

Remington Arms Co., Inc.

Product Service

Legal Case #:6778

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
247130	11/17/2011	11/1/2011	11/18/2011	10/29/2011			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Dan	Mudek	PO Box 323	Merrifield	MN	56465		H 218-692-5477 C 218-838-5669 E www.mudek.dan@crosslake.net

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4006 Altered Adjustments or Components		Unknown	
S	Concern:1007 Fired on Safe Release			
C FSR				

Customer sent in an email. Ref# 111030-000099. He stated on Oct 29th @ 11am he was sighting in his M/700 & had a FSR. No damage, No injury. He bought gun new around 1995, has fired less than 40 rds through it & has never adjusted the trigger in any way. He took it to Reeds Sporting Goods in Walker, MN & the dealer said the M/700 is famous for this issue and that Remington had a video on how to adjust the trigger. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM REM MA	26969	D6218583	KP	5/11/1995
Date Purchased	Where Purchased	Accessories	Original Owner			
	NATIONAL RECREATIONAL SHOOTING SUPP		U			

CONCERN: FSR

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						
	Repair/Replacement Cost	Repair/Replacement Date				

11/1/11: Customer will receive ARS & SR paperwork by email. df 11/29/11: Per Ilion - TA dirty & set screws altered. Offer to replace TA, clean & test fire @ 1/2 normal charges - quote. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS
	Exam Date		11/18/2011

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=6778&Type=Case>

11/29/2011

Examination	Product Type	RF	
	Action Type	A	
	Assigned To	T.NAGLE	
Cause	4006	Altered Adjustments or Components	IMPROPER MAINTENENCE
Barrel	Description	24" 7MM REM MAG	
	Date Code	KP	
	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	
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; Not Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description	M/700 SAFETY	
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.012
	Notch	Slightly Worn; Functioning	
		Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY,TRIG NOT RETURNING PROPERLY WILL FOLLOW DOWN
	Pull	---Select---	1.75#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Non-Bolt Lock	

6778

when done!
Please send back to
address.

24"
12P5/95
1.75"
.012

Dan Mudek
14641 River Bluffs Rd
Crosslake, MN 56442

Home #218-692-5477
cell #218-838-5669

Email - [www.mudek.dan at crosslake](http://www.mudek.dan.at.crosslake.net)
• net

Problem - Gun fires when going
from safety to fire position.

Attention: Dell

Thanks

Also, is there a
muzzle brake you could
recommend for this gun?

Dan Mudek
11-8-2011

Serial
Number:

D6218583

Model: 700



RE00247130

T.A. dirty & set screws altered.
CAN often to replace TPA, clean &
test fire at 1/2 normal cost.

Quote
RECEIVED
NOV 21 2011

BY:.....

6778

Reference #
111030-000099
Status
Waiting
Assigned To
Administrators
Dell -
Product
Firearms
SLA
Not specified
Queue
CSR
Date Created
10/30/2011 09:11 PM
Date Initial Solution Response
10/31/2011 10:00 AM
Last Updated
11/01/2011 11:20 AM
Customer SmartSense
+1 (on -3 to +3 scale)
Staff SmartSense
+1 (on -3 to +3 scale)

My model 700 discharged when going from safety to fire position.**Discussion Thread****Response (Dell -)**

11/01/2011 11:20 AM

Dan,
We will have the gun come into Product Service Dept for exam. I will get a report with what they found & what needs to be done. I will contact you with that report. Average turn around time right now is about 3-4 weeks including shipping time. We do not do trade-ins on firearms.

Sincerely,
Dell

Customer (dan mudek)

10/31/2011 08:55 PM

My model 700 discharged when going from safety to fire position.

MY address is.

Dan Mudek
P.O. Box 323
Merrifield, Mn 56465

What will they do to my gun? Will it be safe to shoot when I get it back? How long till I get it back? I would like to trade it in on a new 700 if possible. Thanks. Dan Mudek

----- Original Message -----
safety to fire position. [Incident: 111030-000099]

Response (Dell -)

10/31/2011 10:00 AM

Dear Mr. Mudek,
Your serial number was checked & there is no recall on your rifle. We do not have a video on how to adjust your trigger.

We would like to have the firearm come into our Product Services Department at our factory for examination. Please reply back to me with your mailing address. We would like to send you a pre-paid shipping label for UPS to have the firearm come in. I will also include a form that you can fill out to let the examiner know exactly what happened and when this occurred.

Sincerely,
Dell

Note (Danny -)

10/31/2011 08:00 AM

Dell and Christy

Customer (dan mudek)

10/30/2011 09:11 PM

model 700.

7mm rem mag.
serial#D6218583

On october 29 at 11:00am when carefully sighting in my model 700. The gun discharged when going from safety position to fire position. I bought this gun new around 1995. I have fired less than 40 round threw this gun. I have never adjusted the trigger in any way. I took the gun to Reeds sporting goods in walker MN and they told me that my particular gun was probally to new to have any trigger recalls even though the 700 is famous for this problem. They told me my trigger assy needs correct adjusting done to it and that Remington has a instructional video on how to do this. If there is a video could you please send it to me or tell me if my trigger has a recall on it. Thank you. Dan Mudek. Phone# 218-838-5669 or Email me. Please reply asap. Thanks.

Primary Contact

First Name: dan
Last Name: mudek
Organization:

Login: wwwmudek.dan@crosslake.net

Title:

Contact Type:

Email: wwwmudek.dan@crosslake.net

Email - Alternate #1:

Email - Alternate #2:

Office Phone:

Mobile Phone:

Fax:

Assistant Phone:

Home Phone:

Street

City

State/Province

Postal Code

Country

Additional Information

ARS LABEL REQUEST FORM

DATE: 11/02/2011	Service Request # SR00002562
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: fulcherdm email address:	

Business:	Remington Service PO Box 700 Madison, NC 27025-0700 www.Remington.com
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LABEL INFORMATION

MAIL LABEL TO:	DAN MUDEK PO Box 323 MERRIFIELD, MN 56465 US SR00002562 Email: wwwmudek.dan@crosslake.net
RETURN ITEM TO:	ILN Arms Services



4XX596 NOV 2, 2011 ALL CURR USD 1 OF 1
 SVC GND COM ACT WT 10.0 LBS
 TRACKING# 1Z4XX5969065254867
 REF 1:SR00002562
 REF 2:CD

ATTN: Product Service	<table style="width: 100%;"> <tr> <td colspan="2">HANDLING CHARGE 0.00</td> <td>SVC T/P USD</td> </tr> <tr> <td colspan="2">SINGLE-PIECE PUB RATE CHRG:</td> <td>RS 1.00</td> </tr> <tr> <td>DV 0.00</td> <td>COD 0.00</td> <td>SD 0.00</td> </tr> <tr> <td>DC 0.00</td> <td>DGD 0.00</td> <td>SP 0.00</td> </tr> <tr> <td>AH 0.00</td> <td>PR 0.00</td> <td>PUB+HANDLING 10.11</td> </tr> <tr> <td colspan="2">TOT PUB CHG 10.11</td> <td></td> </tr> </table>	HANDLING CHARGE 0.00		SVC T/P USD	SINGLE-PIECE PUB RATE CHRG:		RS 1.00	DV 0.00	COD 0.00	SD 0.00	DC 0.00	DGD 0.00	SP 0.00	AH 0.00	PR 0.00	PUB+HANDLING 10.11	TOT PUB CHG 10.11		
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JD6218583
Model 700
RE00247130



