

Remington Arms Co., Inc.
Product Service
Legal Case #:1926

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
138816	12/28/2007	1/3/2008	1/3/2008				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Doug	Engemann	15401 Engemann Lane	Marthasville	MO	63357			H 636-433-2580 W 314-234-0137 E douglas.g.engemann@boeing.com

Incident Information

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

1/9/08-correspondence from repair-cust lightened trigger to help with accuracy. Rifle fired on safe release. Wants x mark pro.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/300 WIN MA	27313	S6585150	RA	11/6/2006 8:08:28 AM

Date Purchased	Where Purchased	Accessories	Original Owner
	GLENN ZANDERS FUR & SPORT	TWO PIECE SCOPE BASE,RINGS	U

CONCERN:FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Replace TA at discount						

Repair/Replacement Cost	Repair/Replacement Date

1/9/08-Replace TA at discount.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/3/2008
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4006	Altered Adjustments or Components	SET SCREWS ALTERED
	Description		26" 300 WIN MAG FL SS
	Date Code		RA
	Bore Plugged	False	

Barrel	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Like new; Functioning	
Bolt	Firing Pin	Like new; Functioning	
	Shroud	Like new; Functioning	
	Face	Like new; Functioning	
	Handle	Like new; Functioning	
	Stop	Like new; Functioning	
Extractor	Condition	Like new; Functioning	
	Cut Condition	Like new; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Like new; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Like new; Functioning	
	Stock Condition	Like new; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Like new; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 X-MARK PRO
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.012
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	3#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	X-Mark Pro	
Non-Remington Components	Description		TWO PIECE SCOPE BASE,RINGS

Repair Inquiry

Repair Number: **RE00138816** Serial: S6525150 Model: 700 Center Fire with 26 inch barrel Caliber: 300 WIN MAG SS SF Repairman: SENDERO Produced: 11/06/2006 Status: New 12/26/2007 3:12:27 PM

Address Information

Customer: ☒ Received From: ☐ Return To: ☐ Received From: ☐
 Name: **DOUG ENGEMANN**
 Address 1: **15401 ENGEMANN LANE**
 Address 2: PO Box:
 City: **MARTHASVILLE**
 State: **MO** Zip Code: **63357** Country: **US**

FFL:

Contact / Condition	Problems	Estimate	History / Status	Shipping / Billing												
<table><tr><th>Date</th><th>UserID</th><th>Desc1</th><th>Desc2</th></tr><tr><td>12/26/2007 3:12</td><td>brygidoww</td><td>Repair Added</td><td></td></tr><tr><td>1/3/2008 12:52:4</td><td>supryll</td><td>Returned to AS for repair</td><td>at special price</td></tr></table>			Date	UserID	Desc1	Desc2	12/26/2007 3:12	brygidoww	Repair Added		1/3/2008 12:52:4	supryll	Returned to AS for repair	at special price	<div><input type="checkbox"/> Shipping Hold</div> <div><input type="checkbox"/> Interface Hold</div> <div><input type="checkbox"/> Estimate Sent</div> <div><input type="checkbox"/> Parts Received</div> <div><input type="checkbox"/> Passed Inspection</div> <div><input type="checkbox"/> Return As Received</div> <div><input type="checkbox"/> Has been Approved</div> <div><input type="checkbox"/> Internal Repair</div>	<div>Current Status</div> <div>New</div> <div>12/26/2007 3:12:27 PM</div> <div>brygidoww</div> <div><input type="checkbox"/> Check In</div> <div>Repair Location</div> <div><input type="checkbox"/> ILN</div> <div>Current Location</div> <div><input type="checkbox"/> ILN</div> <div>Transfer Number</div> <div><input type="text"/></div>
Date	UserID	Desc1	Desc2													
12/26/2007 3:12	brygidoww	Repair Added														
1/3/2008 12:52:4	supryll	Returned to AS for repair	at special price													

Repair Search

Refresh

Close

1926

December 12, 2007

RA 11/06
3# 26"
.012

Remington Arms
Attention: Arm Services
14 Hoefler Avenue
Ilion, NY 13357

To Whom It May Concern:

Enclosed please find the Remington 700 Sendero 300 Win Mag that I purchased last year. I ordered the gun in July and didn't get it until December, after our deer season had past here in Missouri.

I was not completely satisfied with the accuracy I was getting from the gun so my brother-in-law recommended I get the trigger lightened. A gunsmith in Ruston, LA lightened the trigger to about 2.5 pounds, which seemed to help.

During this deer season while I was hunting, I saw a deer and flipped the safety to the fire position. The gun immediately discharged! I was able to bolt the gun and shoot the deer as well as another one which came after it. After I got down from the tree stand, I unloaded the gun and adjusted the safety to the safe position. When I flipped it to the fire position, it dry fired. I did this probably ten times in a row and every time the gun would dry fire.

I spoke to your Customer Service department today, and they suggested that I send it to you. I am asking that you do the following:

- 1) Assess what is wrong with the trigger mechanism of the gun.
- 2) Notify me of the results of your investigation at the following contact information: Work 314-234-0137, Home 636-433-2580, E-mail douglas.g.engemann@boeing.com
- 3) Provide me an estimate of the cost of putting in a new X-Mark Pro Trigger. Please note that if I decide to put in the X-Mark Pro Trigger, I would want it lightened to the minimum of factory specifications.

Please advise me of your findings as soon as you can and thank you for your attention in this matter.

Sincerely yours,

Doug Engemann
Doug Engemann
15401 Engemann Lane
Marthasville, MO 63357

COULD NOT Duplicate concern
TRIG. SET SCREWS ALTERED.
REPLACE TPA, check over, clean
AT 1/2 NORMAL CHANGES. SET
TRIG. pull TO min factory specs.
Quote

Serial
Number:

S6585150

Model: 700



RE00138816