

Remington Arms Co., Inc.
Product Service
Legal Case #:2084

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
139942	1/30/2008	1/31/2008	1/31/2008				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Rick	Gotchger	24 Riley Lane	Wellsville	MO	63384		H 573-564-8153 E gotseg@yahoo.com

Incident Information

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

2/1/08-correspondence from repair-cust inherited this rifle. It sometimes fires when the safety is released.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	721/270 WIN		270734	PYY	6/1/1952
Date Purchased	Where Purchased	Accessories	Original Owner			
		TWO PIECE SCOPE BASE	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 under SMP						
	Repair/Replacement Cost	Repair/Replacement Date				

2/1/08-quote sent to replace TA under SMP.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/31/2008
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 270 WIN
	Date Code		PYY
	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	Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	STICKY/SLUGGISH
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	Worn; Functioning	
	Stock Condition	Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/721 BOLT LOCK SAFETY
	Function	Slightly Worn; Functioning	
Sear	Lift	---Select---	.014
	Notch	Slightly Worn; Functioning	O/S DOUBLE SEAR
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	TRIG ASSM VERY DIRTY
	Pull	---Select---	3#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	Other Remington	
Non-Remington Components	Description		TWO PIECE SCOPE BASE

-Address Information

FEL: [REDACTED]

Repair Search

Refresh

Close

RECEIVED
FEB 01 2008
BY: *[Signature]*

1-808

2084

Rick Gotch
24 Riley Lane
Wellsville, Mo 63884
573-564-8153
gotseg@uplco.co.

0014
PY4 6/52
3#

DEAR SIR
My wife and I inherited this
Remington Model 721, serial #270734
upon her father's death. The problem
with this firearm is that at times
it will discharge when the safety
is released. Thanks for your help.
I understand that there is a safety
recall on this Model firearm.

Sincerely,
Rick Gotch

Serial
Number:

270734

Model: 721



RE00139942

could not duplicate concern
TRIG. set screws altered
TRIG./ACT. very dirty.
Replace TPA, check over
clean under BOAT LOCK
Program for \$20.00 + S&H

Remington

Factory Repair Instructions

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

Model Number: 721		Serial Number: 270734	
Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: Rick Catcher		Date of Purchase: Fabricated	
Address (no PO Boxes):			
24 Riley Lane			
City: Wellsville		State: Mo	Zip: 63384
Phone (Daytime): 573-564-8553		Fax:	
E-mail Address: jdotsee@yahoo.com			
I would like to receive future e-mail updates from Remington.			
Please describe your problem:			
The Firearm will at times discharge when the safety is released.			
Ammunition Information: multiple			
Manufacturer:		Type:	
Other (i.e. bullet weight/type, shot size, powder):			
Handload Information: None			
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: acetone			
How often do you clean the bore? (Months or Number of rounds) After shooting			
How often do you clean the action? (Months or Number of rounds) After each use			
How often do you clean the trigger assembly? (Months or Number of rounds) Just when needed			
not cleaned			
Brand of lubricant used: Rem oil			

How often do you lubricate the bore? (Months or Number of rounds)	<i>Just lubricated</i>
How often do you lubricate the action? (Months or Number of rounds)	<i>After shooting</i>
How often do you lubricate the trigger assembly? (Months or Number of rounds)	<i>Never</i>
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?	
<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
Comments: <i>Blew a hole in the concrete kitchen floor. Gas stove in nice cabinets, etc.</i>	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? <i>?</i>	
What were the services performed? <i>?</i>	
Ship your INSURED firearm by either UPS or Parcel Post to: <div style="text-align: center;"> REMINGTON ARMS CO., INC ATTN: Arms Service Division 14 Hoefler Ave Ilion, NY 13357 </div>	
<p>ⓘ 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.</p> <p>:: Record the serial number of your firearm before sending it.</p> <p>:: 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.)</p> <p>:: Remove all accessories from your firearm to prevent loss or damage.</p> <p>:: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.</p> <p>:: 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.</p> <p>Charge repairs will be processed using the following guidelines:</p> <p>:: 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)</p> <p>:: 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.</p>	