

Remington Arms Co., Inc.
Product Service
Legal Case #:5349

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
217657	1/6/2011	12/8/2010	1/7/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Dale	Nesselhauf	1216 Ivy Ave.	Deer Park	TX	77536		H 318-855-4056

Incident Information

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

12/8/10: Customer called in. He stated this rifle had a FSR. No date given. No damage, No injury. He sent his M/721 in under RE# 211483. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/308 WIN	25709	C6893313	OO	7/12/1994
Date Purchased	Where Purchased	Accessories	Original Owner			
	JERRY'S SPORT CENTER INC	TWO PIECE BASE	U			

CONCERN:FSR

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
replace TA

Repair/Replacement Cost Repair/Replacement Date

12/8/10: Sending ARS, ltr, form, box. Box order# 1166705. df 1/10/11 Nesselhauf called and does not want to pay the discounted price. He is willing to pay \$47. I told him Dell would call him after receiving the paperwork from the repairman but that they had already discounted the price. cm 1/19/11: Per Ilion - Could not duplicate concern. TA functioning as designed. Can offer to replace TA at 1/2 normal cost & test fire - quote. Customer called & spoke to CSR. Apprvd & gave credit card #. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B. TRAVIS
	Exam Date		1/7/2011
	Product Type		RF
	Action Type		A
	Assigned To		T. NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		26" 308 WIN
	Date Code		OO
	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	Like new; 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		M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.016
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	4#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

Remington®

5349

December 8, 2010

Dale Nesselhauf
1216 Ivy St.
Deer Park, TX 77536
Ph: 318-855-4056

Ref: # 5349

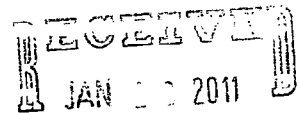
Dear Mr. Nesselhauf,

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

BY:

could not duplicate concern.
T.A. Functioning AS DESIGNED.
can offer to replace TPA, AT
1/2 normal cost, test fire.

Quote

Serial
Number

C6893313

Model: 700



RE00217657

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

PS 13578

Print

Reset

Model Number: <u>700</u>		Serial Number: <u>C6893313</u>	
Are you the original owner?: <input type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <u>DALE NESSELHAUF</u>		Date of Purchase: <u>GIFT</u>	
Address (no PO Boxes): <u>1216 IVY AVE DE</u>			
City: <u>DEER PARK</u>		State: <u>TX</u>	Zip: <u>77536</u>
Phone (Daytime): <u>318 855 4056</u>		Fax: <u></u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u></u>			
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: <u>GUN FIRED GOING FROM SAFT TO FIRE</u>			
500 characters left			
Ammunition Information:			
Manufacturer: <u>WINCHESTER</u>		Type: <u>16gr BALLISTIC SILVERTIP</u>	
Other (i.e. bullet weight/type, shot size, powder): <u></u>			
Handload Information:			
Powder Used: <u></u>		Powder Weight: <u></u>	
Case/Hull Used: <u></u>		Primer Used: <u></u>	
Bullet Type/Shot Size: <u></u>		Reloader Used: <u></u>	
Firearms Care (Cleaning and Lubrication):			



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	12/8/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Ref # 5349 rifle			

LABEL INFORMATION

MAIL LABEL TO: Dale Nesselhauf 1216 Ivy St. Deer Park, TX 77536 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

4XX596 DEC 9, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 124XX5969065079548
REF 1: DALE NESSELHAUF/CD/DMF
REF 2: 5349/RIFLE
HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRGs:
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 10.54 PUB+HANDLING 10.54 SP 0.00

