

Remington Arms Co., Inc.
Product Service
Legal Case #:9251

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
324650	10/18/2013	10/1/2013	10/21/2013				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Stan	Mehrhoff	12245 Dogwood Dr.	Holts Summit	MO	65043		H 573-690-0078 E n188rv@yahoo.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4006	Altered Adjustments or Components		Unknown
S FBC	Concern:1008	Fired on Bolt Closing		
C				

9/23/13: Customer sent an email to Christy Mitchell and she forwarded to me for handling. df 9/30/13: Customer replied back to me and stated 2 years ago he was at the range w/gun, loading one round at a time, closed the bolt and the gun fired without touching trigger. He said he has not fired the gun since then. He stated he bought the gun used. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/300 WIN MA	27339	D6624182	OZ	7/22/2005 10:19:19 AM

Date Purchased	Where Purchased	Accessories	Original Owner
	JERRY S SPORT CENTER NORT	TWO PIECE SCOPE BASE	N

CONCERN:FBC

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
Per Ilion - Quote to repair @ a discount						
	Repair/Replacement Cost	Repair/Replacement Date				

10/1/13: Mailing ARS, letter & SR paperwork. Box order# 1546630. df 10/23/13: Per Ilion - TA set screws altered, trigger not returning properly. Replace TA, check over & test @ 1/2 normal cost - quote. df 10/29/13: I called

http://cps03sp01.remington.com:99/Remington_PSA/PrintDisplay.aspx?ID=9251&Type... 10/29/2013

customer & he said he did receive the quote. He apprvd & pd w/CC# over the phone. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		10/21/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4006	Altered Adjustments or Components	
Barrel	Description		26" 300 WIN MAG
	Date Code		OZ
	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---	
Magazine	Condition	---Select---	
	Box Condition	Missing	
Overall	Exterior Condition	Slightly Worn; Not Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.009
	Notch	Slightly Worn; Functioning	

		Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	TRIG NOT RETURNING WILL FOLLOW DOWN
	Pull	---Select---	2#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Non-Bolt Lock	

Remington®

26 11
027/0
24
1009

October 1, 2013

9251

Stan Mehrhoff
12245 Dogwood Dr.
Holts Summit, MO 65043
Phone: 573-690-0078

Ref # 9251, Model 700, Serial # D6624182

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory. A rifle box will arrive separately.

Please include a copy of this letter and service request to put inside the shipping container. The letter and service request inside are important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly. Mark the ends of the box with "Product Service". Product Service will be inspecting the firearm.

Sincerely,
Dell Fulcher
Consumer Affairs Administrator
Remington Arms Co, LLC
Phone: 1-800-243-9700 ext 8686
Fax: 336-548-7872

RECEIVED
OCT 23 2013

BY: _____

Number: D6624182

Model: 700



RE00324650

T.A. set screws alt. trig.
not returning properly.
dep. T.A. check out +
rest at 1/2 norm. cost

Q

Remington Arms Company, LLC • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700

www.Remington.com



ATTN: Product Service

Parts and Repairs: P:800-243-9700/F:336-548-7801

This document is a summary of your request for service. Please review the document for accuracy and to insure the services you are requesting are noted. This information will serve as a guideline for our Service Department to address your specific concerns and provide you with accurate and complete service. PLEASE RETAIN THIS COPY FOR YOUR RECORDS.

Service Request Number SR00063172	Serial Number / Description D6624182 Model 700 RIFLE Caliber: 300	Date of Request: 10/01/2013 Date Printed: 10/01/2013
Customer: STAN MEHRHOFF 12245 DOGWOOD DR. HOLTS SUMMIT, MO 65043 US Email: n188rv@yahoo.com	Destination: Arms Services 14 Hoeffer Ave Ilion, NY 13357 US Email:	

Your request for service on the item(s) will be evaluated by our repairman to determine if it is covered under our warranty policy. If it is your firearm will be repaired and returned. If not, you will be contacted with an estimate before work is performed.

Reason For Return
M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Service Request Section
Product Service # 9251. dmf

Parts And Service Details								
Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount	

THIS IS NOT AN INVOICE. This is a pre-estimate to repair, recondition, or replace the item(s) being sent based on the conversation with our representative.

Sub Total: .00

Est Sales Tax: .00

Grand Total: \$.00

Model Number: 700		Serial Number: D 66 24122	
Name: Stanley Mehrhoff		Date of Purchase: ?	
Address (no PO Boxes): 12245 Dogwood Dr			
City: Summit Hills Summit		State: MO	Zip: 65043
Phone (Daytime): 573-690-0078		Fax:	
E-mail Address: N188rv@yahoo.com			
Please describe your problem: Weapon fired whe I closed The belt Was on a range with weapon in Lead sled.			
500 characters left			
NOTE: Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.			
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. :: 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.			

Use our
UPS label

Fulcher, Dell Marie

9251

Rifle Box Order # 1546630

From: Mitchell, Christy
Sent: Monday, September 23, 2013 2:19 PM
To: Fulcher, Dell Marie; Irving, Jesse B.
Subject: FW: 700 remington misfire

Wow, bit of a delayed response! Can one of you send him an ARS? May be a 2011 file on him. It may be in 2012 if I closed after 6 mths or so.

Christy Mitchell

From: Stan Mehrhoff [<mailto:n188rv@yahoo.com>]
Sent: Monday, September 23, 2013 1:32 PM
To: Mitchell, Christy
Subject: Re: 700 remington misfire

my address is 12245 Dogwood Dr, Holts Summit, MO 65043
Serial number is D6624182.
Stan Mehrhoff

m 1700, 300 Win Mag.

From: "Mitchell, Christy" <Christy.Mitchell@remington.com>
To: "n188rv@yahoo.com" <n188rv@yahoo.com>
Sent: Wednesday, November 9, 2011 7:24 AM
Subject: 700 remington misfire

Mr. Mehrhoff, I can send you a prepaid shipping label for your rifle to come to the factory for inspection of the problem you described. After inspection we would contact you regarding the findings and resolution. Please forward your address and the serial number of the rifle and I will email that shipping label to you.

Sincerely,

Christy Mitchell
Consumer Affairs Administrator/Field Armorer's School Administrator
PO Box 700
870 Remington Dr.
Madison, NC 27025-0700
Phone: 336.548.8684
Fax: 336.548.7872

Freedom Group Family of Companies

Remington, Bushmaster Firearms, DPMS / Panther Arms, Marlin, H&R, NEF, Dakota
Arms, Parker Gun, L.C. Smith, EOTAC, Advanced Armament Corp., Barnes Bullets,
INTC

Confidentiality/Proprietary Note: This e-mail and any files transmitted with it are intended solely for the use of the individual or entity to which they are addressed. If you are not the intended recipient or the person responsible for delivering the e-mail to the intended recipient, be advised that you have received this e-mail in error and that any use, dissemination, forwarding, printing or copying of this e-mail is strictly prohibited. If you have received this e-mail in error, please reply back to sender advising that you have received the e-mail in error and delete this e-mail from your system. Thank you.

Fulcher, Dell Marie

From: Stan Mehrhoff [n188rv@yahoo.com]
Sent: Monday, September 30, 2013 5:21 PM
To: Fulcher, Dell Marie
Subject: Re: Reported: 700 remington misfire

It happened two years ago. I was at the range with the gun in a lead sled to sight in. I was loading one round at a time. I closed the bolt on a round and the gun fired without me touching the trigger. My hand was still on the bolt. I have not fired the gun since. I purchased the gun used. My phone is 573-690-0078.

Stan Mehrhoff

From: "Fulcher, Dell Marie" <Dell.Fulcher@remington.com>
To: "n188rv@yahoo.com" <n188rv@yahoo.com>
Sent: Tuesday, September 24, 2013 2:16 PM
Subject: Reported: 700 remington misfire

Good afternoon,

Christy no longer works in Consumer Affairs.

I was forwarded an email with your address and the serial number of your rifle.

Please reply back to the following questions.

1. Do you have a date of the incident or a timeframe of when the misfire occurred?
2. What exactly happened when you say Misfire?
3. Did you purchase the firearm new or used?
4. What is your daytime phone number with the area code?

Once I hear back from you, I will send you a pre-paid shipping label for a UPS Hub or UPS Terminal and Service Request paperwork so the firearm can come into our factory for exam.

Sincerely,

Dell Fulcher | Consumer Affairs Administrator

Remington Arms Company, LLC

PO Box 700, Madison, NC 27025-0700

Phone: 1.800.243.9700 ext 8686 | Fax: 336.548.7872 Email:

dell.fulcher@remington.com

Freedom Group Family of Companies: Remington | Marlin |
Bushmaster Firearms | DPMS / Panther Arms | H&R | Barnes Bullets |
Advanced Armament Corp | Mountain Khakis | Dakota Arms | Parker
Gun | Para USA

Confidentiality/Proprietary Note: This e-mail and any files transmitted with it are intended solely for the use of the individual or entity to which they are addressed. If you are not the intended recipient

ARS LABEL REQUEST FORM

DATE:	10/01/2013	Service Request #	SR00063172
QUANTITY:	1	WEIGHT PER PACKAGE:	10 LBS
REQUESTED BY:	fulcherdm	email address:	I WILL MAIL LABEL

Business:

Remington Service
PO Box 700
Madison, NC 27025-0700
www.Remington.com

LABEL INFORMATION

MAIL LABEL TO:

STAN MEHRHOFF
12245 DOGWOOD DR.
HOLTS SUMMIT, MO 65043 US
SR00063172

Email: n188rv@yahoo.com

RETURN ITEM TO:

ILN

Arms Services



4XX698 OCT 1, 2013 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 124XX6969066863306
REF 1:SR00063172
REF 2:

HANDLING CHARGE 0.00		SVC T/P USD	
SINGLE-PIECE PUB RATE CHRG:			
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 11.01		PUB+HANDLING	11.01

ATTN: Product Service







