

Remington Arms Co., Inc.
Product Service
Legal Case #:5896

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
226413	3/21/2011	2/17/2011	3/23/2011				X

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Aaron	Borchers	1025 Paloma Rd	Monterey	CA	93940		H 831-224-6438

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4006 Altered Adjustments or Components			
S	Concern:1070 Unknown Claim		Unknown	
C	sending for BLSM program			

2/17/11 Per call from Borchers, he would like to send his 721 in for the bolt lock safety mod program.cm

Firearm Information

Mfg.	Type	Model/Cn.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	721/30-06 SPRG	n/a	264224	DYY	9/1/1952
Date Purchased	Where Purchased	Accessories	Original Owner			
		PEEP SIGHTS	N			

CONCERN:FBC

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, replace TPA, clean, test fire at BLSM price						
	Repair/Replacement Cost	Repair/Replacement Date				
	73.14	3/29/2011				

2/17/11 Mailing box and ARS.cm 3/29/11 Per Ilion, trigger assem dirty and set screws altered. Replace TPA, clean and test fire under BLSM program price of \$20 + S&H.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		3/23/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4006	Altered Adjustments or Components	
Barrel	Description		24" 3006 SPRG
	Date Code		DYY
	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 DENTS
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		M/721 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	015
	Notch	Slightly Worn; Functioning	O/S DOUBLE
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY, TRIG NOT RETURNING PROPERLY WILL FOLLOW DOWN
	Pull	---Select---	2#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	Other Remington	
Non-Remington Components	Description		PEEP SIGHTS

29"
244 9/5
24
1015

5896

February 17, 2011

Aaron Borchers
1025 Paloma Rd
Monterey, CA 93940

Subject: #5896, Model 721

Dear Mr. Borchers,

Thank you for your patience. Enclosed is the UPS ground prepaid shipping label to cover shipment of the firearm for inspection at our factory. Please include a copy of this letter with the firearm. 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. Please mark the ends of the boxes with "Product Service".

I apologize for the inconvenience that this incident has caused and I hope that these actions will keep you a loyal Remington customer.

Sincerely,

Christy Mitchell
Consumer Affairs Administrator
Phone: 800-243-9700, ext 8684
christy.mitchell@remington.com

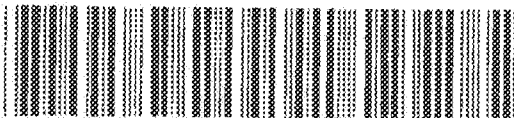
RECEIVED
MAR 20 2011

BY:

T.A. dirty + set screws altered.
replace TPA, clean + test fire
under BCP for \$20.00 + ship

Quote

264224
Model: 721



RE00226413

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

PS 19814

I want to use this rifle for hunting. How hard would
 it be to mount a scope to this rifle?
 Thankyou Aaron Borchers

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

Model Number: 721		Serial Number: 264224	
Are you the original owner? ☐ YES ☒ NO			
Name:		Date of Purchase:	
Address (no PO Boxes): 1025 PALOMA			
City: Monterey		State: CA	Zip: 93940
Phone (Daytime): 831-224-6438		Fax:	
E-mail Address: (If e-mail address is provided, notification of receipt and shipment will be sent) Aaron-Javi Borchers@sbcglobal.net			
E-mail Address:			
☒ I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence:			
I loaded a round in the chamber, and when I closed the bolt the Gun fired, Feb 12 TH 2011			
500 characters left			
Ammunition Information:			
Manufacturer: Federal Ammunition		Type: 30-06 180 Grain Soft Point	
Other (i.e. bullet weight/type, shot size, powder):			
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	

± ~~Just~~ inherited this rifle from my Grandfather

Firearms Care (Cleaning and Lubrication):

Brand of cleaning solution used: _____

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: _____

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?

☒ YES ☐ NO

When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? _____

What were the services performed? _____

Remington Arms Co., Inc.
Attn: Arms Service Division
14 Hoefler Avenue
Illion, NY 13357

Ⓢ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.
- Ⓢ Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.

Case #		Date of Call	2/17/11	Date of Incident		PreLit		Lit		Obs	
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Reporter name		Incident Name/Age	Aaron Borders 1025 Paloma Rd Montgomery CA 93940 831-224-6438
address		address	
contact #'s		contact #'s	
email		email	

Injury	
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Medical Treatment	
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Alleged cause	
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Firearm	Ser #	Cal	DOM	Orig owner?	When/Where purchased			
721	264224	30-06						

Ammunition	Factory/Reload	Manuf	Caliber	Bullet type/wgt	Lot #	Additional info

Other Product	
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Notes:	
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Customer's Request	
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My actions/offers	box & AR5
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www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	2/17/2011	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE	10
PLEASE CHECK ONE:			
MEDIA			
COORDINATOR			
TO MAIL		I WILL MAIL	xx
DESCRIPTION:			
721 264224			

LABEL INFORMATION

MAIL LABEL TO:	Aaron Borchers 1025 Paloma Rd Monterey, CA 93940
RETURN ITEM TO: Rem Prod Serv	

PLEASE COMPLETE ALL PARTS OF THIS FORM AND SEND TO THE MEDIA COORDINATOR

4XX586 FEB 21, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 124XX5860065878989
REF 1: AARON BORCHERS/CO/CM
REF 2: 721/264224
HANDLING CHARGE 0.00 SVC T/P USD
SINGLE-PIECE PUB RATE CHRG: RS 0.50
DV 0.00 CGD 0.00 SD 0.00
DC 0.00 OGD 0.00 SP 0.00
AH 0.00 PR 0.00 PUB+HANDLING 12.46
TOT PUB CHG 12.46





