

Remington Arms Co., Inc.
Product Service
Legal Case #:7698

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
269619	5/30/2012	5/31/2012	5/31/2012				X

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		James	Lyons	9227 S. Heather Dr.	Tempe	AZ	82584		H 480-661-2025 E jamesalyons@gmail.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015 Improper Maintenance		Unknown	
S Safety not working properly	Concern:1032 Safety not working properly			
C				

Customer sent rifle in w/repair form. He stated the rifle was given to him by a friend, his friend told him the safety was tricky, if he pushes the safety forward the rifle fires, and then sometimes he has no problem at all. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl	DOM
Remington	CF/BA	721/3006 SPRG	n/a	84693	WUU	8/1/1949
Date Purchased	Where Purchased	Accessories	Original Owner			
		SCOPE BASE	N			

CONCERN:SAFETY,TRIGGER ISSUES

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
Per Ilion - Quote to repair under BLM						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$29					

6/8/12: Per Ilion - TA dirty & sticky, parts work sluggish. Replace TA, clean & test fire under BLM - quote. Customer spoke to CSR & apprvd and paid quote. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		5/31/2012
	Product Type		RF
	Action Type		A
	Assigned To		TNAGLE
Cause	4015	Improper Maintenance	
Barrel	Description		24" 3006 SPRG
	Date Code		WUU
	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	
	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	
Sear	Lift	---Select---	N/A
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY,STICKY.PARTS WORK SLUGGISH WILL FOLLOW DOWN
	Pull	---Select---	4#
	Altered	False	
	Sub-Assembly	Other Remington	
Non-Remington Components	Description		SCOPE BASE

7698

2411
WUUS/4c
y#

Model Number: 721		Serial Number: 84693	
Name: James Lyons		Date of Purchase: GIFT 1-15-2012	
Address (no PO Boxes): 9227 S Heather Dr			
City: Tempe		State: AZ	Zip: 85284
Phone (Daytime): 480-661-2025		Fax:	
E-mail Address: JamesA.Lyons@gmail.com			
Please describe your problem: I was given this rifle by a friend since my old springfield sportser has no scope. He told me it has a tricky safety. I checked out and found that I had to push the trigger forward when closing the bolt with the safety on to get it to cock. If I take my finger out from behind the trigger and push the safety forward it fires. If I keep my finger behind the trigger until after the safety is off, I can squeeze the trigger even so lightly to fire it. Other times no problem at all. Jekyll & Hyde <i>T.A. dirty & sticky. PANTS work sluggish. No TPA clean & test under DLP Con 20 5</i>			
0 characters left <i>Quote</i>			
NOTE: Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.			

Serial Number:

84693

Model: 721



RE00269619

IF YOU HAVE SPENT SHELLS IN YOUR
 FIREARM, THIS IS A
 REQUIREMENT THAT YOU FEEL YOU MUST SEND SPENT
 SHELLS IN A SEPARATE PACKAGE AND INCLUDE
 A LIST OF THE SHELLS (CALIBER, TYPE,
 ETC), TELEPHONE AND MODEL AND
 SERIAL NUMBER OF YOUR FIREARM.

Inspect your firearm before sending it.
 To prevent further damage in shipping and
 handling, ship in a

hard container (boxes may not be returned.)

- :: Remove all accessories from your firearm to prevent loss or damage.
- :: 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.

Print

Reset

 RECEIVED
 JUN 03 2012

BY:







