

Remington Arms Co., Inc.
Product Service
Legal Case #:9170

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
320303	9/5/2013	9/6/2013	9/6/2013				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Robert	Lerner	40881 Recks Rd. P.O. Box 41	Centerville	PA	16404		H 814-827-3160
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Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S	Cause:4006 FSO, FBO, FSR	Altered Adjustments or Components	Unknown	
C	Concern:1028	Fired With Safe ON		

Per letter from Robert Lerner, "gun fired once when ejection live ammo to empty gun, once when safety was disengaged, and twice when carrying gun with safety engaged. Please make it safe again." jbi

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	721/3006 SPRG	N/A	287975	LZZ	2/1/1953
Date Purchased	Where Purchased	Accessories	Original Owner			
			U			

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 trigger assembly, check over, and test fire under bolt lock program for \$20.00 + shipping.						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$25					

9/9/13: Per Ilion, "trigger assembly dirty and set screws altered. Replace trigger assembly, check over and test fire

http://cps03sp01.remington.com:99/Remington_PSA/PrintDisplay.aspx?ID=9170&Type=... 9/10/2013

under bolt lock program for \$20.00 + shipping." jbi 9/10/13: Called and left message for Robert Lerner to return my call. Received call from Robert Lerner, he approved quote with credit card. jbi

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		9/6/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4006	Altered Adjustments or Components	
Barrel	Description		24" 3006 SPRG
	Date Code		LZZ
	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	MARS,SCRATCHES
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		BOLT LOCK SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.012
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False

Feeding Test		False	
Trigger	Condition	Worn; Functioning	HAS EXCESSIVE ENGAGEMENT AND OVERTRAVEL
	Pull	--Select--	4.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	Other Remington	

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 RE00320303	Serial Number / Description 287975 Model 721 Center Fire Caliber: 30 -06	Date Received: 09/05/2013 Estimate Date: 09/06/2013 Date Printed: 09/09/2013
Customer: BUELLS CORNERS STORE 44467 BUELLS CORNERS ROAD SPARTANSBURG, PA 16434 US		Return To: BUELLS CORNERS STORE 44467 BUELLS CORNERS ROAD SPARTANSBURG, PA 16434 US

Please Circle One:
VISA MC DISCOVER Card No. _____ Exp.Date _____
Open Account: R _____ PO Number: _____

Approval Signature: _____ Date: _____
Daytime Phone: (_____) _____ Time to Call: _____

☐ If you desire any change, please use the reverse side for your comments and mark this box.

Problems	
Reported	Found
M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION	M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION M240 - BOLT LOCK SAFETY MODIFICATION

Technician Comments
trigger assembly dirty and set screws altered. 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-SHIPING & 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: 2.22

Grand Total: \$39.22

Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700

www.Remington.com

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.**



24
L222/
4/5
101

Service Request Number
SR00059613

Serial Number / Description
287975
Model

9170

Date of Request: 08/21/2013

Date Printed: 08/21/2013

Customer:

ROBERT LERNER
40881 RECKS RD PO BOX 41
CENTERVILLE, PA 16404 US

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 returned. If not, you will be contacted with an estimate before work is performed.

Serial Number:

287975

Model: 721



RE00320303

Reason For Return

M240 - BOLT LOCK SAFETY MODIFICATION

To repair Center
Just to let you know that
this gun fired once when
ejecting live ammo to safety
gun, once when safety was
disengaged, and twice when
casing gun with safety
engaged. Please make it
safe again. It is one of
my best shooting guns.

Thank you

Robert Lerner

40881 Recks Rd PO Box 41

Centerville Pa 16404

Phone 814-827-3140

Disc Amount

RECEIVED
SEP 09 2013

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









