

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<br>W 314-234-0137<br>E douglas.g.engemann@boeing.com |

## Incident Information

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

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=1926&Type=Case>

1/9/2008

**BARBER - Kinzer PPS GAL RE0008429**

|                          |                        |                       |                            |
|--------------------------|------------------------|-----------------------|----------------------------|
| 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 |

**Arms Services Repair & Estimate System**

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

**Repair Inquiry**

Repair Number: **RE00138816** Serial: S6585150 Model 700 Center Fire with 26 inch barrel Caliber: 300 WIN MAG SS SF SENDERO Produced: 11/06/2006 Repair Date: New 12/26/2007 3:12:27 PM

Verify Repair

**Address Information**

Customer: ☒ Received From: ☐ Return To: ☐ Received From: ☐

Name: **DOUG ENGEMANN** **DOUG ENGEMANN**

Address 1: **15401 ENGEMANN LANE** **15401 ENGEMANN LANE**

Address 2:  PO Box:   PO Box:

City: **MARTHASVILLE** **MARTHASVILLE**

State: **MO** Zip Code: **63357** Country: **US** State: **MO** Zip Code: **63357** Country: **US**

FFL:

**Contact / Condition** **Problems** **Estimate** **History / Status** **Shipping / Billing**

| Date             | User ID   | 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 |

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

**Current Status**

New

12/26/2007 3:12:27 PM

brygidoww

Check In

Repair Location

ILN

Current Location

ILN

Transfer Number

**Repair Search** **Refresh** **Close**

supryll 1/3/2008 12:52 PM CAPS NUM INS SCAL

Start Inboxes Microsoft Office 2003 MSN Messenger Arms Services Repair 12:52 PM

December 12, 2007

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

1926

 RA 11/06  
 3# 26"  
 .012

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](mailto: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 SPEC.  
 Quote

Serial Number:

S6585150

Model: 700



RE00138816