

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	

Repair Inquiry

Repair Number: **RE00158960** Serial: S6418524 Model: 700 Center Fire Caliber: 7MM 08 Produced: 09/06/2001 Repairman: Bruce Travis
 Verify Repair Status: Repairing: 1/16/2009 6:55:04 AM

Address Information

Customer: Received From Return To: Received From

Name: **GARY SIEPIETOWSKI** **GARY SIEPIETOWSKI**
 Address 1: **162 WILLOW ROAD** **162 WILLOW ROAD**
 Address 2: PO Box: PO Box:
 City: **BOYERTOWN** **BOYERTOWN**
 State: **PA** Zip Code: **19512** Country: **US** State: **PA** Zip Code: **19512** Country: **US**

FFL:

Date	Code	User ID	Descr
1/15/2009 1:16:6	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 6:55:6	Repairing	System	Immediate SAP Allocation

Shipping Hold Passed Inspection
 InterFace Hold Return As Received
 Estimate Sent Has been Approved
 Parts Received Internal Repair

Current Status
 Repairing: 1/16/2009 6:55:04 AM
 System
 Repair Bench
 Repair Location: ILN
 Current Location: ILN
 Transfer Number

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 youSincerely Gary Siepietowski

Serial Number

S6418524

Model: 700



RE00158960

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

#230145

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	
<p>Ship your INSURED firearm by either UPS or Parcel Post to:</p> <p style="text-align: center;">REMINGTON ARMS CO., INC</p> <p style="text-align: center;">ATTN: Arms Service Divison</p> <p style="text-align: center;">14 Hoefler Ave</p> <p style="text-align: center;">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.

- :: 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.
- :: 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.

Charge repairs will be processed using the following guidelines:

:: 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)

:: 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.



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Certified Check or Money Order Acceptable

Customer's Order No.		Date		7-18-03	
Name		GARY SHUP		SIN 56418524	
Address					
SOLD BY	CASH	C.O.D.	CHARGE	ON ACCT.	MDSE. RETD. PAID OUT
QUAN.	DESCRIPTION	PRICE	AMOUNT		
1	MT LSS 708		51	-	
			480	-	
			55	-	
			28.80	-	
			513.80	-	
3	R222	9.09	27.27	-	
2	308 PLB	21.75	43.50	-	
1	STOCK		69	-	
			12	-	
1	PANTS		58	-	
1	SOCK 3x5		257	-	
1	MITS		40	-	
2	shells	15	30	-	
2	STINGS	14.00	28	-	
2	Fed P. 270	23.00	46	-	
3% Interest On All Past Due Accounts			TAX	5.00	
024174 Received By			TOTAL		

Pickup
on
11-4-03

Gary Siepietowski

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.

BARBER - Kinzer PPS GAL RE0009130

BARBER - Kinzer PPS GAL RE0009130

12/18/2008

PS 10049

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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