

Remington Arms Co., Inc.  
Product Service  
Legal Case #:2489

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
146624	6/19/2008	6/20/2008	6/20/2008				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		John	Tyrone	3918 SW 92nd Ter	Gainesville	FL	32608		H 352-332-2520 E gatordoc@gmail.com

## Incident Information

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

6/25/08-rifle has the trigger malfunctioning. It will discharge under certain circumstances when the safety is released. lw

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	721/3006 SPR		380068	CC	4/1/1956
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				

6/25/08-quote sent to replace ta under smp.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		6/20/2008
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY

Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 3006 SPR
	Date Code		CC
	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; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/721 BOLT LOCK SAFETY
	Function	Slightly Worn; Functioning	
Sear	Lift	---Select---	.009
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
	Condition	Slightly Worn; Functioning	EXCESSIVE AND NON RECOMENDED LUBE ON TPA
	Pull	---Select---	3.5#

Trigger	Altered	False
	Sub-Assembly	Other Remington
Non-Remington Components	Description	TWO PIECE SCOPE BASE

# Arms Services Repair & Estimate System

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

## Repair Inquiry

Repair Number: **RE00146624** Serial: 380068 Model: 721 Center Fire Caliber: Repairman: Status: New 6/19/2008 8:24:22 AM  
Verify Repair: 3006 SPRG

### Address Information

Customer: Received From: Return To: Received From:  
Name: **JOHN TYRONE** **JOHN TYRONE**  
Address 1: **1204 NW 69TH TER** **1204 NW 69TH TER**  
Address 2: **PO Box** **PO Box**  
City: **GAINESVILLE** **GAINESVILLE**  
State: **FL** Zip Code: **32605** Country: **US** State: **FL** Zip Code: **32605** Country: **US**

FEL

Contact / Condition

Problems

Estimate

History / Status

Shipping / Billing

Date	Code	User ID	Desc1	Desc2
6/19/2008 8:24:2	New	valentds	Repair Added	
6/19/2008 8:26:3	Expedite	valentds	From: Check In	To:
6/20/2008 7:50:5	Comment	supryfl	Returned to AS for repair	Bolt lock modification progr

☐ Shipping Hold  
☐ Interface Hold  
☐ Estimate Sent  
☐ Parts Received  
☐ Passed Inspection  
☐ Return As Received  
☐ Has been Approved  
☐ Internal Repair

Current Status  
New  
6/19/2008 8:24:22 AM  
valentds  
Product Services  
Repair Location  
ILN  
Current Location  
ILN  
Transfer Number

Repair Search

Refresh

Close

supryfl 6/20/2008 7:51 AM DAPS NUM INS SERL

Start

Inbox - Microsoft Office

Arms Services Repair

Microsoft Excel - PS1

7:51 AM

2489

**Remington**

cc 4/56  
24"  
3.5"  
.009

## General Repair Form

Back to Repair Services

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

Model Number: 721	Serial Number: 380068
Name: John Tyrone	Date of Purchase: 1990
Address (no PO Boxes): 3918 SW 92nd Ter	
City: Gainesville	State: FL Zip: 32608
Phone (Daytime): 352-332-2520	Fax:
E-mail Address: gatordoc@gmail.com	
<p><b>Please describe your problem:</b></p> <p>This rifle has the trigger malfunctioning problem ("trick") in which it will discharge under certain circumstances when the safety is released. This rifle definitely has the trigger safety problem and the firing pin has released unexpectedly. Thankful, no round was in the chamber. I appreciate you replacing the mechanism. Thank you. John Tyrone</p> <p>154 characters left</p>	
<p><b>NOTE:</b> Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.</p>	
<p><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></p> <ul style="list-style-type: none"> <li>Record the serial number of your firearm before sending it.</li> <li>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.)</li> <li>Remove all accessories from your firearm to prevent loss or damage.</li> <li>Ship your ENSURED 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.</li> </ul>	

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**Remington**

Number: **380068**

Model: **721**



**RE00146624**

could not duplicate concern.  
replace TPA, check over, clean  
under bolt lock program  
Ron \$ 20.00 + S + H  
Quote