

Remington Arms Co., Inc.  
Product Service  
Legal Case #:5026

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
211483	11/24/2010	11/9/2010	12/14/2010				X

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Dale	Nesselhauf	122 Lake Powell Dr.	W. Monroe	LA	71292		H 318-855-4056 C 760-554-9110

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S	Concern:1007	Fired on Safe Release	Unknown	
C FSR				

11/9/10: Customer called in. He stated that the rifle was passed down to him. While dry firing - he has had sporadic FSR's. df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	721/3006 SPRG	n/a	228179		
Date Purchased	Where Purchased	Accessories	Original Owner			
			N			

Ammunition Information - None Defined

Other Products Information - None Defined

## Settlement

Remington/721/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Per Ilion - Repair under BLM program						

Repair/Replacement Cost	Repair/Replacement Date
\$50.52	12/14/2010

11/9/10: Sending ARS, ltr, form & box. Box order# 1157282. df The safety arm appears to have been greased with a white lithium grease fls.  
12/6/10: I spoke w/customer. He wants the new trigger but he wants one that is externally adjustable & he does not want the stock altered at all. I will email the factory to see what they can do & then call cust. back. df 12/7/10: Called cust. back. Stock must be altered to fit new TA. He was ok with it & wants it done. I emailed factory to have it done under BLM program. Waiting on parts list to close case. df 12/14/10: Got parts list - file closed. df

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		supry
	Exam Date		11/29/2010
	Product Type		RF
	Action Type		A
	Assigned To		Supry
Cause	4038	Could Not Duplicate Concern	Unable to duplicate any firing concern.
Barrel	Description		721 24 inch 3006 caliber
	Date Code		XXX
	Bore Plugged	False	
	Bulged	False	
	Fired	False	

	Fired while Obstructed		
	Muzzle/Crown Condition	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	True	
Overall	Exterior Condition	Worn; Functioning	
	Stock Condition	Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		Model 721
	Function	Worn; Functioning	
Sear	Lift	---Select---	not measured
	Notch	Slightly Worn; Functioning	old style double sear.
	Trigger	Condition	Slightly Worn; Functioning
Pull		---Select---	3.25 lbs
Altered		False	
Sub-Assembly		Other Remington	

A large, stylized, high-contrast black and white logo for 'Union' inside a circular frame, partially cut off on the left side. The word 'Union' is written in a bold, serif font, with the 'U' and 'n' being particularly prominent. The logo is set against a dark, textured background within the circle.

4:09 PM

PS 15001

1228179  
Model: 721

RE00211483

November 9, 2010

[COPY]

Dale Nesselhauf  
122 Lake Powell Dr.  
West Monroe, LA 71292  
Ph: 318-855-4056

Ref: # 5026

Dear Mr. Nesselhauf,

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination.

**Please include a copy of this letter to put inside the shipping container. 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. Mark the ends of the box with "Product Service".** Product Service will be inspecting the firearm and will contact me with the results.

I hope that this action will keep you a loyal Remington customer.

Sincerely,  
D. Fulcher  
Consumer Affairs Administrator  
Remington, H&R, Marlin  
Phone: 1-800-243-9700  
Fax: 336-548-7872

enclosure

we can install a 700 SSA trigger  
in this gun - please contact customer to  
see if it's ok with him. The safety arm  
will not have the gull wing design he currently  
has.

Fred 11/29/10

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)

Print

Reset

Model Number: <b>721</b>		Serial Number: <b>228179</b>	
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: <b>DALE NESSE/HAUF</b>		Date of Purchase: <b>?</b>	
Address (no PO Boxes): <b>122 LAKE POWELL DR WEST MONROE</b>			
City: <b>WEST MONROE</b>		State: <b>LA</b>	Zip: <b>71292</b>
Phone (Daytime): <b>318-855-4056</b>		Fax: <b>N/A</b>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <b>N/A</b>			
E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: <b>I LIKE the Saffy Check it HAS <del>BEEN</del> FIRED when on Saffy CAN you check the trigger &amp; Saffy THANK YOU</b>			
500 characters left			
Ammunition Information:			
Manufacturer: <b>Remington</b>		Type: <b>EXPRESS CORE - LOCK</b>	
Other (i.e. bullet weight/type, shot size, powder):			
Handload Information: <b>N/A</b>			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	
Firearms Care (Cleaning and Lubrication):			

Brand of cleaning solution used:	
How often do you clean the bore? (Months or Number of rounds)	Each time I Shot
How often do you clean the action? (Months or Number of rounds)	Each time I Shot
How often do you clean the trigger assembly? (Months or Number of rounds)	Each Time I Shot
Brand of lubricant used:	Remington
How often do you lubricate the bore? (Months or Number of rounds)	Each Time I Shot
How often do you lubricate the action? (Months or Number of rounds)	Each Time I Shot
How often do you lubricate the trigger assembly? (Months or Number of rounds)	Each Time I Shot
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?)	
Ship your INSURED firearm by either UPS or Parcel Post to:  Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Illion, NY 13357	
<input type="checkbox"/> <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	

BARBER - Kinzer PPS GAL RE 0013117

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. We process checks electronically through Check21.

**Remington.**

www.remington.com

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

**ARS LABEL REQUEST FORM**

DATE:	11/9/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PACKAGE:	10 lbs
PLEASE CHECK ONE MEDIA COORDINATOR TO MAIL		I WILL MAIL XXXXXX	
DESCRIPTION: Ref# 5026 Rifle			

**LABEL INFORMATION**

MAIL LABEL TO: Dale Nesselhauf 122 Lake Powell Dr. West Monroe, LA 71292 Ph: 318-855-4056
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

**PLEASE COMPLETE ALL PARTS OF THIS FORM AND SEND TO THE MEDIA COORDINATOR**

4XX595 NOV 9, 2010 ALL CURR USD 1 OF 1  
 SVC GND COM ACT WT 10.0 LBS  
 TRACKING# 1Z4XX5969066648565  
 REF 1: DALE NESSELHAUF/CD/DMF  
 REF 2: 5026/RIFLE  
 HANDLING CHARGE 0.00  
 SINGLE-PIECE PUB RATE CHRG:  
 DV 0.00 COD 0.00 SVC T/P USD  
 DC 0.00 DGD 0.00 RS 0.50  
 AH 0.00 PR 0.00 SD 0.00  
 TOT PUB CHG 9.45 PUB+HANDLING 9.45