

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	Unknown	
S	Concern:1007	Fired on Safe Release		
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		XYY
	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
		---Select---	3.25 lbs
		False	
		Other Remington	
Pull			
Altered			
Sub-Assembly			

frmREInquiry - Repair Inquiry

Repair Number: **RE00211483** Serial: 228179 Model: 721 Center Fire Caliber: 3006 Repairer: _____
 Status: Parked 11/29/2010 3:15:59 PM

Verify Repair: _____

ADDRESS INFORMATION

Customer:	Received From:	Return To:	Received from:
Name: DALE NESSELHAUF		DALE NESSELHAUF	
Address 1: 122 LAKE POWELL DR.		122 LAKE POWELL DR.	
Address 2: _____ PO Box: _____		_____ PO Box: _____	
City: WEST MONROE		WEST MONROE	
State: LA Zip Code: 71292 Country: US		LA Zip Code: 71292 Country: US	

PFL: _____

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

Date	Code	User ID	Desc1	Desc2	
11/29/2010 7...	New	lopetdf	Repair Added		<input type="checkbox"/> Shipping Hold
11/29/2010 3...	Maint	supyfl	Repair Maintenance	Status: New	<input type="checkbox"/> Interface Hold
11/29/2010 3...	Parked	supyfl	Placed in PS Back Rack	Holding for d	<input type="checkbox"/> Estimate Sent

Current Status: Parked
 11/29/2010 3:15:59 PM
 Product Services
 Repair Location
 ILN
 Current Location
 ILN
 Transfer Number

Parts Received
 Pessed Inspection
 Return as Received
 Has Been Approved
 Internal Repair
 Exclude TATC

Repair Search Refresh Close



RECEIVED
 NOV 30 2010
 BY:

2228179

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

Print

Reset

Model Number: <input type="text" value="721"/>		Serial Number: <input type="text" value="228179"/>	
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: <input type="text" value="DALE NESSELHAUF"/>		Date of Purchase: <input type="text" value="?"/>	
Address (no PO Boxes): <input type="text" value="122 LAKE POWELL DR WEST MONROE"/>			
City: <input type="text" value="WEST MONROE"/>		State: <input type="text" value="LA"/>	Zip: <input type="text" value="71292"/>
Phone (Daytime): <input type="text" value="318-855-4056"/>		Fax: <input type="text" value="N/A"/>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <input type="text" value="N/A"/>			
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: <div style="border: 1px solid black; padding: 5px; min-height: 100px;"> <p>I LIKE the Saffy Check it HAS BEEN FIRED when on Saffy CAN YOU CHECK the TRIGGER & SAFFY THANK YOU</p> </div>			
500 characters left			
Ammunition Information:			
Manufacturer: <input type="text" value="Remington"/>		Type: <input type="text" value="EXPRESS CORE - LOCK"/>	
Other (i.e. bullet weight/type, shot size, powder): <input type="text"/>			
Handload Information: N/A			
Powder Used: <input type="text"/>		Powder Weight: <input type="text"/>	
Case/Hull Used: <input type="text"/>		Primer Used: <input type="text"/>	
Bullet Type/Shot Size: <input type="text"/>		Reloader Used: <input type="text"/>	
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 Ilion, NY 13357	
<input type="checkbox"/> 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. :: 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.



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 SVC T/P USD
 SINGLE-PIECE PUB RATE CHRG: RS 0.50
 DV 0.00 COD 0.00 SD 0.00
 DC 0.00 DGD 0.00 SP 0.00
 AH 0.00 PR 0.00 PUB+HANDLING 9.45
 TOT PUB CHG 9.45