

Remington Arms Co., Inc.
Product Service
Legal Case #:9636

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
330026	12/6/2013	12/9/2013	12/9/2013				X

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		James R.	Dangel	1504 Sawmill Creek Rd.	Sitka	AK	99835		H 907-747-3348 E jim@dangel.net

Incident Information

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

Customer sent gun into Ilion w/our repair form. He stated "Second hand rifle I bought while in high school in early 1960's. Gun misfired after a round in chamber because of a bear and it fired when the safety was released. My younger sister is still mad at me for shooting a hole in her comforter". df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	721/3006 SPRG	n/a	378497	LC	2/1/1956
Date Purchased	Where Purchased	Accessories	Original Owner			
		REDFIELD PEEP SIGHT	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 - Quote to repair under BLM						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$29					

12/10/13: Per Ilion - Could not duplicate concern. TA has a heavy coating of grease causing parts to work sluggish. Replace TA, check over & test under BLM - quote. df 12/27/13: Customer mailed in appr & payment to the call center. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/9/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4038	Could Not Duplicate Concern	IMPROPER MAINTENENCE
Barrel	Description		24" 3006 SPRG
	Date Code		LC
	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	Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		BOLT LOCK SAFETY
		Like new;	

	Function	Functioning	
Sear	Lift	---Select---	.010
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	HEAVY COATING OF GREASE CAUSING PARTS TO WORK SLUGGISH
	Pull	---Select---	4.5#
	Altered	False	SEALANT PRESANT
	Sub-Assembly	Other Remington	
Non-Remington Components	Description		REDFIELD PEEP SIGHT

Quotation

Remington Service

PO Box 700

Madison, NC 27025-0700

Estimating Report

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

www.Remington.com

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 RE00330026	Serial Number / Description 378497 Model 721 Center Fire Caliber: 30 -06 SPRG	Date Received: 12/07/2013 Estimate Date: 12/09/2013 Date Printed: 12/30/2013						
Customer: JAMES R DANGEL 1504 SAWMILL CREEK ROAD SITKA, AK 99835 US	Return To: JAMES R DANGEL 1504 SAWMILL CREEK ROAD SITKA, AK 99835 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.								
Problems								
Reported M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION	Found M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION M240 - BOLT LOCK SAFETY MODIFICATION							
Technician Comments could not duplicate concern.trigger assembly has a heavy coating of grease causing parts to work sluggish.replace trigger assembly,check over and test fire under bolt lock program for \$20.00 + shipping								
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 TRIG ASSB RH	1	Warranty	1	.00	0	.00
4000114	Service	GR-SHIPPING & HANDLING (GUN REPAIR)	1	Billable	1	17.00	0	17.00
4000116	Service	GR-LABOR	20	Billable	20	1.00	0	20.00
4000119	Service	GR-TEST	1	Warranty	1	.00	0	.00
						Sub Total:		37.00
						Est Sales Tax:		.00
						Grand Total:		\$37.00

PAID

12/27/13

Model Number: 721		Serial Number: 378497	
Name: James R. Dangel		Date of Purchase: second hand 1960's	
Address (no PO Boxes): 1504 Sawmill Creek Rd			
City: Sitka		State: AK	Zip: 99835
Phone (Daytime): 907-747-3348		Fax:	
E-mail Address: Jim@Dangel.net			
Please describe your problem:			
<p>Second hand rifle I bought while in high school in early 1960's.</p> <p>Gun misfired after a round in chamber because of bear and it fired when the safety was released.</p> <p>My younger sister is still mad at me for shooting a hole in her comforter while we were camping at a remote cabin. At least I knew to aim the rifle away from everyone if not the common sense to have done it outside.</p> <p>Rifle ought to be fixed to be safe.</p>			
<p>84 characters left</p> <p><i>could not dup. concern. T.A. has a heavy coating of grease causing parts to work sluggish up T.A. check out test and RCP for 20 +</i></p>			
NOTE: Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.			

24"
22 2/5"
4.5"
010

378497

Model: 721



RE00330026

ENT SHELLS IN YOUR FIREARM OR IN
THIS IS A VIOLATION OF FEDERAL LAW. IF
SHELLS PLEASE SEND THEM IN A SEPARATE
BOX (WITH ZIP CODE), TELEPHONE AND
FIREARM.

before sending it.
to further damage in shipping and handling.

or 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.

RECEIVED
DEC 10 2013

By: _____







