

Remington Arms Co., Inc.
Product Service
Legal Case #:7678

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
273807	7/10/2012	5/22/2012	7/17/2012	12/2/2011			X

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Michael	Twisselman	146 E. Camino Limon Verde	Sahuarita	AZ	85629		H 303-888-8276 E twisselm@hotmail.com

Incident Information

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

5/22/12 Per call from Twisselman, he inherited a 721 rifle from his grandpa and has not had any problems with it prior to this incident on Dec 2, 1011. He was unloading the rifle and it fired when he released the safety. He had it pointed away from houses but up the hill where the car was located. He said the door needs to be replaced.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl	DOM
Remington	CF/BA	721/3006 SPR	n/a	349302	BAA	1/1/1954
Date Purchased	Where Purchased	Accessories	Original Owner			
		SCOPE BASE,BOTTOM HALF FRT RING	N			

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 TPA, clean and test at no charge as goodwill gesture						
	Repair/Replacement Cost	Repair/Replacement Date				
	30.40	7/19/2012				

5/22/12 Mailing ARS.cm 7/19/12 Per Ilion, could not duplicate concern. Replace TPA, clean and test at no charge as goodwill gesture.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		7/17/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 3006 SPRG
	Date Code		BAA
	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		M/721 BOLT LOCK SAFETY
	Function	Slightly Worn; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	--Select--	.016
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	--Select--	4.5#
	Altered	False	
	Sub-Assembly	Other Remington	
Non-Remington Components	Description		SCOPE BASE,BOTTOM HALF FRT RING

7678

COPY

24 A
BAA 1/54
4.5#
.016

May 22, 2012

Michael Twisselman
146 E. Camino Limon Verde
Sahuarita, AZ 85629

Subject: Case # 7678, Model 721, SR# 20647

Dear Mr. Twisselman,

I am sorry to hear of the problems you have had with your Remington firearm. Please include a copy of this letter with the rifle as well as the Service Request form. **The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the product is logged in correctly.** Please mark the small ends of the boxes "Product Service".

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

Sincerely,

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

RECEIVED
JUL 19 2012

BY:.....

enclosure

349302

Model: 721



RE00273807

could not dup. concern
replace TPA, clean test
under BLP for \$20. +

Q

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

PS 26524

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

Model Number: 721	Serial Number:
Are you the original owner? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO 2nd owner - Was in my grandfather's collection from purchase to 2009	
Name: Michael Twisselman	Date of Purchase: 1950s?
Address (no PO Boxes): 146 E Camino Limon Verde	
City: Sahuarita	State: AZ Zip: 85629
Phone (Daytime): 303-888-8276	Fax:
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) twisselm@hotmail.com	
E-mail Address:	
<input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.	
Please describe your problem and date of occurrence: Unintentional Discharge occurred Dec 2, 2010 Went to unload at end of day, pushed safety forward (hand/finger not on trigger) and the gun fired.	
500 characters left	
Ammunition Information:	
Manufacturer: Hornady	Type: 30-06 SPRG
Other (i.e. bullet weight/type, shot size, powder): 150 gr SST Interlock Lot # 3101104	
Handload Information: N/A	
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:	Hoppe's #9
How often do you clean the bore? (Months or Number of rounds)	Gun cleaned and lubricated
How often do you clean the action? (Months or Number of rounds)	In 2009. Fired in Nov 2010 - 18 rounds to slight in.
How often do you clean the trigger assembly? (Months or Number of rounds)	Misfire occurred w/ Round #19. Did not clean gun in order to preserve.
Brand of lubricant used:	
How often do you lubricate the bore? (Months or Number of rounds)	
How often do you lubricate the action? (Months or Number of rounds)	
How often do you lubricate the trigger assembly? (Months or Number of rounds)	
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?	
?	
What were the services performed?	
Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Illion, NY 13357	
Ⓢ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 return address will be refused.	

ARS LABEL REQUEST FORM

DATE:	05/22/2012	Service Request #	SR00020647
QUANTITY:	1	WEIGHT PER PACKAGE:	10 LBS
REQUESTED BY:	mitchellics	email address:	Christy.Mitchell@remington.com

Business:

Remington Service
PO Box 700
Madison, NC 27025-0700
www.Remington.com

LABEL INFORMATION

MAIL LABEL TO:

MICHAEL TWISSELMAN
146 E CAMINO LIMON VERDE
SAHUARITA, AZ 85629 US
SR00020647

Email: Christy

RETURN ITEM TO:

ILN

Arms Services

4XX696 MAY 22, 2012 ACT WT 10.0 LBS #PK 1
SVC GNDCOM BL WT 10.0 LBS
TRACKING# 1Z4XX69690065108273 ALL CURRENCY USD
REF 1:SR00020647
REF 2:

HC 0.00	CNS 0.00	FRT: 3RD
SHIPMENT PUB RATE CHARGES:		SVC T/P USD
DV 0.00	COO 0.00	RS 0.50
DC 0.00	DGD 0.00	
AH 0.00	PR 0.00	ROD 0.00
TOT PUB CHG 13.59		PUB + HANDLING 13.59

ATTN: Prod Serv #7678



ShipRequest™



Ship To: Michael Twisselman
 Company:
 Address 1: 146 E. Camino Limon Verde
 Address 2:
 Address 3:
 City: Sahuarita
 State/Province: Arizona
 ZIP/Postal Code: 85629
 Country: United States
 email:
 Phone:
 Account: 230145
 Package Type: Package
 Address Type: Residential
 Deliver By: Wed, June 6, 2012 *DT*
 Package ID: 8800

Special Instructions:

Sender Name: Christy Mitchell
 email: Christy.Mitchell@remington.com
 Prepared By:
 Phone:

Date: 05-31-12 1 lb 7.6 oz		Base \$	7.41
		Spc S: \$	2.00
		Add: \$	0.00
		Total \$	9.41

Acct #: 230145
 Cust #: 00L0000007957
 Zip/Zone: 85629 / 7
 Trk #: 1Z4X5960300034424
 Pkg ID #: 8800
 Service: UPS Ground





