

Remington Arms Co., Inc.
Product Service
Legal Case #:5261

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
215495	12/19/2010	12/1/2010	12/28/2010	11/27/2010			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		David	Gallenbeck	906 Rue De Senonches	Horicon	WI	53032		H 920-485-4013 E ejgliz@charter.net

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S	Concern:1008	Fired on Bolt Closing	Unknown	
C	FBC			

12/1/10: Customer called in. He stated that he was hunting on 11/27/10 and he had a FBC with rifle. No damage, No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM MAG	n/a	6869121		
Date Purchased	Where Purchased	Accessories	Original Owner			
	NATIONWIDE SPTS SOUTHAMPTON PA		N			

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Per Ilion - Quote to repair under BLM program						

Repair/Replacement Cost	Repair/Replacement Date
\$62.73	12/28/2010

12/1/10: Sending ARS, ltr, form. df 12/20/10: Per Fred S. - Could not duplicate at bench, some sticky residue and debris on TA housing - Quote under BLM program. fls

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		supry
	Exam Date		12/20/2010
	Product Type		RF
	Action Type		A
	Assigned To		Nagle
Cause	4038	Could Not Duplicate	Could not duplicate at bench, Sticky residue and some

		Concern	debris on trigger housing
Barrel	Description		24 inch Model 700
	Date Code		KZ
	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	Slightly Worn; Functioning	some sticky residue - working sluggish
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	True	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Magazine	Condition	---Select---	
	Box Condition	Slightly Worn; Functioning	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		Model 700 Bolt Lock
	Function	Slightly Worn; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	not measured
	Notch	Slightly Worn; Functioning	
		Condition	Slightly Worn; Functioning
Pull	Trigger	---Select---	4.5 lbs
Altered		False	

Sub-Assembly		M/700 Bolt Lock	
Non-Remington Components	Description		two piece scope base

frmRepairMain - FGI Repairs

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Location

frmREInquiry - Repair Inquiry

Repair Number: RE00215495 Serial: 6863121 Model 700 Center-Free Caber 7 Repairman: NM REM: MAG Status: New 12/19/2010 8:44:29 AM

Verify Repair

ADDRESS INFORMATION

Customer: DAVID GALLENBECK Received from: DAVID GALLENBECK Return To: DAVID GALLENBECK

Address 1: 906 RUE DE SENONCHES Address 2: PO Box 906 RUE DE SENONCHES PO Box

City: HORICON City: HORICON

State: WI Zip Code: 53032 Country: US WI Zip Code: 53032 Country: US

FFL

Contact / Condition Problems Estimate History / Status Shipping / Billing

Date	Code	User ID	Desc1	Desc2	
12/19/2010 8:44	New	sanguinegl	Repair Added		<input type="checkbox"/> Shipping Hold
12/19/2010 8:44	Expedite	sanguinegl	From Check In	To:	<input type="checkbox"/> Interface Hold
12/19/2010 12:00	EmailSent	AmEmail	Repair Received	EJGUZ@CH	<input type="checkbox"/> Estimate Sent
12/19/2010 12:00	EmailVerified	AmEmail	Receipt	EJGUZ@CH	<input type="checkbox"/> Parts Received
12/20/2010 11:00	Expedite	supyl	Front Product Services	To: Repair B	<input type="checkbox"/> Passed Inspection
					<input type="checkbox"/> Return as Received
					<input type="checkbox"/> Has Been Approved
					<input type="checkbox"/> Internal Repair
					<input type="checkbox"/> Exclude IATC

Current Status: New 12/19/2010 8:44:29 AM

Transfer Number

Repair Search Refresh Close

supyl - ILN/Prod frmRepairMain D1102R7XPIL Monday, Dec 20 2010 1:37 PM

start OMS Desktop frmRepairMain - F

RECEIVED
DEC 21 2010

BY:.....

4.5 lbs

KZ = 5/1975

215495

6869121

December 1, 2010

David Gallenbeck
906 Rue De Senonches
Horicon, WI 53032
Ph: 920-485-4013

Ref: # 5261

Dear Mr. Gallenbeck,

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

enclosure

Quote for bolt lock modification
program.

TREB 12/20/10

215495

Print

Reset

Model Number: Model 700 7mm Rem. Mag.		Serial Number: 6869121	
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: David L. Gallenbeck		Date of Purchase: Mid to Late 1970's	
Address (no PO Boxes): 906 Rue de Senonches			
City: Horicon		State: WI	Zip: 53032
Phone (Daytime): 920-485-4013		Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent): ejgliz@charter.net			
E-mail Address: <input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: The problem occurred on Nov. 20, 2010. I was loading my rifle. I closed the bolt and the rifle fired. Later the same day, I shot at a deer. When chambering another round the rifle fired again.			
500 characters left			
Ammunition Information:			
Manufacturer: Winchester		Type: 7mm Remington Mag.	
Other (i.e. bullet weight/type; shot size, powder): 150 Gr. Power-Point (S.P.) x7mmR1			
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	
Firearms Care (Cleaning and Lubrication):			

Brand of cleaning solution used:
How often do you clean the bore? (Months or Number of rounds) <i>At end of hunting season usually under 10 rounds</i>
How often do you clean the action? (Months or Number of rounds)
How often do you clean the trigger assembly? (Months or Number of rounds)
Brand of lubricant used: <i>Rem Oil Wipes</i>
How often do you lubricate the bore? (Months or Number of rounds) <i>same as above</i>
How often do you lubricate the action? (Months or Number of rounds) <i>same as above</i>
How often do you lubricate the trigger assembly? (Months or Number of rounds)
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 <i>do not have owners manual</i>
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? <i>never</i>
What were the services performed?)
Ship your INSURED firearm by either UPS or Parcel Post to:
Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357
<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. :: 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

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:	12/1/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Ref # 5261 rifle			

LABEL INFORMATION

MAIL LABEL TO: David Gallenbeck 906 Rue De Senonches Horicon, WI 53032 Ph: 920-485-4013
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX596 DEC 1, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969066216003
REF 1: DAVID GALLEBECK/CD/DMF
REF 2: 5261/RIFLE

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG:
DV 0.00 COD 0.00 SVC T/P USD
DC 0.00 DGD 0.00 RS 0.50
AH 0.00 PR 0.00 SD 0.00
TOT PUB CHG 8.74 PUB+HANDLING 8.74