACCOUNT NUMBER N/C

WRITE ☐

FROM DATE

ESTIMATED

VIA

UPS

GUN CONDITION

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

*Product
Service*

REPAIR CHARGE

EXCISE

TAX

INSURANCE

UPS

PARCEL POST

TOTAL

CUSTOMER CONCERN	AMMO	FUNCTION	FINISH	ACCURACY	FIT	INSPECT
CYCLE	A1	B1				
TRIGGER GROUP		B2			E1	F1
BOLT ASSY.		B3			E2	F2
BARREL ASSY.		B4		D1	E3	F3
REC. ASSY.		B5		D2	E4	F4
WOOD			C1	D3	E5	F5
METAL			C2			

MAIN FAULT

Not properly maintained

PARTS

COMMENTS

*Replace FC at Special price
Send Cleaning instructions (ic:
new manual) 1/14/99 FLS*

REPAIRMAN

PROOF

CLEAN

TEST

TARGET

PATTERN

GALLERY TESTER

DATE

DATE

DATE

DATE

DATE

OFFICE COPY

RD6925 REV. 7/97

my name is Daniel Wood. I've hunted with Remington firearms all my life. I've never had any complaints till now. While hunting this season, this rifle fired inside my deer blind, when I pushed the safety forward, without touching the trigger. Luckily I was not injured, but I did miss a shot at a nice deer.

After I got back to camp, I examined the gun. The gun would also fire when the bolt was pushed forward, and locked down without pulling the trigger.

I brought the gun home and gave it a good cleaning. It does not do the same thing now. But I don't feel safe with this gun, because it was clean when it misfired the first time.

Please send gun back repaired or replace with new gun.

Thank you

Daniel Wood

REMINGTON ARMS COMPANY, Inc.

Consumer Services

870 Remington Drive, PO Box 700
Madison, NC 27025-0700
800-243-9700

This is response to your recent communication regarding the repair of your Remington firearm. Based on the information you have provided, we suggest that you send your firearm to our Ilion, NY facility.

Please follow these guidelines:

Record your serial number—it will help reference your repair

Complete the attached form and mail it with your firearm

Include proof of purchase to assist in the evaluation of your repair

Remove any accessories

Properly package your unloaded firearm. Do not ship in your hard case. If you would like to order a box, please call our Parts department: 800-243-9700, prompt 2, Monday-Friday, 9a.m.-5p.m., EST.

Do not send live/loaded ammunition with your firearm.

Mail via UPS: Remington Arm Services
 Attn.: Consumer Repairs
 14 Hoeffer Avenue
 Ilion, NY 13357

We will acknowledge receipt of your firearm and will advise you of our findings.

Firearms in need of replacement parts will be repaired using new parts. Replaced/defective parts will not be returned. Your firearm will be evaluated using the following criteria to determine if your repair will be covered at no charge:

- Date of purchase
- Type of repair
- Condition/Owner maintenance of firearm

Charge repairs will be processed using the following guidelines:

Repairs \$75.00 and under will be completed and returned to you C.O.D.

To avoid C.O.D. charges, please include your credit card number and expiration date with your gun)

For Repairs over \$75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over \$75 by setting a re-authorized amount that can be billed to your credit card.

We regret that you are experiencing problems with your firearm. If we can be of service to you, please call: 800-243-700, Monday-Friday, 9a.m.-5p.m., EST.

REMINGTON REPAIR ADVICE

Name: Daniel Wood
Billing Address: 8335 Pardee
Taylor MI 48180
Telephone: Day 313 291-0952
Evening Same

Model: 700 ML
Serial #: ML072581
Date of Purchase: 12-7-95
(If available, please attach a copy of the proof of purchase.)

Please describe the problem you are having with your firearm: Rifle fired when I pushed
the safety forward without touching the trigger.
the gun would also fire when the bolt was pushed
forward and locked down without pulling the trigger

If your firearm has previously been repaired/evaluated by Remington or a Remington Authorized Repair Center, please provide copies of your repair paperwork.

Your firearm will be evaluated using the following criteria to determine if the repair will be charged to Remington: Date of Purchase Type of Repair Condition/Owner Maintenance

Payment

Chargeable repairs under \$75 will be completed and returned C.O.D.. To avoid C.O.D processing, you may provide credit card authorization now. An estimate will be mailed for repairs over \$75. If you wish, you can also expedite repairs over \$75 by setting a pre-authorized amount that can be billed to your credit card.

You may repair my firearm and bill my credit card for charges up to \$ _____.

Credit Card Number: _____ Expiration Date: _____
(American Express, Discover, MasterCard, or Visa)

Signature: _____

Reminders:

Record your serial number—it will help reference your repair.
Properly package your unloaded firearm. Do not ship in a hard case. If you would like to order a box, please call our Parts Department: 800-243-9700, 9 a.m.- 5p.m., EST.
Do not send live/loaded ammunition with your firearm.
Remove all accessories.