

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	Cause:4015 Improper Maintenance		Unknown	
C	Concern:1007 Fired on Safe Release			
	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	

Repair Inquiry

Repair Number: RE00158960

Serial: S6418524 Model: 700 Center Fire Caliber: 7 MM 08 Produced: 09/06/2001

Repairman: Bruce Travis

Status: Repairing: 1/16/2009 6:55:04 AM

Verify Repair

Address Information

Customer

Received From

Return To

Received From

Name: GARY SIEPIETOWSKI

Name: GARY SIEPIETOWSKI

Address 1: 162 WILLOW ROAD

Address 1: 162 WILLOW ROAD

Address 2:

Address 2:

City: BOYERTOWN

City: BOYERTOWN

State: PA Zip Code: 19512 Country: US

State: PA Zip Code: 19512 Country: US

FFL:

Contact / Condition

Problems

Estimate

History / Status

Shipping / Billing

Date	Code	User ID	Desc 1
1/15/2009 1:16:0	New	valentds	Repair Added
1/15/2009 1:17:4	Expedite	valentds	From: Check In
1/16/2009 6:51:2	Expedite	Travisbw	From: Product Services
1/16/2009 6:53:1	Estimate	Travisbw	Estimate Update
1/16/2009 6:55:0	Repairing	System	Immediate SAP Allocation

Shipping Hold

InterFace Hold

Estimate Sent

Parts Received

Passed Inspection

Return As Received

Has been Approved

Internal Repair

Current Status

Repairing

1/16/2009 6:55:04 AM

System

Repair Bench

Repair Location

ILN

Current Location

ILN

Transfer Number

Repair Search

Refresh

Close

3082

DV 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 you .....Sincerely Gary Siepietowski

Serial Number  
**S6418524**

Model: **700**



**RE00158960**

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

#238145

# 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: GTSHED@DEJAZZD.COM <input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.	
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 RC.
Firearms Care (Cleaning and Lubrication):	
Brand of cleaning solution used: HOPPE'S BEANH 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)	DONT
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"><b>REMINGTON ARMS CO., INC</b></p> <p align="center"><b>ATTN: Arms Service Division</b></p> <p align="center"><b>14 Hoefler Ave</b></p> <p align="center"><b>Ilion, NY 13357</b></p>	
<p><b>⚠ 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.</b></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>	



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Visa or Mastercard — 4% Plus Freight  
American Express — 5% Plus Freight  
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Certified Check or Money Order Acceptable

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

Pick-up

ON

11-4-03

**Gary Siepietowski**

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**From:** "Remington Information" <info@remington.com>  
**To:** <gtshep@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=gtshep@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=gtshep@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

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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

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Product Level 1: Firearms

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

Last Updated: 12/06/2008 10:29 AM

Status: Waiting

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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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12/18/2008