

Remington Arms Co., Inc.

Product Service

Legal Case #:5273

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
219092	1/14/2011	12/1/2010	1/17/2011	11/28/2010			X

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Timothy B	Seaman	15 W. 7th St	Covington	KY	41011		W 859-261-5400 C 859-653-6249 E tseaman@agi-us.com

Incident Information

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

12/1/10 Per email sent to Remington.com, incid # 101130-000032, "On November 28 I was hunting with a pre 1970 model 721 and upon completion of the hunt I attempted to open the bolt to unload the firearm. As I rotated the bolt I realized that it was locked and that I needed to take off the safety before opening the bolt. I had the gun pointing safely down range and as I pushed the safety to the fire position and the gun misfired without me touching the trigger. What could you suggest that I do about this problem? I happened to see a CNBC story last month and never thought that it would occur with my firearm, but it did. This has not happened before, but I also don't think I ever tried to rotate the bolt with the gun in the "safe" position. We have never had a problem with any other Remington firearms and I will continue to buy Remington guns, but any direction that you can provide is appreciated."cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	721/270 WIN	n/a	220820	PXX	6/1/1951
Date Purchased	Where Purchased	Accessories	Original Owner			
		SCOPE BASE,RINGS	N			

CONCERN:FSR

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, replace TPA, clean, test fire under BLSM price						
	Repair/Replacement Cost	Repair/Replacement Date				
	42.64	1/26/2011				

12/1/10 Mailing ARS.cm 1/26/11 Per Ilion, could not duplicate concern. Trigger assm dirty and damaged at trigger over-travel screw. Replace TPA, clean, test fire under BLSM price of \$20 + tax. Emailed inspect/quote info to Seaman.cm

Examination[Remington/CF/BA]

1/19 Customer had already approved repair.m

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/17/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 270 WIN
	Date Code		PXX
	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	BINDS/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	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	SCRATCHES,DENTS
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		M/721 BOLT LOCK SAFETY
	Function	Slightly Worn; Functioning	
	Sub-Assembly	Non-ISS	

	Lift	---Select---	.012
Sear	Notch	Slightly Worn; Functioning	O/S DOUBLE, SLUGGISH
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	HAS BEEN DAMAGED/BENT AT OVER TRAVEL SCREW AREA DIRTY,STICKY
	Pull	---Select---	5#
	Altered	False	
	Sub-Assembly	Other Remington	
Non-Remington Components	Description		SCOPE BASE,RINGS

Remington®

24"
PXX 6/51
5#
1012

5273

December 1, 2010

Tim Seaman
15 W. 7th St.
Covington, KY 41011

Subject: #5273, Model 721

Dear Mr. Seaman,

Enclosed is the UPS ground shipping label for shipment of the rifle to our factory for inspection. Please include a copy of this letter with the 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 box with "Product Service". Apply the label to your box and take it to a UPS terminal or driver for shipping.

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

Sincerely,

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

RECEIVED
JAN 19 2011

BY:

enclosure

Serial Number:

220820

Model: 721



RE00219092

could not duplicate concern.
T.A. dirty + damaged at Trig.
over travel screw. Rupture TPA,
clean + test fire at ~~the range~~
~~cost~~ under BCP Ron
\$20.00 + ship

Quote

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

PS 15021

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

Model Number:	721 (.270)	Serial Number:	220 820
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: Tim Seaman <		Date of Purchase: 12-23-2010	
Address (no PO Boxes): Rt 15 West Seventh St.			
City:	Covington, Ky	State:	Ky Zip: 41011
Phone (Daytime):	859 261-5400 (x 232)	Fax:	859-261-5530
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) tseaman@agi-us.com			
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:			
<p>The firearm misfired when I attempted to unload.</p> <p>I pulled up on the locked bolt... then remembered that the gun had to be on "Fire" to release the bolt.</p> <p>When I pushed the safety forward... it fired.</p> <p>The misfire did not injure anyone and I'd just like to know how to fix the problem.</p>			
Ammunition Information:			
Manufacturer:	Remington	Type:	.270 Model 721
Other (i.e. bullet weight/type, shot size, powder): .270			
Handload Information: VI/2			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	

27
35
17.64
79.64
37.
42.64

5273

Reference #
101130-000032

Status
Updated

Assigned To
Administrators
Christy -

Product
Firearms

SLA
Not specified

Queue
CSR

Model 721 .270**Discussion Thread****Customer (Tim Seaman)****12/01/2010 11:38 AM**

That is fine...the address on my email. Thank you From: Remington Information [mailto:info@remington.com]
Sent: Wednesday, December 01, 2010 11:20 AM
To: Tim Seaman
Subject: Model 721 .270 [Incident: 101130-000032]

Response (Christy -)**12/01/2010 11:20 AM**

Mr. Seaman, I can send you a UPS ground prepaid shipping label to cover shipment to our factory for inspection. After inspection I would call you with the results and resolution. Let me know if you want it mailed to the address in your email. That will be the address it will ship back to as well.

Customer (Tim Seaman)**11/30/2010 09:41 AM**

On November 28 I was hunting with a pre 1970 model 721 and upon completion of the hunt I attempted to open the bolt to unload the firearm. As I rotated the bolt I realized that it was locked and that I needed to take off the safety before opening the bolt. I had the gun pointing safely down range and as I pushed the safety to the fire position and the gun misfired without me touching the trigger. What could you suggest that I do about this problem?

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We have never had a problem with any other Remington firearms and I will continue to buy Remington guns, but any direction that you can provide is appreciated.

Thank you

Timothy B. Seaman, AIA
Architectural Group International
15 W. 7th Street
Covington, KY 41011
p. (859) 261-5400
c. (859) 653-6249
www.agi-global.com<<http://www.agi-global.com/>>

Date Created
11/30/2010 09:41 AM

Initial Response
12/01/2010 11:20 AM

Last Updated
12/01/2010 11:38 AM

Customer SmartSense
+1 (on -3 to +3 scale)

Staff SmartSense
+2 (on -3 to +3 scale)

Primary Contact

First Name: Tim
Last Name: Seaman
Organization:

Login: tseaman@agi-us.com
Title:

Contact Type:**Email:** tseaman@agi-us.com**Email - Alternate #1:****Email - Alternate #2:****Office Phone:****Mobile Phone:****Fax:****Assistant Phone:****Home Phone:****Street****City****State/Province****Postal Code****Country****Additional Information**



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	12/1/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE:			
MEDIA COORDINATOR TO MAIL		xx	
I WILL MAIL			
DESCRIPTION: 721			

LABEL INFORMATION

MAIL LABEL TO:	Timothy B. Seaman, AIA Architectural Group International 15 W. 7th Street Covington, KY 41011
RETURN ITEM TO:	Rem Product Service

~~PLEASE COMPLETE ALL PARTS OF THIS FORM AND SEND TO THE MEDIA COORDINATOR~~

4XX596 DEC 3, 2010 ALL CURR USD 1 OF 1
SVC GNDCOM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969065963323
REF 1:TIMOY B SEAMAN/CD/CM
REF 2:721

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRGS: SVC T/P USD
DV 0.00 COD 0.00 RS 0.50
DC 0.00 DGD 0.00 SD 0.00
AH 0.00 PR 0.00 SP 0.00
TOT PUB CHG 8.20 PUB+HANDLING 8.20







