

Remington Arms Co., Inc.
 Product Service
 Legal Case #:4996

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
211210	11/22/2010	11/5/2010	11/23/2010				X

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Jim	Mercer	770 Country View Dr.	Chambersburg	PA	17202		H 717-352-2880 E jem102529@comcast.net

Incident Information

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

Customer sent in an email. He inherited rifle from his father. While it was unloaded, he took the safety off and the firing pin activated & he didn't touch the trigger. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	721/3006 SPRG	n/a	177108	CXX	4/1/1951
Date Purchased	Where Purchased	Accessories	Original Owner			
			N			

CONCERN:FSR,FBC

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
		Remington/721/CF/BA				
Per Ilion - Quote to repair under BLM program						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$40.70	11/29/2010				

11/5/10: I will email letter & form. I will ask Media Coord. to email ARS label. Box order# 1156391. df 11/29/10: Per Ilion - Will follow down. tA set screws altered & TA is dirty and sticky. Replace TA, clean & test fire under BLM program - quote. df 11/29/10: I called cust. He wanted to dispute charges because he agreed with tv show. He apprvd repair & pd by CC#. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/23/2010
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4006	Altered Adjustments or Components	POOR MAINTENENCE
Barrel	Description		22" 30-06 SPR
	Date Code		CXX
	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	STICKS
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		STANDARD M/721 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.011
	Notch	Slightly Worn; Functioning	O/S DOUBLE
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY STICKY, TRIG SLUGGISH
	Pull	---Select---	5.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	Other Remington	



frmREInquiry - Repair Inquiry

Repair Number: **RE00211210** Serial: 177108 Model: 721 Center Fire Caliber: 3005 Repairman: Bruce Travis
 Verify Repair: SPRG Status: Approval Hold: 11/24/2010 6:03:50 AM

ADDRESS INFORMATION

Customer: Received from: Return To: Received from:

Name: JAMES MERCER JAMES MERCER
 Address 1: 770 COUNTRY VIEW DR. 770 COUNTRY VIEW DR.
 Address 2: PO Box: PO Box:
 City: CHAMBERSBURG CHAMBERSBURG
 State: PA Zip Code: 17202 Country: US PA Zip Code: 17202 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	Code	User ID	Desc1	Desc2	
11/22/2010 10...	New	lopatafi	Repair Added		<input type="checkbox"/> Shipping Hold
11/22/2010 12...	EmailSent	ArmEmail	Repair Received	JEM1025	<input type="checkbox"/> Interface Hold
11/22/2010 12...	EmailVerified	ArmEmail	Receipt	JEM1025	<input type="checkbox"/> Estimate Sent
11/24/2010 5...	Maint	Travisbw	Repair Maintenance	Status: R	<input type="checkbox"/> Parts Received
11/24/2010 6...	Estimate	Travisbw	Estimate Update	Status: A	<input type="checkbox"/> Passed Inspection

Return as Received
 Has Been Approved
 Internal Repair
 Exclude TATC

Current Status

Approval Hold: 11/24/2010 6:03:50 AM
 Travisbw
 Approve Rack
 Repair Location
 ILN
 Current Location
 ILN
 Transfer Number

Repair Search Refresh Close



RECEIVED
NOV 29 2010
BY:.....

Remington®

24"
CXX 4/51
SIS#
011

4996

November 5, 2010

Jim Mercer
770 Country View Dr.
Chambersburg, PA 17202
Ph: 707-352-2880

Ref: # 4996

Dear Mr. Mercer,

You will receive a pre-paid shipping label in a separate email. Please fill out the form that is included with this letter.

Please include a copy of this letter & our form to put inside the shipping container. The letter inside is 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 and will contact me with the results.

I hope that this action will keep you a loyal Remington customer.

Sincerely,
D. Fulcher
Consumer Affairs Administrator
Remington, H&R, Marlin
Phone: 1-800-243-9700
Fax: 336-548-7872

will follow down w. T.A. set screws
ALtered + is dirty & sticky.
replace TPA, clean & test fire.
under BLP Ron @ 20.00 + ship

Quote

Serial Number

177108

Model: 721



RE00211210

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

Print

Reset

Model Number: <input type="text" value="721"/>		Serial Number: <input type="text" value="177108"/>	
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: <input type="text" value="James E. Mercer"/>		Date of Purchase: <input type="text" value="UNKNOWN"/>	
Address (no PO Boxes): <input type="text" value="770 Country View Dr."/>			
City: <input type="text" value="Chambersburg"/>		State: <input type="text" value="PA"/>	Zip: <input type="text" value="17202"/>
Phone (Daytime): <input type="text" value="717-352-2880"/>		Fax: <input type="text"/>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <input type="text" value="jem102529@comcast.net"/>			
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: ① With safety off, when weapon is cocked, it will fire when bolt is pushed forward and locked without touching trigger. ② When safety is on and weapon is cocked, the weapon will sometime fire when safety is taken off.			
500 characters left			
Ammunition Information:			
Manufacturer: <input type="text" value="UNKNOWN"/>		Type: <input type="text" value="UNKNOWN"/>	
Other (i.e. bullet weight/type, shot size, powder): <input type="text" value="UNKNOWN"/>			
Notes: This weapon was inherited from my father and never used.			
Handload Information:			
Powder Used: <input type="text"/>		Powder Weight: <input type="text"/>	
Case/Hull Used: <input type="text"/>		Primer Used: <input type="text"/>	
Bullet Type/Shot Size: <input type="text"/>		Reloader Used: <input type="text"/>	
Firearms Care (Cleaning and Lubrication):			

4996
Box 1156391

Reference # 101023-000001
Status Updated
Assigned To Administrators Dell -
Product Firearms
SLA Not specified
Queue CSR
Date Created 10/23/2010 12:56 AM
Initial Response 11/02/2010 08:54 AM
Last Updated 11/05/2010 03:43 PM
Customer SmartSense 0 (on -3 to +3 scale)
Staff SmartSense +1 (on -3 to +3 scale)

Remington Model 721 rifle

Discussion Thread

Response (Uncommitted)

We did not receive your response on 10/29. I will email you a letter with contact information & a form to fill out for the examiner. In a completely separate email, you will receive a pre-paid shipping label for UPS. If you do not receive this information by Monday, please email back & I will email it again or send it out by the Postal Service.

Sincerely,
Dell

Customer (Jim Mercer)

11/03/2010 09:26 PM

Gentlemen:

I responded to your request for information concerning my defective Model #721 Remington Rifle on 10/29/2010. I sent the message again on this date. The information is repeated below:
My model #721 is a Remington Caliber 30-06 Sprg, Serial #177108. I will be pleased to return my weapon to Remington for repair, via UPS upon receipt of a pre-paid shipping label; however, I do not have an adequate shipping container to preclude the weapon being damaged in shipment. Further, the weapon has a scope on it. Should I remove the scope prior to shipping? If you require any further info, please feel free to call me at 717-352-2880.

James E. Mercer
770 Country View Dr.
Chambersburg, PA 17202-9064
PH: 717-352-2880

Nov 3, 2010 - 9:13 PM

From: Remington Information

To: jem102529@comcast.net

Sent: Tuesday, November 02, 2010 8:54 AM

Subject: Remington Model 721 rifle [Incident: 101023-000001]

Response (Dell -)

11/02/2010 08:54 AM

Dear Mr. Mercer,

We would like the rifle to come into our Product Services Department at our factory for examination. Please reply back to me with the serial number of the rifle, caliber, your mailing address and phone number. We would like to send you a pre-paid shipping label for UPS to have the firearm come in. I will also include a form that you can fill out to let the examiner know exactly what happened, when this occurred and what you are expecting.

Sincerely,
Dell

Response (Dell -)

10/27/2010 04:09 PM

Dear Mr. Mercer,

We would like the rifle to come into our Product Services Department at our factory for examination. Please reply back to me with the serial number of the rifle, caliber, your mailing address and phone number. We would like to send you a pre-paid shipping label for UPS to have the firearm come in. I will also include a form that you can fill out to let the examiner know exactly what happened, when this occurred and what you are expecting.

Sincerely,
Dell

Note (Daniel -)

10/26/2010 11:12 AM

fwd to dell

Customer (Jim Mercer)

10/23/2010 12:56 AM

Gentlemen:

I have a model 721 Remington rifle that I inherited from my father. Only recently have I examined the rifle. While cleaning the weapon I noticed a couple of potentially dangerous problems with the weapon. When the safety was on and I cocked the rifle and took the safety off, the firing pin was activated without touching the trigger. Further, with the safety off, when I moved the bolt to the rear as to eject a shell, the firing pin was activated without touching the trigger.

I'm confident that my father never used the weapon or he would have pointed out these defects.

Please advise.

James E. Mercer
770 Country View Dr.
Chambersburg, PA 17202-9064
Phone: 717-352-2880

E-Mail: jem102529@comcast.netjem102529@comcast.net>

Primary Contact

First Name: Jim
Last Name: Mercer

Organization:

Login: jem102529@comcast.net

Title:

Contact Type:

Email: jem102529@comcast.net

Email - Alternate #1:

Email - Alternate #2:

Office Phone:

Mobile Phone:

Fax:

Assistant Phone:

Home Phone:

Street

City

State/Province

Postal Code

Country

Additional Information

Remington®

11/5/10

Emailed to customer.

November 5, 2010

Jim Mercer
770 Country View Dr.
Chambersburg, PA 17202
Ph: 707-352-2880

Ref: # 4996

Dear Mr. Mercer,

You will receive a pre-paid shipping label in a separate email. Please fill out the form that is included with this letter.

Please include a copy of this letter & our form to put inside the shipping container. The letter inside is 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 and will contact me with the results.

I hope that this action will keep you a loyal Remington customer.

Sincerely,
D. Fulcher
Consumer Affairs Administrator
Remington, H&R, Marlin
Phone: 1-800-243-9700
Fax: 336-548-7872

enclosure

[COPY]

November 5, 2010

Jim Mercer
770 Country View Dr.
Chambersburg, PA 17202
Ph: 707-352-2880

Ref: # 4996

Dear Mr. Mercer,

You will receive a pre-paid shipping label in a separate email. Please fill out the form that is included with this letter.

Please include a copy of this letter & our form to put inside the shipping container. The letter inside is 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 and will contact me with the results.

I hope that this action will keep you a loyal Remington customer.

Sincerely,
D. Fulcher
Consumer Affairs Administrator
Remington, H&R, Marlin
Phone: 1-800-243-9700
Fax: 336-548-7872

enclosure

Model Number: <input type="text"/>		Serial Number: <input type="text"/>	
Are you the original owner?: <input type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <input type="text"/>		Date of Purchase: <input type="text"/>	
Address (no PO Boxes): <input type="text"/>			
City: <input type="text"/>		State: <input type="text"/>	Zip: <input type="text"/>
Phone (Daytime): <input type="text"/>		Fax: <input type="text"/>	
E-mail Address:(if e-mail address is provided, notification of receipt and shipment will be sent) <input type="text"/>			
E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: <div style="border: 1px solid black; height: 150px; width: 100%;"></div>			
500 characters left			
Ammunition Information:			
Manufacturer: <input type="text"/>		Type: <input type="text"/>	
Other (i.e. bullet weight/type, shot size, powder): <input type="text"/>			
Handload Information:			
Powder Used: <input type="text"/>		Powder Weight: <input type="text"/>	
Case/Hull Used: <input type="text"/>		Primer Used: <input type="text"/>	
Bullet Type/Shot Size: <input type="text"/>		Reloader Used: <input type="text"/>	
Firearms Care (Cleaning and Lubrication):			

Brand of cleaning solution used: <input style="width: 90%;" type="text"/>
How often do you clean the bore? (Months or Number of rounds) <input style="width: 60%;" type="text"/>
How often do you clean the action? (Months or Number of rounds) <input style="width: 60%;" type="text"/>
How often do you clean the trigger assembly? (Months or Number of rounds) <input style="width: 60%;" type="text"/>
Brand of lubricant used: <input style="width: 90%;" type="text"/>
How often do you lubricate the bore? (Months or Number of rounds) <input style="width: 60%;" type="text"/>
How often do you lubricate the action? (Months or Number of rounds) <input style="width: 60%;" type="text"/>
How often do you lubricate the trigger assembly? (Months or Number of rounds) <input style="width: 60%;" type="text"/>
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? > <input type="checkbox"/> YES <input type="checkbox"/> NO
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?) <input style="width: 90%;" type="text"/>
What were the services performed?) <input style="width: 90%;" type="text"/>
Ship your INSURED firearm by either UPS or Parcel Post to:
<p>Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357</p>
<p><input type="checkbox"/> 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 style="text-align: center;">:: Record the serial number of your firearm before sending it.</p> <p style="text-align: center;">:: 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.)</p> <p style="text-align: center;">:: Remove all accessories from your firearm to prevent loss or damage.</p> <p style="text-align: center;">:: Provide a return address on both the outside and inside the box. Shipments without a proper</p>

return address will be refused.

:: 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.

Charge repairs will be processed using the following guidelines:

:: 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)

:: 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.

Fulcher, Dell Marie

From: postmaster@remington.com
To: jem102529@comcast.net
Sent: Friday, November 05, 2010 4:24 PM
Subject: Relayed: Jim Mercer - Ref# 4996

Delivery to these recipients or distribution lists is complete, but delivery notification was not sent by the destination:

jem102529@comcast.net

Subject: Jim Mercer - Ref# 4996



Remington Arms Company, Inc.
 870 Remington Drive
 P. O. Box 700
 Madison, NC 27025-0700

ARS LABEL REQUEST FORM

DATE:	11/5/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PACKAGE:	10 lbs
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL	XXXXXX	I WILL MAIL	
DESCRIPTION:	Ref# 4996 Rifle		

LABEL INFORMATION

MAIL LABEL TO: Jim Mercer 770 Country View Dr. Chambersburg, PA 17202 Ph: 707-352-2880 Email: jem102529@comcast.net	Please email ARS to customer
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY	

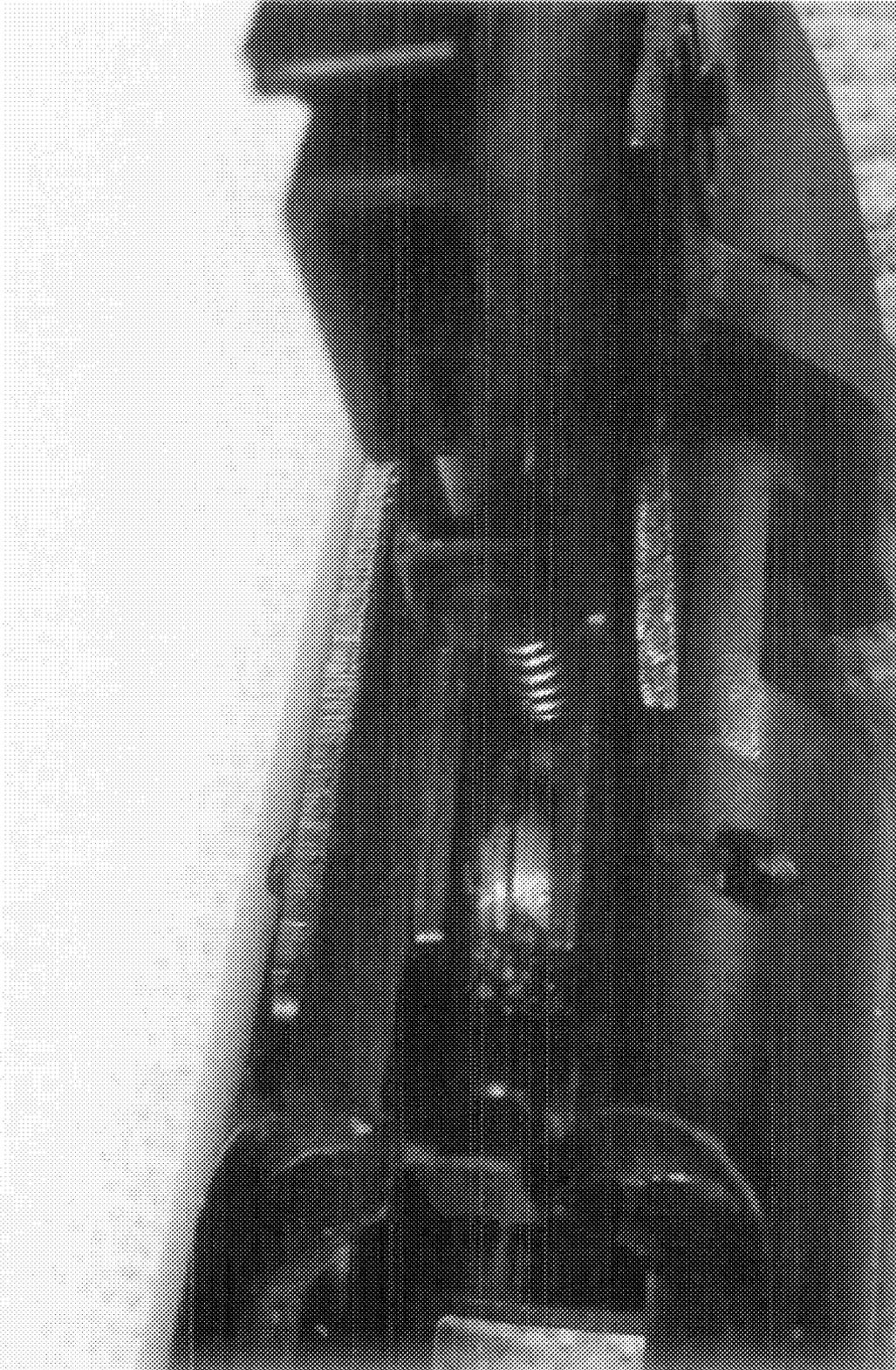
DO NOT SEND TO THE MEDIA COORDINATOR

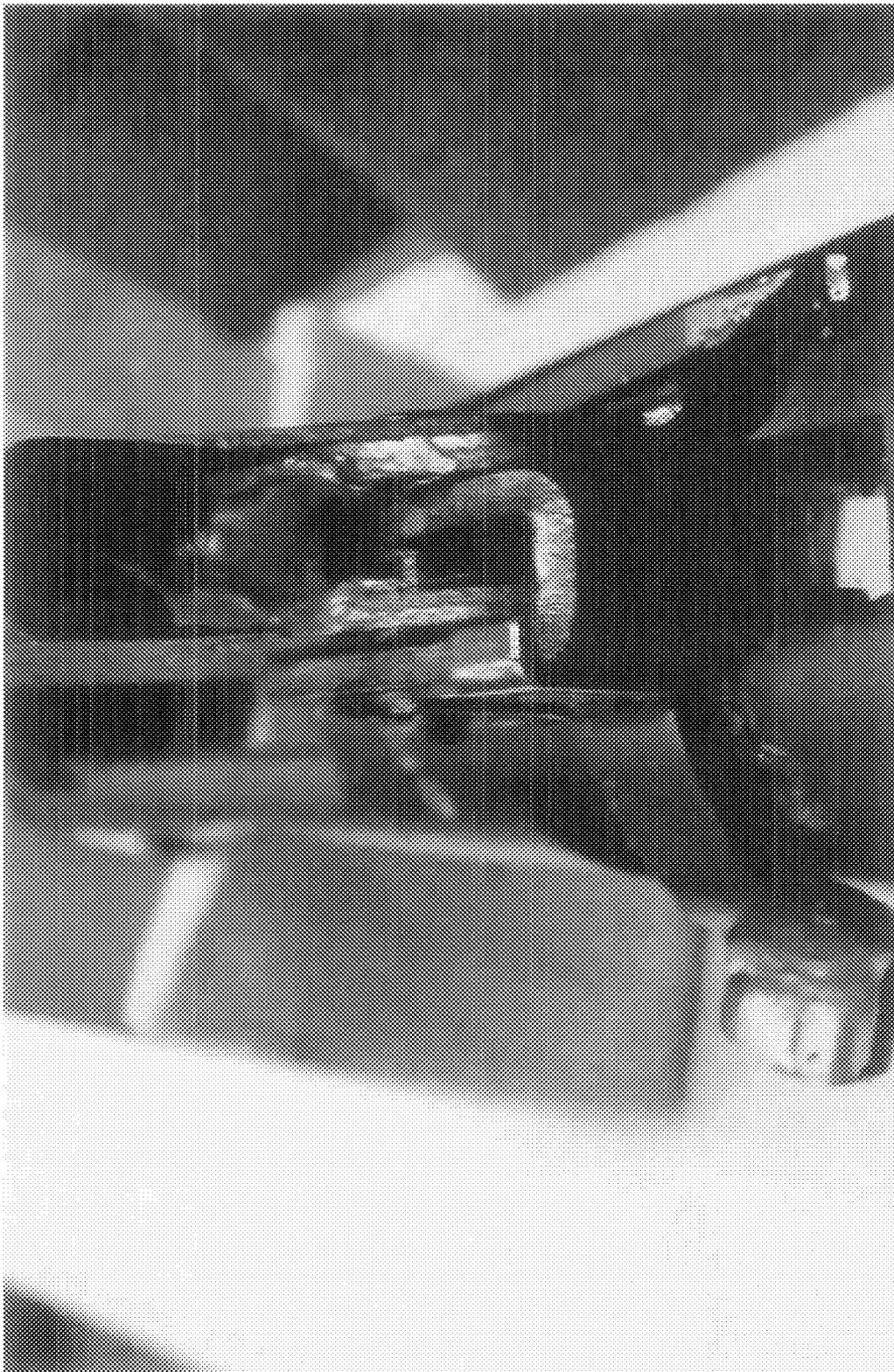
4XX596 NOV 5, 2010 ALL CURR USD 1 OF 1
 SVC GND COM ACT WT 10.0 LBS
 TRACKING# 124XX5960066347176
 REF 1: JIM MERCER/CO/DMP
 REF 2: 4996/RIFLE

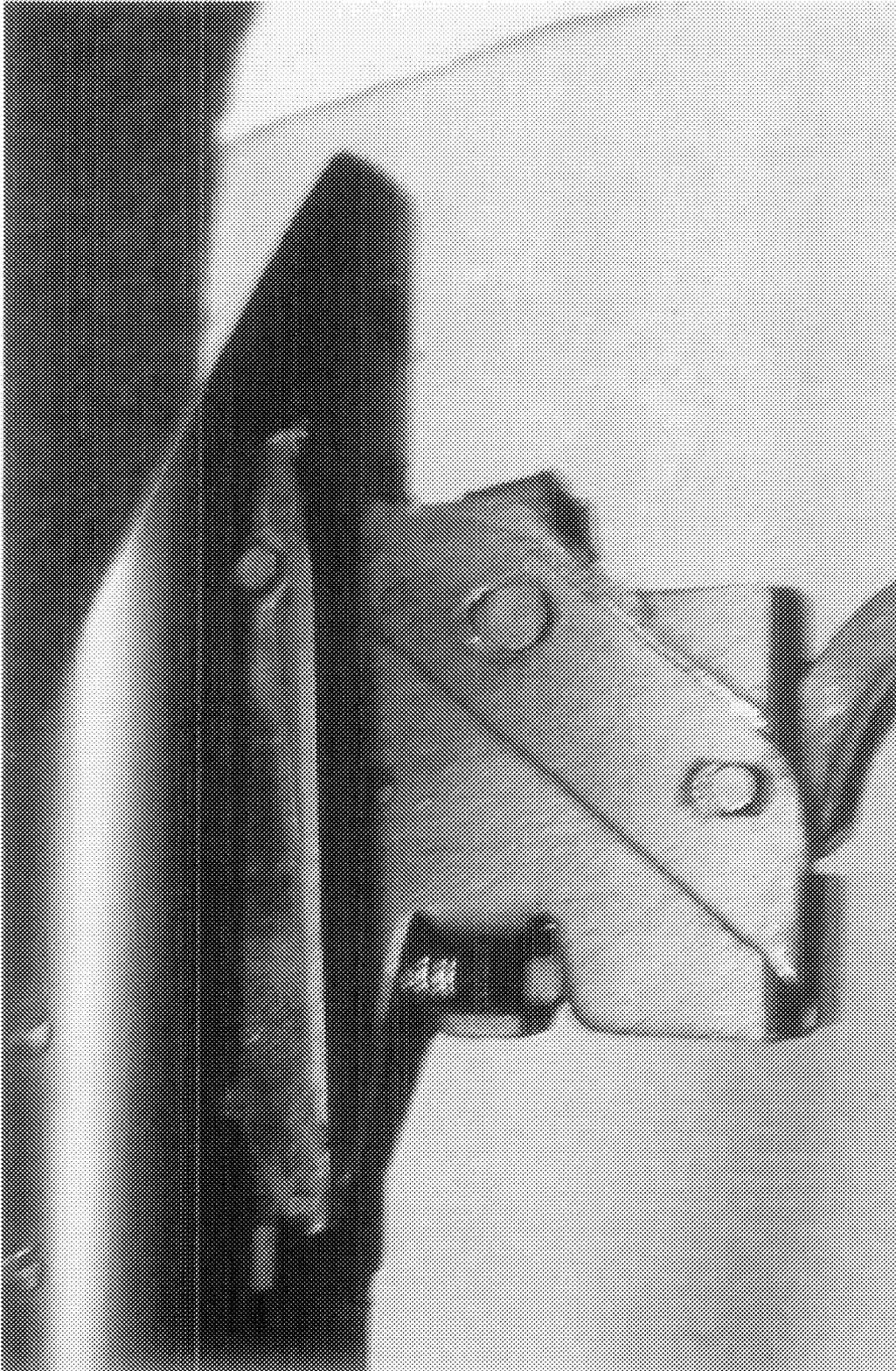
HANDLING CHARGE 0.00		SVC T/P USD
SINGLE-PIECE PUB RATE	CHRG:	RS 1.00
DC 0.00	COD 0.00	SD 0.00
AV 0.00	DGD 0.00	SP 0.00
AM 0.00	PR 0.00	PUB-HANDLING 7.92
TGT PUB CHG 7.92		

jem102529@comcast.net









Remington Arms Co., Inc.
 Product Service
 Legal Case #:4851

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		10/26/2010					

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Michael	Moline						E margaretmo@harbournet.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4079 Other - Unexamined		Unknown	
S FSR	Concern:1007 Fired on Safe Release			
C				

10/26/10 Per email from Moline sent to the Remington site, incident # 101021-000014, "I have emailed you in the past about my Remington Model 721 rifle explaining how it fired a round into the ground when my father was unloading it. It fired as soon as he released the safety and his finger was not on the trigger. I know this because I was right next to him and saw exactly where his finger was placed. The round that was discharged came within 12 inches from hitting me in the foot. I thank God that I was not hurt. This happened in November of 1956, when I was 16 years old, but it still makes me nervous when I think about it. You never did answer my question in that last email about what might have caused the rifle to go off by itself. I have been hesitant to shoot it since my father purchased it in 1949 and I would like to return it to you."cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	721/	n/a			
Date Purchased	Where Purchased	Accessories	Original Owner			
			U			

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
	Repair/Replacement Cost	Repair/Replacement Date				

10/26/10 Emailed Ilion address and to send to attn Product Services.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment