

Remington Arms Co., Inc.
Product Service
Legal Case #:5347

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
215471	12/19/2010	12/7/2010	1/5/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Joseph	Mallek	3248 S. Merrill Rd	Merrill	MI	48637		H 989-643-5169 E joenbevmallek@aol.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD hole in roof of blind	Cause:4006 Altered Adjustments or Components		Unknown	
S Fired on closing bolt	Concern:1020 Fired on Bolt Opening			
C				

12/7/10 Per email sent to Remington.com, incid #101129-000150, "I have a Remington 700-7mm Mag, Serial#6530639 that I purchased new in 1972. A few years ago while target shooting the gun discharged when I chambered a shell. At that time I thought it was a freak incident. Three years ago after shooting a deer from my blind while racking another shell in, the gun discharged, shooting a hole through the roof of my blind. That was the last time I loaded the rifle. I can no longer trust this gun not to discharge. In light of the publicity surrounding this model, it confirms my fear of using this rifle."cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM MAG	n/a	6530639		1/1/1972
Date Purchased	Where Purchased	Accessories	Original Owner			
	WAMMES GUNS BELEFONTAINE OH		Y			

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
Replace TPA, clean, test at BLSM program price						
	Repair/Replacement Cost	Repair/Replacement Date				
	47.40	1/5/2011				

12/7/10 Mailing ARS.cm 12/30/10 Left voice message for Mallek with info on the inspection and quoted him \$37 + tax to replace trigger. Awaiting reply.cm 1/5/11 Per call from Mallek, he has approved \$37 + tax for work on the rifle.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		supry

Examination	Exam Date	12/21/2010	
	Product Type	RF	
	Action Type	A	
	Assigned To	Nagle	
Cause	4006	Altered Adjustments or Components	Trigger shoe added to trigger
Barrel	Description	26 inch with muzzle break	
	Date Code	AW	
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	---Select---	
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
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
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	
	Trigger	Condition	Abused; Functioning
			Every adjustment has been altered outside of the factory, a trigger shoe was added to the trigger, t
Pull		---Select---	2.5 lbs
Altered		True	
Sub-Assembly		M/700 Bolt Lock	
Non-Remington Components	Description		Trigger shoe, two piece scope base, scope rings, Leupold 3.5 X 10 scope, sling strap

TP - 2.5 lbs

Trigger shot (after market)

Every adjustment screw altered

Excess oil under stock at

Receiver area

Sticky residue on Bolt release,

Serial
Number:

6530639

Model: 700



RE00215471

December 7, 2010

Joseph Mallek
3248 S. Merrill Rd
Merrill, MI 48637

Subject: #5347, Model 700

Dear Mr. Mallek,

Enclosed is the UPS ground prepaid shipping label for shipment of the firearm for inspection at our factory. Please include a copy of this letter with the firearm. **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.** Please mark the ends of the box with "Product Service".

I apologize for the inconvenience that this incident has caused and I hope that these actions will keep you a loyal Remington customer.

Sincerely,

Christy Mitchell
Consumer Affairs Administrator
Phone: 800-243-9700, ext 8684
christy.mitchell@remington.com

enclosure

Put in Back Back

Offer new TA under bolt lock
modification program.

TR30 12/21/10

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

PS 13319

NOTE: Please complete and print this form, and then include it with your firearm.

Model Number:	700	Serial Number:	6530689
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: JOSEPH G. MALLER		Date of Purchase: 1972	
Address (no PO Boxes): 3248 S. MERRILL RD.			
City: MERRILL	State: MI	Zip: 48637	
Phone (Daytime): 989 643 5169	Fax:		
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) JOE N BEV MALLER @ AOL.COM			
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:			
500 characters left			
Ammunition Information:			
Manufacturer: HORNADAY		Type: 150GR	
Other (i.e. bullet weight/type, shot size, powder):			
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	

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: RE00215471 Serial: 6530633 Model: 700 Center Fire Caliber 7
M.M. REM. MAG

Repairman: Status: Parked 12/21/2010 8:56:00 AM

Verify Repair

ADDRESS INFORMATION

Customer: Received from: Return To: Received from:

Name: JOSEPH MALLEK JOSEPH MALLEK

Address 1: 3248 S. MERRILL RD. 3248 S. MERRILL RD.

Address 2: PO Box: PO Box:

City: MERRILL MERRILL

State: MI Zip Code: 48637 Country: US MI Zip Code: 48637 Country: US

FL:

Contact / Condition Problems Estimate History Status Shipping / Billing

Date	Code	User ID	Desc1	Desc2	Shipping Hold	Current Status
12/13/2010 7...	New	sanguinegl	Repair Added		<input type="checkbox"/> Shipping Hold	Parked
12/19/2010 7...	Expedite	sanguinegl	From Check In	To:	<input type="checkbox"/> Interface Hold	12/21/2010 8:56:00 AM
12/19/2010 12...	EmailSent	AmiEmail	Repair Received	JOENBEVM	<input type="checkbox"/> Estimate Sent	supplyil
12/19/2010 12...	EmailVerified	AmiEmail	Receipt	JOENBEVM	<input type="checkbox"/> Parts Received	Product Services
12/21/2010 8...	ParkedAt...	supplyil	Placed in PS Back Rack	Hold for disp	<input type="checkbox"/> Passed Inspection	Repair Location
					<input type="checkbox"/> Return as Received	ILN
					<input type="checkbox"/> Has Been Approved	Current Location
					<input type="checkbox"/> Internal Repair	Transfer Number
					<input type="checkbox"/> Exclude TATC	

Repair Search Refresh Close

supplyil - ILNProd frmRepairMain D110267XP01 Monday, Dec 20 2010 1:42 PM

start CMB Desktop frmRepairMain - F...

RECEIVED
1 DEC 22 2010
BY:.....

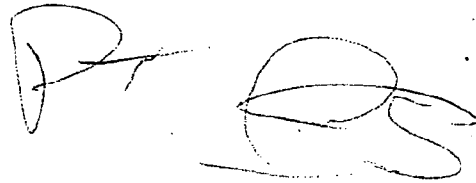
From: Remington Information <info@remington.com>
To: joenbevmallek <joenbevmallek@aol.com>
Subject: 700 7mmMag [Incident: 101129-000150]
Date: Wed, Dec 1, 2010 11:19 am

Recently you requested personal assistance from our on-line support center. Below is our response.

We will assume your issue has been resolved if we do not hear from you within 72 hours.

Thank you for allowing us to be of service to you.

To access your question from our support site, click here.



Subject

700 7mmMag

Discussion Thread

Response (Chris)

12/01/2010 11:19 AM

Mr. Mallek, I can send you a UPS ground prepaid shipping label to cover shipment to our factory for inspection. After inspection I would call you with the results and resolution. Let me know what address to mail the label to. That will be the address it will ship back to as well.

Customer (1 joenbevmallek@aol.com)

11/29/2010 07:26 PM

To Whom it may concern:

I have a Remington 700-7mm Mag, Serial#6530639 that I purchased new in 1972. A few years ago while target shooting the gun discharged when I chambered a shell. At that time I thought it was a freak incident. Three years ago after shooting a deer from my blind while racking another shell in, the gun discharged, shooting a hole through the roof of my blind. That was the last time I loaded the rifle. I can no longer trust this gun not to discharge. In light of the publicity surrounding this model, it confirms my fear of using this rifle. It is not safe to use.

I own several Remington firearms and I expect some direction about what to do about this issue. Please contact me at joenbevmallek@aol.comjoenbevmallek@aol.com> or phone 989-643-5169.

Respectfully, Joseph Mallek

Question Reference #101129-000150

Product Level 1: Firearms

Date Created: 11/29/2010 07:26 PM

Last Updated: 12/01/2010 11:19 AM

Status: Waiting

----- We hope that this information will be helpful to you. If we can be of further assistance, please contact us at 1-800-243-9700, M-F, 9am-5pm EST. Remington Arms Co. — America's Oldest Gunmaker 870 Remington Drive, Madison, NC 27025 1-800-243-9700 or 1-336-548-8700--FAX: 1-336-548-7801 Visit us in Remington Country at <http://www.remington.com/> REMEMBER, FIREARMS SAFETY DEPENDS ON YOU! Whether you are a beginner or an advanced user, our new Safety Section is a must for everyone. <http://www.remington.com/safety> ----- [---001:001931:51103-- -]

Firearms Care (Cleaning and Lubrication):	
Brand of cleaning solution used:	<i>WILLIAMS</i>
How often do you clean the bore? (Months or Number of rounds)	<i>AFTER EACH USE</i>
How often do you clean the action? (Months or Number of rounds)	<i>AFTER EACH USE</i>
How often do you clean the trigger assembly? (Months or Number of rounds)	<i>AFTER EACH USE</i>
Brand of lubricant used:	<i>WILLIAMS</i>
How often do you lubricate the bore? (Months or Number of rounds)	<i>SAME</i>
How often do you lubricate the action? (Months or Number of rounds)	<i>SAME</i>
How often do you lubricate the trigger assembly? (Months or Number of rounds)	<i>SAME</i>
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?	
<i>NEVER</i>	
What were the services performed?)	
Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357	
<p>ⓘ 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>:: Record the serial number of your firearm before sending it.</p> <p>:: 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.)</p> <p>:: Remove all accessories from your firearm to prevent loss or damage.</p> <p>:: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.</p>	

Serial Number:

6530639

Model: 700



RE00215471

JOSEPH MALLEK
3248 S MERRILL RD.
MERRILL MI 48637

10 LBS

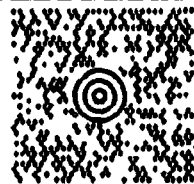
1 OF 1

RS

SHIP TO:

REMINGTON ARMS
PRODUCT SERVICES
14 HOEFLER AVE.

ILION NY 13357

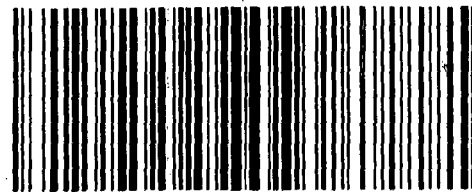


NY 135 0-01



UPS GROUND

TRACKING #: 1Z 4XX 596 90 6776 1109



BILLING: 3RD PARTY
DESC: FIREARMS
RETURN SERVICE

REF 1: JOSEPH MALLEK/CD/CM
REF 2: 700

US 12.0.17

LP2442 09.0A 10/2010

SEE NOTICE ON REVERSE regarding UPS terms and scope of limitation of liability. Where allowed by law, shipper authorizes UPS to act as forwarding agent for export control and other regulatory compliance. Shipper certifies that the commodity, technology, and/or equipment is not an export from the US in accordance with the Export Administration Regulations.

PS 13324

Reference #
101129-000150
Status
Solved
Assigned To
Administrators Christy -
Product
Firearms
SLA
Not specified
Queue
CSR
Date Created
11/29/2010 07:26 PM
Initial Response
12/01/2010 11:19 AM
Last Updated
12/07/2010 10:35 PM
Date Closed
12/07/2010 10:35 PM
Customer SmartSense
+1 (on -3 to +3 scale)
Staff SmartSense
+2 (on -3 to +3 scale)

700 7mmMag**Discussion Thread**

Customer (1 joenbevmailek@aol.com)

12/01/2010 07:11 PM

You can send the prepaid label to: Joseph Mallek 3248 S Merrill Road Merrill, MI 48637. I can be reached by phone at 989-643-5169. Thank you. Joe Mallek

-----Original Message-----

From: Remington Information

To: joenbevmailek

Sent: Wed, Dec 1, 2010 11:19 am

Subject: 700 7mmMag [Incident: 101129-000150]

Response (Christy -)

12/01/2010 11:19 AM

Mr. Mallek, I can send you a UPS ground prepaid shipping label to cover shipment to our factory for inspection. After inspection I would call you with the results and resolution. Let me know what address to mail the label to. That will be the address it will ship back to as well.

Customer (1 joenbevmailek@aol.com)

11/29/2010 07:26 PM

To Whom it may concern:

I have a Remington 700-7mm Mag, Serial#6530639 that I purchased new in 1972. A few years ago while target shooting the gun discharged when I chambered a shell. At that time I thought it was a freak incident. Three years ago after shooting a deer from my blind while racking another shell in, the gun discharged, shooting a hole through the roof of my blind. That was the last time I loaded the rifle. I can no longer trust this gun not to discharge. In light of the publicity surrounding this model, it confirms my fear of using this rifle. It is not safe to use.

I own several Remington firearms and I expect some direction about what to do about this issue. Please contact me at joenbevmailek@aol.com or phone 989-643-5169.

Respectfully, Joseph Mallek

Primary Contact

First Name: 1

Last Name: joenbevmailek@aol.com

Organization:

Login: joenbevmailek@aol.com

Title:

Contact Type:

Email: joenbevmailek@aol.com

Email - Alternate #1:

Email - Alternate #2:

Office Phone:

Mobile Phone:

Fax:

Assistant Phone:

Home Phone:

Street

City

State/Province

Postal Code

Country

Additional Information

Remington.

www.remington.com

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

5347

ARS LABEL REQUEST FORM

DATE:	12/7/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE: MEDIA COORDINATOR TO MAIL		xxx I WILL MAIL	
DESCRIPTION: 700			

LABEL INFORMATION

MAIL LABEL TO:	Joseph Mallek 3248 S Merrill Road Merrill, MI 48637
RETURN ITEM TO:	Rem Prod Serv

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

4XX596 DEC 8, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969067761109
REF 1:JOSEPH MALLEK/CD/CM
REF 2:700

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRGs:
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 8.20 PUB+HANDLING 8.20