

Remington Arms Co., Inc.
Product Service
Legal Case #:9408

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
329448	12/3/2013	11/4/2013	12/26/2013	11/2/2013			X

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Bill	Coffman	2330 Wildwood Tr. PO Box 188	Geneva	FL	32732		H 407-349-9779

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Shot a hole in den wall, bathroom tile & a window	Cause:4006	Altered Adjustments or Components	Unknown
S	Concern:1007	Fired on Safe Release		
C				

11/4/13: Customer called in. He said on 11/2/13 the rifle fired on safe release inside his home and shot a hole in the den wall, shattered bathroom tile and broke a window. He said he will need to have the repair work done. He said he's been hunting with the rifle for 15 years. He stated a dealer told him that Remington has had issues with the bolt action rifles for years. Customer wanted to know if we would pay for his home repairs. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	721/3006 SPRG	n/a	444526	OH	7/1/1961
Date Purchased	Where Purchased	Accessories	Original Owner			
		SCOPE BASE	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
Replace TA, clean & test fire @ n/c - goodwill gesture						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$44					

11/5/13: Mailed ARS, letter, SR paperwork. Box order# 1559150. df 12/4/13: Per Ilion - TA dirty, excessive engagement, altered trigger. df 12/26/13: Emailed Ilion to replace TA, clean & test at n/c - goodwill gesture. df 12/27/13: Spoke w/customer & went over exam. He agreed w/repair at n/c. I mailed customer a copy of the M/721 owners manual. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/4/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4006	Altered Adjustments or Components	
Barrel	Description		22" 3006 SPRG
	Date Code		OH
	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		BOLT LOCK SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.010
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY EXCESSIVE ENGAGEMENT WILL FOLLOW DOWN
	Pull	---Select---	2#
	Altered	True	SEALANT MISSING
	Sub-Assembly	Other Remington	
Non-Remington Components	Description		SCOPE BASE

Quotation

Remington Service

PO Box 700

Madison, NC 27025-0700

www.Remington.com

Estimating Report

Parts and Repairs: P:800-243-9700/F:336-548-7801

All PRICES QUOTED ARE IN EXCHANGE FOR REPLACED PARTS.

THIS IS NOT AN INVOICE. THIS IS AN ESTIMATE TO REPAIR, RECONDITION, OR REPLACE THE ITEM(S) DESCRIBED BELOW. IF THIS IS SATISFACTORY, PLEASE APPROVE BY SIGNING BELOW AND RETURNING TO THE ABOVE ADDRESS. REPAIR TO TAKE APPROXIMATELY (6) WEEKS AFTER RECEIPT OF APPROVAL. IF WE DO NOT RECEIVE YOUR APPROVAL IN 21 DAYS, WE WILL RETURN THE ITEM(S) AS RECEIVED, POSTAGE DUE.

Repair Number RE00329448	Serial Number / Description 444526 Model 721 Center Fire Caliber: 30 -06 SPRG	Date Received: 12/03/2013 Estimate Date: 12/27/2013 Date Printed: 12/27/2013						
Customer: BILL COFFMAN 2330 WILDWOOD TR. GENEVA, FL 32732 US		Return To: BILL COFFMAN 2330 WILDWOOD TR. GENEVA, FL 32732 US						
Please Circle One: VISA MC DISCOVER Card No. _____ Exp.Date _____ Open Account: R _____ PO Number: _____								
Approval Signature: _____ Date: _____ Daytime Phone: (____) _____ Time to Call: _____								
<input type="checkbox"/> If you desire any change, please use the reverse side for your comments and mark this box.								
<table border="1" style="width:100%"><tr><th colspan="2">Problems</th></tr><tr><td style="width:50%">Reported M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION</td><td style="width:50%">Found M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION M240 - BOLT LOCK SAFETY MODIFICATION</td></tr></table>			Problems		Reported M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION	Found M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION M240 - BOLT LOCK SAFETY MODIFICATION		
Problems								
Reported M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION	Found M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION M240 - BOLT LOCK SAFETY MODIFICATION							
Technician Comments replace trigger assembly,check over and test fire at no charge								
ESTIMATE (note: C.O.D./Shipping and Handling Charges are NOT Included in this Quote.)								
Material	Type	Description	Qty Needed	Warranty	Qty From Inv	Price	Disc	Amount
F202906	Part	40 SSA TRJG ASSB RH	1	Warranty	1	.00	0	.00
4000114	Service	GR-SHIPING & HANDLING (GUN REPAIR)	1	Warranty	1	.00	0	.00
4000119	Service	GR-TEST	1	Warranty	1	.00	0	.00
Sub Total:								.00
Est Sales Tax:								.00
Grand Total:								\$.00

Remington®

22"
047/
2#
101

COPY

November 4, 2013

9408

Bill Coffman
2330 Wildwood Tr.
PO Box 188
Geneva, FL 32732
Phone: 407-349-9779

Ref # 9408, Model 721, Serial # 444526

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory. This shipping label is for a UPS Hub or UPS Terminal. A box will arrive separately.

Please include a copy of this letter and service request to put inside the shipping container. The letter and service request inside are important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly. Mark the ends of the box with "Product Service". Product Service will be inspecting the firearm.

Sincerely,
Dell Fulcher
Consumer Affairs Administrator
Remington Arms Co, LLC
Phone: 1-800-243-9700 ext 8686
Fax: 336-548-7872

Serial
Number:

444526

Model: 721



RE00329448

RECEIVED
DEC 04 2013

BY:.....

Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700

www.Remington.com



ATTN: Product Service

Parts and Repairs: P:800-243-9700/F:336-548-7801

This document is a summary of your request for service. Please review the document for accuracy and to insure the services you are requesting are noted. This information will serve as a guideline for our Service Department to address your specific concerns and provide you with accurate and complete service. **ENCLOSE THIS DOCUMENT WITH YOUR RETURN.**

Service Request Number SR00066531	Serial Number / Description 444526 Model 721 Center Fire Caliber: 3006	Date of Request: 11/05/2013 Date Printed: 11/05/2013
Customer: BILL COFFMAN 2330 WILDWOOD TR. GENEVA, FL 32732 US Email:	Destination: Arms Services 14 Hoefler Ave Ilion, NY 13357 US Email:	

Your request for service on the item(s) will be evaluated by our repairman to determine if it is covered under our warranty policy. If it is your firearm will be repaired and returned. If not, you will be contacted with an estimate before work is performed.

Reason For Return

M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Service Request Section

Product Service # 9408. dmf

Parts And Service Details		Description	Qty Needed	Warranty	Price	Disc	Amount
Material	Type						

THIS IS NOT AN INVOICE. This is a pre-estimate to repair, recondition, or replace the item(s) being sent based on the conversation with our representative.

Sub Total: .00

Est Sales Tax: .00

Grand Total: \$.00

Model Number: 721		Serial Number: 444526	
Name: Bill Coffman		Date of Purchase: Approx. Year 1995 (used)	
Address (no PO Boxes): 2330 Wildwood Trl.			
City: GENEVA		State: FL	Zip: 32732
Phone (Daytime): 407-349-9779		Fax: NONE	
E-mail Address: NONE			
Please describe your problem: GUN WAS LOADED WITH ONE IN CHAMBER, I STARTED TO UNLOAD, AS I PUSHED THE SAFETY OFF TO REMOVE BOLT THE GUN WENT OFF. (without touching TRIGGER)			
.500 characters left			
NOTE: Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.			
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. :: 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.			

Use our
UPS label

ARS LABEL REQUEST FORM

DATE: 11/05/2013	Service Request # SR00000531
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: Business	email address: I WILL MAIL LABEL

Business:	Remington Service PO Box 700 Madison, NC 27025-0700 www.Remington.com
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LABEL INFORMATION

MAIL LABEL TO:	BILL COFFMAN 2430 WILDWOOD TR. PO Box 188 CHENEY, FL 32932 US SR00000531 Email:
RETURN ITEM TO:	ILN Arms Services



4XX596 NOV 5, 2013 ALL CURR USD 1 OF 1
 SVC GNDCON NOT UT 10.0 LBS
 TRACKING# 124XXS000505501521
 REF 1: SR00000531
 REF 2:

HANDLING CHARGE 0.00		SVC 1/P USD
SINGLE-PIECE PUB RATE CHRG:		
OV 0.00	COO 0.00	RS 0.00
OC 0.00	DGD 0.00	SD 0.00
WH 0.00	PR 0.00	SP 0.00
TOT PUB CHG 11.60	PUB+HANDLING	11.60

ATTN: Product Service









