

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 rife. 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	
		Condition	Abused; Functioning
Pull	Trigger	---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](mailto:christy.mitchell@remington.com)

enclosure

Put in Back Back  
Offer new TA under Bolt lock  
modification program.

FR30 12/21/10

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025  
Phone 800-243-9700 • [www.remington.com](http://www.remington.com)



frmREInquiry - Repair Inquiry

Repair Number: **RE00215471** Serial: 6530639 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
12/18/2010 7...	New	sanguinegl	Repair Added		<input type="checkbox"/>	Parked
12/19/2010 7...	Expedite	sanguinegl	From Check In	To:	<input type="checkbox"/>	12/21/2010 8:56:00 AM
12/19/2010 12...	EmailSent	ArmEmail	Repair Received	JOENBEVM	<input type="checkbox"/>	supryfl
12/19/2010 12...	EmailVerified	ArmEmail	Receipt	JOENBEVM	<input type="checkbox"/>	Product Services
12/21/2010 8...	ParkedExt...	supryfl	Placed in PS Back Rack	Hold for disp	<input type="checkbox"/>	Repair Location

Shipping Hold  
 Interface Hold  
 Estimate Sent  
 Parts Received  
 Passed Inspection  
 Return as Received  
 Has Been Approved  
 Internal Repair  
 Exclude TATC

Product Services  
 Repair Location  
 ILN  
 Current Location  
 Transfer Number

Repair Search: \_\_\_\_\_ Refresh Close



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.com](mailto:joenbevmallek@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:	WILLIAMS
How often do you clean the bore? (Months or Number of rounds)	AFTER EACH USE
How often do you clean the action? (Months or Number of rounds)	AFTER EACH USE
How often do you clean the trigger assembly? (Months or Number of rounds)	AFTER EACH USE
Brand of lubricant used:	WILLIAMS
How often do you lubricate the bore? (Months or Number of rounds)	SAME
How often do you lubricate the action? (Months or Number of rounds)	SAME
How often do you lubricate the trigger assembly? (Months or Number of rounds)	SAME
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?	NEVER
What were the services performed?)	
Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Illion, NY 13357	
<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>	
:: 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.	

Serial Number:

6530639

Model: 700



RE00215471

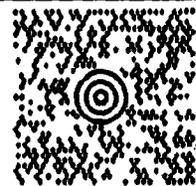
JOSEPH MALLEK  
3248 S MERRILL RD.  
MERRILL MI 48637

10 LBS

1 OF 1

RS

SHIP TO:  
REMINGTON ARMS  
PRODUCT SERVICES  
14 HOEFLER AVE.  
ILION NY 13357

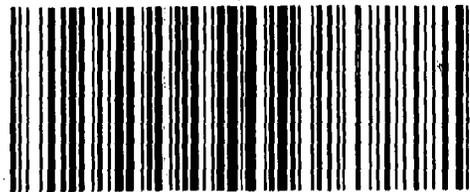


NY 135 0-01



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

MS 12.0.17

LP2442 09.0A 10/2010

SEE NOTICE ON REVERSE regarding UPS terms and scope of limitations of liability. Where allowed by law, shipping restrictions apply to all forwarding agents for export control and other applicable regulations. Please refer to the commodity technology classification report prepared 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

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**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

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**Customer SmartSense**  
+1 (on -3 to +3 scale)

**Staff SmartSense**  
+2 (on -3 to +3 scale)

**700 7mmMag****Discussion Thread**

Customer (1 joenbevmallek@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: joenbevmallek  
Sent: Wed, Dec 1, 2010 11:19 am  
Subject: 700 7mmMag [Incident: 101129-000150]

**Response (Christy -)**

12/01/2010 11:19 AM

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Customer (1 joenbevmallek@aol.com)

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Respectfully, Joseph Mallek

**Primary Contact**

**First Name:** 1  
**Last Name:** joenbevmallek@aol.com  
**Organization:**  
**Login:** joenbevmallek@aol.com  
**Title:**  
**Contact Type:**  
**Email:** joenbevmallek@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**

5347



www.remington.com

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

### ARS LABEL REQUEST FORM

DATE:	12/7/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
<b>PLEASE CHECK ONE:</b> MEDIA COORDINATOR TO MAIL		I WILL MAIL <span style="float: right;">xxx</span>	
DESCRIPTION: <span style="float: right;">700</span>			

### 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 GNDCOM      ACT WT 10.0 LBS  
 TRACKING# 124XX5969067761109  
 REF 1:JOSEPH MALLEK/CD/CM  
 REF 2:700

HANDLING CHARGE 0.00

SINGLE-PIECE PUB RATE CHRGs:		SVC	T/P USD
DV 0.00	COD 0.00	RS	0.50
DC 0.00	DGD 0.00	SD	0.00
AH 0.00	PR 0.00	SP	0.00
TOT PUB CHG 8.20	PUB+HANDLING		8.20