

Remington Arms Co., Inc.
Product Service
Legal Case #:306

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
115209	8/4/2006	8/7/2006	9/6/2006				

Customer Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter Billie D.	Day		7825 Corporate Drive #808	Houston	TX	77036		W 832-687-5382 F 713-773-4771 E bdday30@swbell.net

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S	Fired on Safe Release	Cause:4006 Concern:1007	Altered Adjustments or Components Fired on Safe Release	Unknown
C				
TA set positions altered.				

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial Bbl.	DOM
REMINGTON	CF/BA	721/3006 SPR		22952 ESS	10/1/1947
Date Purchased	Where Purchased	Accessories	Original Owner		
		MOUNTED NIKON SCOPE	U		

CUST.CONCERN:FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

REMINGTON/721/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash	Reim. Ca Date Da
					PS 7237

Settlement APV AP

BLM
ProgramRepair/Replacement Repair/Replacement
Cost Date

Quote \$20 for new TA and cleaning action under the bolt lock modification program. Test Change. Repair and Shipping Document 9/8/06.

Examination[REMINGTON/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		8/7/2006
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	TRIGGER ASSM SET SCREWS ALTERED
Barrel	Description		24" 3006 SPR
	Date Code		ESS
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
		Slightly Worn;	

PS 7238

Extractor	Condition	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	Worn; Functioning	
	Stock Condition	Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Worn; Functioning	Serial number located inside receiver
	Bulged	False	
Safety	Description		STANDARD M/721 SAFETY
	Function	Slightly Worn; Functioning	
Sear	Lift	---Select---	N/A
	Notch	Slightly Worn; Functioning	
Tests	Test Fired	False	
	Feeding Test	False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	3#
	Altered	True	

PS 7239

Remington Arms Company, Inc.

870 Remington Dr. P.O. Box 700

Madison, NC 27025-0700

Parts/Repairs

800-243-9700

Fax

336-548-7801

www.remington.com info@remington.com

REPAIR DOCUMENT

REPAIR DOCUMENT

Repair Order Number RE00115209 Account # - R-	Description/Serial Number 22952 Model 721 Center Fire Caliber: 3006	Date Received - 8/4/2006 Estimate Date - 8/16/2006 Current Date - 9/6/2006
Customer BILLIE DAY 7825 CORPORATE DRIVE 808 HOUSTON, TX 77036 US	Return To BILLIE DAY 7825 CORPORATE DRIVE 808 HOUSTON, TX 77036 US	
Phone (H) (832)-687-5382 Phone (W)	Fax (713)-773-4771 Email BDDAY30@SWBELL.NET	

Problems			
Reported		Found	
M123	FORWARD TO PRODUCT SERVICE FOR INSPECTION	M123	FORWARD TO PRODUCT SERVICE FOR
M240	BOLT LOCK SAFETY MODIFICATION	M238	CLEAN & INSPECT (SAFETY PROGRA
		M239	REPLACE TRIGGER ASSEMBLY

Technician's Comments	
Condition	NOTE - Barrel has a pressure ring approximately 3" from muzzle, appears to have been fired while obstructed. Bench test only.
Problem/Notes	Trigger set screws altered. Replace trigger assembly, check over and clean under Bolt Lock Program.

Parts and Labor			
Material #	Material Description	Quantity	Warranty (Y/N)
Part			
F26345	700 TRIG ASSB RH	1	Y
Part Total:		1	
Service			
4000104	ARMS SERV SHIPPING & HANDLING	0	Y
4000116	GR-LABOR	20	N
4000118	GR-CLEAN	1	Y
Service Total:		21	

PS 7240

CASE # 306



General Repair Form

Back to Repair Services

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

3#
ESS 10/47
24"

Model Number: Remington 721	Serial Number: 22952	
Name: Billie D. Day	Date of Purchase: around 1998 or 1999	
Address (no PO Boxes): 7825 Corporate Dr. #808		
City: Houston	State: TX	Zip: 77036
Phone (Daytime): (832) 687-5382	Fax: (713) 773-4771	
E-mail Address: BDDAY30@SWBELL.NET		
Please describe your problem: I would like to participate in the Safety Modification Program. I have had problem with this firearm accidentally discharging during the unloading process and a couple of time when I moved the safety trigger from safe to fire. As soon as I moved the safety the firearm discharged. Please check this weapon for it has the symptoms of being unsafe. Thank You. <div style="font-size: 2em; text-align: center;">115209</div>		
136 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.		

Serial Number:

22952

Model: 721



RE00115209

http://www.remington.com/support/repair_services/general_repair_form.asp

Legal Notices

Remington
 TR19. Set screws altered
 up to 1/8", check over, clean
 under bolt lock program
 Ron \$20.00 - Quote

4/30/2006

PS 7241