

Remington Arms Co., Inc.
Product Service
Legal Case #:5015

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
214945	12/16/2010	11/8/2010	12/17/2010	11/6/2010			X

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Jimmy	Baker	176 Butner Rd.	Pinnacle	NC	27043		H 336-325-2401 C 336-409-7194 F 336-325-2726

Incident Information

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

11/8/10: Customer called in. He stated that he had a FSR. No damage - No injury. Wants rifle repaired. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	ML/BA	700ML/50 CAL	27588	ML233211	DU	9/29/2000 4:51:36 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
11/5/2000	BANGERS LP	AFT MKT FIRING PIN AND NIPPLE	Y			

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				
	\$35.23	12/28/2010				

11/8/10: Sending ARS, ltr, form & box. Box order# 1157125. df 12/28/10: Per Ilion - Connector is broken, safety parts missing. Replace TA & clean @ n/c. df

Examination[Remington/ML/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/17/2010
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4013	Broken or Missing Parts	
Barrel	Description		23" 50 CAL SS
	Date Code		DU
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		

	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	---Select---	AFT MKT
	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		STANDARD M/700 SAFETY
	Function	Like new; Not Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	N/A
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
		False	
Feeding Test			
Trigger	Condition	Slightly Worn; Not Functioning	CONNECTOR BROKEN SOME SAFETY PARTS MISSING
	Pull	---Select---	N/A
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		AFT MKT FIRING PIN AND NIPPLE

23"
DU 9/2008

5015

CC-Y

November 8, 2010

Jimmy Baker
176 Butner Rd.
Pinnacle, NC 27043
Ph: 336-325-2401

Ref: # 5015

Dear Mr. Baker,

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination.

Please include a copy of this letter to put inside the shipping container. The letter inside is 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 hope that this action will keep you a loyal Remington customer.

Sincerely,
D. Fulcher
Consumer Affairs Administrator
Remington, H&R, Marlin
Phone: 1-800-243-9700
Fax: 336-548-7872

RECEIVED
DEC 22 2010

BY:

enclosure

connector is broken, safety
parts missing. replace TOA +
clear at N/C

#230145

Number: ML233211
Model: 700ML



RE00214945

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

Print

Reset

Model Number: 700 ML		Serial Number: ML233211	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: Jimmy Gray Baker		Date of Purchase: 11-5-2000	
Address (no PO Boxes): 176 Butner Road			
City: Pinnacle		State: N.C.	Zip: 27043
Phone (Daytime): 336-325-2401 (cell-7336 409 7194)		Fax: 336 325 2726	
E-mail Address:(if e-mail address is provided, notification of receipt and shipment will be sent)			
E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: Every time the SAFtey was pushed to the Firing position the gun would fire without pulling the trigger. 11-6-2010 Took trigger out & oiled it also sent had small part fall out which I have enclosed small plastic ziploc bag			
500 characters left			
Ammunition Information:			
Manufacturer:		Type:	
Other (i.e. bullet weight/type, shot size, powder):			
Handload Information:			
Powder Used: Hodgdon Triple Seven		Powder Weight: 100 grains	
Case/Hull Used:		Primer Used: Remington 209 Primers	
Bullet Type/Shot Size: Powerbelt 295gr		Reloader Used:	
Firearms Care (Cleaning and Lubrication):			

Brand of cleaning solution used: <u>T17 Black Pull Bore Solvent</u>
How often do you clean the bore? (Months or Number of rounds) <u>Every 2nd or 3rd shot</u>
How often do you clean the action? (Months or Number of rounds) <u>After 2nd or 3rd shot</u>
How often do you clean the trigger assembly? (Months or Number of rounds) <u>1st year</u>
Brand of lubricant used: <u>Rem. oil</u>
How often do you lubricate the bore? (Months or Number of rounds) <u>2nd or 3rd rd</u>
How often do you lubricate the action? (Months or Number of rounds) <u>2nd or 3rd rd</u>
How often do you lubricate the trigger assembly? (Months or Number of rounds) <u>1 or 2 times yearly</u>
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? > <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? <u>Never</u>
What were the services performed?
Ship your INSURED firearm by either UPS or Parcel Post to: <p style="text-align: center;">Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357</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="text-align: center;">:: 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. :: Provide a return address on both the outside and inside the box. Shipments without a proper</p>

return address will be refused.

:: 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.

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 \$75.00 by setting a pre-authorized amount that can be billed to your credit card. We process checks electronically through Check21.



www.remington.com

Remington Arms Company, Inc.
 870 Remington Drive
 P. O. Box 700
 Madison, NC 27025-0700

ARS LABEL REQUEST FORM

DATE:	11/8/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PACKAGE:	10 lbs
PLEASE CHECK ONE			
<input type="checkbox"/> MEDIA <input type="checkbox"/> COORDINATOR <input type="checkbox"/> TO MAIL		<input checked="" type="checkbox"/> I WILL MAIL	XXXXXX
DESCRIPTION: Ref# 5015 Rifle			

LABEL INFORMATION

MAIL LABEL TO: Jimmy Baker 176 Butner Rd. Pinnacle, NC 27043 Ph: 336-325-2401
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

PLEASE COMPLETE ALL PARTS OF THIS FORM AND SEND TO THE MEDIA COORDINATOR

4XX596 NOV 9, 2010 ALL CURR USD 1 OF 1
 SVC CHDCOM ACT WT 10.0 LBS
 TRACKING# 1Z4XX5969067957643
 REF 1: JIMMY BAKER/CD/DMF
 REF 2: 5015/RIFLE

HANDLING CHARGE 0.00
 SINGLE-PIECE PUB RATE CHRGS: SVC T/P USD

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 8.20	PUB+HANDLING	8.20





