

Remington Arms Co., Inc.
Product Service
Legal Case #:2490

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
146674	6/20/2008	6/23/2008	6/23/2008				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Michael	Winn	4214 E. Douglas Ave	Gilbert	AZ	85234		H 480-924-3304 C 480-250-9214 E michaeltwinn@msn.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S	fired on safe release	Concern:1007 Fired on Safe Release	Unknown	
C				

6/25/08-correspondence from repair-cust pushed safety and rifle fired. Incident happened about 7 yrs ago.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial Bbl.	DOM
Remington	CF/BA	721/3006 SPR		38420 PTT	6/1/1948
Date Purchased	Where Purchased	Accessories	Original Owner		
		TWO PIECE SCOPE BASE,SOFT CASE	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 TA on SMP						
	Repair/Replacement Cost	Repair/Replacement Date				

6/25/08-quotes sent to replace ta under smp.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		6/23/2008
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4006	Altered Adjustments or Components	
Barrel	Description		24" 3006 SPR
	Date Code		PTT
	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		STANDARD M/721 BOLT LOCK SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.012
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	3#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	Other Remington	
Non-Remington Components	Description		TWO PIECE SCOPE BASE,SOFT CASE

Arms Services Repair & Estimate System

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Number: **RE00146674**

Verify Repair

Serial: 38420 Model: 721 Center Fire Caliber: 3006 SPRG

Repairman: Status: Closed 6/20/2008 8:33:09 AM

Address Information

Customer: Received From

Return To: Received From

Name: MICHAEL WINN

Address 1: 4214 E. DOUGLAS AVE

Address 2: PO Box: GILBERT

City: GILBERT State: AZ Zip Code: 85234 Country: US

Address 1: 4214 E. DOUGLAS AVE

Address 2: PO Box: GILBERT

City: GILBERT State: AZ Zip Code: 85234 Country: US

Contact / Condition

Problems

Estimate

History / Status

Shipping / Billing

Date	Code	User ID	Desc1	Desc2		Current Status
6/20/2008 8:22:0	New	sanguine	Repair Added		<input type="checkbox"/> Shipping Hold	Closed
6/20/2008 8:30:3	Update	sanguine	Repair information change		<input type="checkbox"/> InterFace Hold	6/20/2008 8:33:09 AM
6/20/2008 8:33:0	Closed	sanguine	Closed at Expedite		<input type="checkbox"/> Estimate Sent	sanguinegl
6/20/2008 12:05:5	EmailSer	ArmEmai	Repair Received	MICHAELTWINN@MSN	<input type="checkbox"/> Parts Received	Product Services
6/20/2008 12:05:5	EmailVeri	ArmEmai	Receipt	MICHAELTWINN@MSN	<input type="checkbox"/> Passed Inspection	Repair Location
6/23/2008 9:30:3	Comment	supryfl	Returned to AS for repair	Bolt Lock Modification Pr	<input type="checkbox"/> Return As Received	ILN
					<input type="checkbox"/> Has been Approved	Current Location
					<input type="checkbox"/> Internal Repair	ILN
						Transfer Number

Repair Search

Refresh

Close

supryfl 6/23/2008 9:30 AM CAPS NUM INS SCRL

Start Outlook - Microsoft Out... Arms Services Repair PS Hold Gun AS Microsoft Word 9:30 AM



Factory Repair Form

Return to Previous Page

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

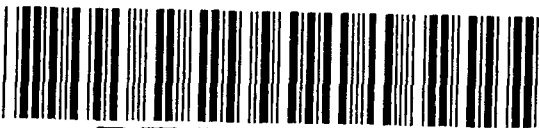
Model Number: 721		Serial Number: 38420	
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: Michael Winn		Date of Purchase: UNK	
Address (no PO Boxes): 4214 E. Douglas Ave			
City: Gilbert		State: AZ	Zip: 85234
Phone (Daytime): 480-924-3304 6-480-250-7214		Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) michaeltwinn@msn.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: My great uncle bought the rifle I think in the 50's? When he died the rifle went to my father. My father hunted with it and he let me borrow it on several occasion to go hunting. On one hunt about 7 years ago, I was standing with my sons and a friend and I pushed on he safety and it fired. Thankfully it was pointed in the air. Never fired it again. Dad never got it fixed. My father died and now I have the rifle. I like it a lot rifle a lot but I want to get it fixed so no on gets killed.			
8 characters left			
Ammunition Information:			
Manufacturer: Remington		Type: 30.06	
Other (i.e. bullet weight/type, shot size, powder): 150 and 180 gr			
Handload Information:			
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: Not sure - Would clean after every hunt			
How often do you clean the bore? (Months or Number of rounds)			
How often do you clean the action? (Months or Number of rounds)			
How often do you clean the trigger assembly? (Months or Number of rounds)			
Brand of lubricant used: Not sure			
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 checked="" type="checkbox"/> YES <input type="checkbox"/> NO
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	<input checked="" type="checkbox"/> Never
What were the services performed?	<input checked="" type="checkbox"/> NA
NOTE: In order to better service our customers some firearms/parts are sent to a certified Remington Premier Authorized Repair Center.	
Ship your ENSURED firearm by either UPS or Parcel Post to:	
Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357	
<p>⚠ 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.</p> <p>:: 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. :: Ship your ENSURED 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.</p> <p>Charge repairs will be processed using the following guidelines:</p> <p>:: Repairs \$75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)</p> <p>:: For Repairs over \$75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over \$75.00 by setting a pre-authorized amount that can be billed to your credit card. We process checks electronically through Check21.</p>	

Number:

38420

Model: 721



RE00146674

Visit Our Other Websites

Other Sites

could not duplicate concern
trig. set screws altered.
replace TPA, check over, clean
under bolt lock program for.
\$ 20.00 + \$14

Quote