

Remington Arms Co., Inc.
Product Service
Legal Case #:3082

Case Information

| RE# | Date Opened | Date Opened(PS) | Date Closed | Incident Date | Pre Lit | Lit | Obsolete |
|--------|-------------|-----------------|-------------|---------------|---------|-----|----------|
| 158960 | 1/15/2009 | 1/16/2009 | 1/16/2009 | | | | |

Customer Information

| Type | Business | First Name | Last Name | Street | City | State | Zip | Age | Contact |
|----------|----------|------------|--------------|-----------------|-----------|-------|-------|-----|--|
| Incident | | Gary | Siepietowski | 162 Willow Road | Boyertown | PA | 19512 | | H 610-369-7858 W 610-718-2484 C 610-585-5712 |

Incident Information

| Claims | Codes | Repair Est. | Medical Treatment | Medical Status |
|-------------------------|---|-------------|-------------------|----------------|
| PI PD S C | Cause:4015 Improper Maintenance Concern:1007 Fired on Safe Release | | Unknown | |
| Fired on Safety Release | | | | |

Rechambered a round that did not fire. Needed to cycle the bolt to move the safety from fire back to safe - thought that was odd. As he proceeded to move the safety from safe to fire the round went off.

Firearm Information

| Mfg. | Type | Model/Ga. | SKU | Serial | Bbl. | DOM |
|----------------|-------------------|---------------|----------------|----------|------|----------------------|
| Remington | CF/BA | 700/7MM08 REM | 26285 | S6418524 | DV | 9/6/2001 11:38:26 AM |
| Date Purchased | Where Purchased | Accessories | Original Owner | | | |
| 11/4/2003 | JERRY S SPORT INC | | U | | | |

CONCERN:FSR

Ammunition Information

| Mfg. | Type | Cal./Ga. | SKU | UPC | DOM | Mfg. Code |
|---------|------------------|-----------|--------|-----|-----|-----------|
| FEDERAL | BOAT TAIL/150 GR | 7MM08 REM | | | | |
| Concern | Other | Factory | Reload | | | |
| 0: | | N | Y | | | |

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 |
|-----------------------------------|-------------------------|-------------------------|---------------|-----------------|----------------|---------------|
| Repair at no charge, goodwill | | | | | | |
| | Repair/Replacement Cost | Repair/Replacement Date | | | | |
| | \$62.25 | 1/20/2009 | | | | |
| 1/20/09: Repair at no charge. dmf | | | | | | |

Examination[Remington/CF/BA]

| Part | Sub-Part | Code | Comment |
|------|-----------|------|-----------|
| | Examiner | | B.TRAVIS |
| | Exam Date | | 1/16/2009 |

| | | | |
|--------------|------------------------|----------------------------|-------------------------|
| Examination | Product Type | | RF |
| | Action Type | | A |
| | Assigned To | | F.SUPRY |
| Cause | 4015 | Improper Maintenance | |
| Barrel | Description | | 22" 7MM08 SS MT |
| | Date Code | | DV |
| | 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--- | |
| Overall | Exterior Condition | Slightly Worn; 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; Functioning | |
| | Sub-Assembly | ISS | |
| Sear | Lift | ---Select--- | .014 |
| | Notch | Like new; Functioning | |
| | Tests | Test Fired | False |
| Feeding Test | | False | |
| Trigger | Condition | Slightly Worn; Functioning | TRIG PIN RUSTY, BINDING |
| | Pull | ---Select--- | 6# |
| | Altered | False | |
| | Sub-Assembly | M/700 Non-Bolt Lock | |

3082

DU 9/01
6 #
22"
014

Dear Sirs, Hi, after contacting Remington thru the website about the problem with this model 700, I was recommended to contact the repair dept. After conversing with gentlemen, he told me to write a short letter explaining the problem and to send the rifle back for failure analysis and repair.

The model 700 (7mm-08) is my 16 yr old son's firearm. The rifle was purchased 5 years ago and has performed flawlessly up till now. In November of this year we were doing our normal pre-hunt rifle zero checks at a local club. We were shooting off of a bench rest at the facility. My son had already shot a 3 shot group and was going to shoot another round. My son initially experienced what I would call a misfire but without the primer showing a firing pin indentation. He told me the round would not go off, as if the trigger could not be pulled? I asked him to move aside and I proceeded to re-chamber the round, thinking that the primer was not seated deeply enough. I needed to cycle the bolt to move the safety from fire back to safe which I thought was odd because I don't remember the firearm functioning this way. As I proceeded to move the safety from safe to fire the round went off. I don't know who was more surprised my son or myself. I tried to replay what had just happened in my mind but could not come up with an explanation. We stopped shooting the rifle and I later discovered that the problem could be replicated by cycling the bolt and applying the slightest amount of touch to the trigger prior to moving the safety from safe to fire. This will allow the rifle to fire almost 100% of the time.

As far as historical work being performed on the rifle there has been none. The trigger was never adjusted and I believe the epoxy is still on the set screws. The stock is not the original laminated wooden stock that came with the rifle. I had it replaced with a synthetic one, which was cut shorter to accommodate my son at 12 years old. I still have the original though and was planning on upgrading to it shortly.

The ammo was hand loaded 150grain Nosler bt, 43.5 gr H380 propellant, Fed large rifle primers, with an OAL of 2.68". The other load was 150gr Nosler bt, 44 gr IMR 4831 propellant, Fed large rifle primers, with an OAL of 2.70". Of these two loads I have never had any problems or signs of pressure.

Hope you can find a "smoking gun" (no pun intended) as we have always loved and trusted Big Green firearms/products. Call me if needed @ home 610-369-7858/ cell 610-585-5712/ work 610-718-2484. Thank youSincerely Gary Siepietowski

Serial Number
S6418524

Model: 700



RE00158960

TRIG PIN RUSTY, TRIG BINDING
will follow down. Replace TPA,
check over, clean AT N/C

#230145

Remington

Factory Repair Instructions

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

| | |
|---|---------------------------|
| Model Number: 700 MT 7.08 | Serial Number: 56418524 |
| Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO | |
| Name: GARY SIEDIETOWSKI | Date of Purchase: 11/4/03 |
| Address (no PO Boxes): 162 WILLOW ROAD | |
| City: BOYERTOWN | State: PA Zip: 19512 |
| Phone (Daytime): 610-364-7858 | Fax: |
| E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington. GTSHEPE@DEJAZZD.COM | |
| Please describe your problem: SEE ATTACHED LETTER | |
| Ammunition Information: | |
| Manufacturer: WIN. | Type: COMBINED TECH |
| Other (i.e.: bullet weight/type, shot size, powder): 140 GR BALLISTIC TIP | |
| Handload Information: | |
| Powder Used: H 380 | Powder Weight: 43.5 GR |
| Case/Hull Used: WINCH. | Primer Used: FED. L.R. |
| Bullet Type/Shot Size: CT 150GR. BT | Reloader Used: RCBS R.C. |
| Firearms Care (Cleaning and Lubrication): | |
| Brand of cleaning solution used: HOPKES BENCH REST 9 | |
| How often do you clean the bore? (Months or Number of rounds) 20 ROUNDS | |
| How often do you clean the action? (Months or Number of rounds) 20 ROUNDS | |
| How often do you clean the trigger assembly? (Months or Number of rounds) NEVER DONE | |
| INTERNALLY - TOO SMALL TO GET INTO. | |
| Brand of lubricant used: REM-OIL SPRAY | |

| | |
|--|-----------------------------|
| How often do you lubricate the bore? (Months or Number of rounds) | 20 ROUNDS |
| How often do you lubricate the action? (Months or Number of rounds) | 20 ROUNDS |
| How often do you lubricate the trigger assembly? (Months or Number of rounds) | DON'T |
| Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? | |
| <input checked="" type="checkbox"/> YES | <input type="checkbox"/> NO |
| Comments: | |
| When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? | |
| What were the services performed? | |
| N/A | |
| Ship your INSURED firearm by either UPS or Parcel Post to: | |
| <p align="center">REMINGTON ARMS CO., INC</p> <p align="center">ATTN: Arms Service Division</p> <p align="center">14 Hoefler Ave</p> <p align="center">Ilion, NY 13357</p> | |
| <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> <p>:: 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.</p> <p>Charge repairs will be processed using the following guidelines:</p> <p>:: 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)</p> <p>:: 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.</p> | |

25 years of reliable service

Mon.-Fri. 9 AM-7 PM
Saturday 9 AM-5 PM620 Fairchild St., P.O. Box 139, Nanticoke, PA 18634
Phone (717) 735-1481 • FAX (717) 735-8010Send FFL License in
for new Catalog!Shipping and Payment Policy
C.O.D. Charge - \$4.00 Plus Freight
Visa or Mastercard - 4% Plus Freight
American Express - 5% Plus Freight
Personal Check will be held 30 Days to clear
Certified Check or Money Order Acceptable

| Customer's Order No. | | Date | | 7-18-1903 | |
|--------------------------------------|---------------|-----------|------------------|--------------|----------------------|
| Name | | GARY SHUP | | SIN 56418524 | |
| Address | | | | | |
| 1 | | | | | |
| SOLD BY | CASH | C.O.D. | CHARGE | ON ACCT. | MDSE. RETD. PAID OUT |
| 1 | | | | | |
| QUAN. | DESCRIPTION | PRICE | AMOUNT | | |
| 1 | MT LSS 708 | | 51 | | |
| | | | 480 - | | |
| | | | 480 | | |
| | | | 28.80 | | |
| | | | 513.80 | | |
| 3 | R222 | 9.09 | 27.27 | | |
| 2 | 308 PL 3 | 21.75 | 43.50 | | |
| 1 | STOCK | | 69 - | | |
| | Pant Regent - | | 12 | | |
| 1 | PANTS | | 58 - | | |
| 1 | SHIRT 3x5 | | 257 - | | |
| 1 | OUTS | | 40 - | | |
| 2 | SHIRTS | 15 - | 30 - | | |
| 2 | SHIRTS | 14.00 | 28 - | | |
| 2 | Fed P. 270 | 23.00 | 46 - | | |
| 3% Interest On All Past Due Accounts | | | | | |
| 024174 Received By | | TAX | | 5.00 | |
| | | TOTAL | | | |

Pick-up

ON

11-4-03

Gary Siepietowski

From: "Remington Information" <info@remington.com>
To: <gtshp@dejazzd.com>
Sent: Saturday, December 06, 2008 10:29 AM
Subject: model 700 trigger/safety misfires [Incident: 081202-000065]

Recently you requested personal assistance from our on-line support center. Below is a summary of your request and 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.

You may also update this question by replying to this message. Because your reply will be automatically processed, you **MUST** enter your reply in the space below. Text entered into any other part of this message will be discarded.

[==> Please enter your reply below this line <==]

[==> Please enter your reply above this line <==]

If your issue remains unresolved, please update this question at

[http://remington.custhelp.com/cgi-bin/remington.cfg/php/enduser/acct_login_submit.php?
p_userid=gtshp@dejazzd.com&p_enc_passwd=&p_next_page=myq_upd.php&p_iid=308105&p_created=1228261991](http://remington.custhelp.com/cgi-bin/remington.cfg/php/enduser/acct_login_submit.php?p_userid=gtshp@dejazzd.com&p_enc_passwd=&p_next_page=myq_upd.php&p_iid=308105&p_created=1228261991)

Subject

model 700 trigger/safety misfires

ORIGINAL
INQUIRY
TO REM.

12/18/2008

Discussion Thread

Response (Tan) - 12/06/2008 10:29 AM

Dear Mr. Siepietowski,

We regret you are experiencing a problem with your Model 700. We would like to speak to you in more detail regarding your inquiry. If you will please contact our Parts & Repair Department with your SERIAL NUMBER, at 1-800-243-9700 Mon-Fri 9-5 EST, our representatives can assist you with this matter.

Customer (Gary Siepietowski) - 12/02/2008 06:53 PM

I have a model 700 in 7mm-08, that has approx. 5 years under its belt and has performed flawlessly. At the range the other day the rifle fired when the safety was moved from "safe" to "fire" on the bench. Further investigation found that the safety cannot be moved to safe without opening the bolt. I also could replicate the "misfire" by apply the smallest amount of pressure to the trigger prior to moving the safety to fire. I need advice from Remington as this appears to be a malfunction that should not happen and I believe that there is some history of this problem with the trigger/safety group. Please advise....Gary Siepietowski 610-369-7858

Question Reference #081202-000065

Product Level 1: Firearms

Date Created: 12/02/2008 06:53 PM

Last Updated: 12/06/2008 10:29 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
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