

Remington Arms Co., Inc.
Product Service
Legal Case #:6741

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
246330	11/9/2011	10/26/2011	12/6/2011	10/17/2011			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Wally	Dautenhahn	2620 Hwy 109	Wildwood	MO	63040		W 636-458-9222 E wdautenhahn@rockwoodbank.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	shot hole in bed of truck	Cause:4006 Altered Adjustments or Components		Unknown
S	Concern:1020 Fired on Bolt Opening			
C				

10/26/11 Per call from Wally, he and his family were on a elk hunting trip last week and when his mother-in-law was going to unload the rifle, it fired when she was lifting the bolt handle and shot hole in bed of truck. His father also has a .243 that has had an accidental firing and he wants to send his in also.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/308 WIN	n/a	65952	KK	5/1/1963
Date Purchased	Where Purchased	Accessories	Original Owner			
	DEFENSE PROCUREMENT MANUFACTURING	SCOPE BASE	N			

CONCERN:FBO

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/243 WIN	20000			
Date Purchased	Where Purchased	Accessories	Original Owner			
			U			

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
Quote for \$37 + tax to replace trigger			Remington/700/CF/BA			
	Repair/Replacement Cost	Repair/Replacement Date				
	62.90	12/6/2011				

10/26/11 Will email 2 ARS, ltrs and SR's after Wally sends the serial numbers.cm 11/17/11 Left voice message for Wally with inspection info, quote for \$37 + tax to replace trigger.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/10/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
		Altered Adjustments or	I CHECKED THE SAFETY AND SEAR AND DID NOT FIND

Cause	4006	Components	ANY EXCESSIVE WEAR.
Barrel	Description		20" 308 WIN
	Date Code		KK
	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---	
Overall	Exterior Condition	Slightly Worn; Not Functioning	
	Stock Condition	Slightly Worn; Functioning	FINISH WORN
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.002
	Notch	Slightly Worn; Functioning	O/S DOUBLE SEAR
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	MIN TRIG RETURN,HAS MIN SEAR LIFT WILL FOLLOW DOWN
	Pull	---Select---	3.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		SCOPE BASE

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
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Remington®

20"
KLS/63
3.5#
1002

6741

October 26, 2011

Wally Dautenhahn
2620 Hwy 109
Wildwood, MO 63040

Subject: Case # 6741, Model 700, SR# 2024 & 2026

Dear Mr. Dautenhahn,

Please include a copy of this letter with each firearm. 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. Please mark the ends of the boxes with "Product Service".

I apologize for the inconvenience that this incident has caused and I hope that these actions will keep you a loyal Remington customer.

Sincerely,

Christy Mitchell
Consumer Affairs Administrator
Phone: 800-243-9700, ext 8684
christy.mitchell@remington.com

Serial
Number

65952

Model: 700



RE00246330

RECEIVED
NOV 14 2011

BY: _____

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

NOTE: Please complete and print this form, and then include it with your firearm.

Model Number:	700	Serial Number:	65952
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO <u>MY FATHER</u>			
Name: <u>WALLY DAUTENHAHN</u>		Date of Purchase: <u>LATE 60'S</u>	
Address (no PO Boxes): <u>2620 HWY 109</u>			
City: <u>WINDWOOD</u>	State: <u>MO</u>	Zip: <u>63040</u>	
Phone (Daytime): <u>636 458-9222</u>		Fax: <u>636 458 9555</u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>wdautehahn@rockwoodbank.com</u>			
E-mail Address: <input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: <p>OCT 17, 2011 - WHILE EJECTING ROUNDS THE WEAPON FIRED LEAVING A Gaping HOLE IN THE FLOOR OF MY TRUCK BED. IT ALSO PENETRATED THE FRAME.</p>			
500 ... characters left			
Ammunition Information:			
Manufacturer: <u>WINCHESTER</u>		Type: <u>.308 WIN</u> <u>XP3 PREMIUM</u>	
Other (i.e. bullet weight/type, shot size, powder): <u>150 GR</u>			
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	

NOTE: Please complete and print this form, and then include it with your firearm.

Model Number:			Serial Number:		
Are you the original owner? <input type="checkbox"/> YES <input type="checkbox"/> NO					
Name:			Date of Purchase:		
Address (no PO Boxes):					
City:		State:		Zip:	
Phone (Daytime):			Fax:		
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent)					
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:					
500 characters left					
Ammunition Information:					
Manufacturer:			Type:		
Other (i.e. bullet weight/type, shot size, powder):					
Handload Information:					
Powder Used:			Powder Weight:		
Case/Hull Used:			Primer Used:		
Bullet Type/Shot Size:			Reloader Used:		

Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700

www.Remington.com



ATTN: Product Service #6741

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 **Serial Number / Description**
SR00002026

Date of Request: 10/26/2011

Date Printed: 10/27/2011

Customer:

WALLY DAUTENHAHN
2620 HWY 109
WILDWOOD, MO 63040 US

Email: wautcnhahn@rockwoodbank.com

Destination:

Arms Services
14 Hoefler 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

Parts And Service Details

Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount
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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

ARS LABEL REQUEST FORM

DATE: 10/26/2011	Service Request # SR00002024
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: mitchelles	
email address: Christy.Mitchell@remington.com	

Business:	Remington Service PO Box 700 Madison, NC 27025-0700 www.Remington.com
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LABEL INFORMATION

MAIL LABEL TO:	WALLY DAUTENHAHN 2620 HWY 109 WILDWOOD, MO 63040 US SR00002024 Email: wdautenhahn@rockwoodbank.com
RETURN ITEM TO:	ILN Arms Services



4XX596 OCT 26, 2011 ALL CURR USD 1 OF 1
 SVC GND COM ACT WT 10.0 LBS
 TRACKING# 1Z4XX5969065566191
 REF 1: SR00002024
 REF 2:

HANDLING CHARGE 0.00 SINGLE-PIECE PUB RATE CHRG: DV 0.00 COD 0.00 DC 0.00 DGD 0.00 AH 0.00 PR 0.00 TOT PUB CHG 10.11	SVC T/P USD RS 1.00 SD 0.00 SP 0.00 PUB+HANDLING 10.11
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ATTN: Product Service #6741

ARS LABEL REQUEST FORM

DATE: 10/26/2011	Service Request # SR00002026
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: mitchelles	
email address: Christy.Mitchell@remington.com	

Business:

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

LABEL INFORMATION

MAIL LABEL TO:

WALLY DAUTENHAHN
2620 HWY 109
WILDWOOD, MO 63040 US
SR00002026

Email: wdautenhahn@rockwoodbank.com

RETURN ITEM TO:

ILN
Arms Services



4XX596 OCT 26, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969066808203
REF 1:SR00002026
REF 2:

HANDLING CHARGE 0.00		SVC T/P USD
SINGLE-PIECE PUB RATE CHRG:		
DV 0.00	COD 0.00	RS 1.00
DC 0.00	DGD 0.00	SD 0.00
AH 0.00	PR 0.00	SP 0.00
TOT PUB CHG 10.11	PUB+HANDLING	10.11

ATTN: Product Service #6741









