

Remington Arms Co., Inc.
Product Service
Legal Case #:5880

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
223095	2/14/2011	2/15/2011	2/15/2011	11/23/2010			X

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		John	Crawford	115 SE Fenway Pl.	Bartlesville	OK	74006		H 918-766-2950 E johnb.crawford@att.net

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern		Unknown	
S	Concern:1023 Delayed Firing - Firearms			
C	Delayed firing			

Customer sent in rifle with our repair form. He stated he was hunting on 11/23/10 and he was getting ready to unload the rifle and he took the safety off. As he touched the bolt the gun fired. He stated he had not moved the bolt but only touched it. No damage, No injury. Wants bolt lock modification done. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	721/3006 SPR	n/a	178782	KXX	5/1/1951
Date Purchased	Where Purchased	Accessories	Original Owner			
		TWO PIECE BASE	N			

CONCERN:DELAYED FIRING

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
Per Hlon - Quote to repair under BLM program						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$27.64	3/2/2011				

Per Hlon - Could not duplicate concern. TA set screws altered. Replace TA, clean, test fire under BLM program - quote. df 2/15/11: Customer apprvd repair & pd by credit card. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B. TRAVIS
	Exam Date		2/15/2011
	Product Type		RF
	Action Type		A
	Assigned To		T. NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 3006 SPR
	Date Code		KXX
	Bore Plugged	False	
	Bulged	False	
	Fired	False	

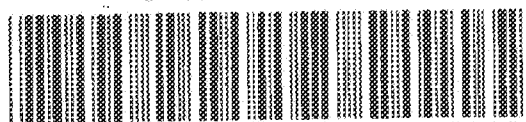
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
	Condition	Slightly Worn; Functioning	
Extractor	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
	Block Condition	---Select---	
Locking	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
	Exterior Condition	Slightly Worn; Functioning	
Overall	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
	Condition	Slightly Worn; Functioning	
Receiver	Bulged	False	
	Description		M/721 BOLT LOCK SAFETY
Safety	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	014
	Notch	Slightly Worn; Functioning	O/S DOUBLE
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	2#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	Other Remington	
Non-Remington Components	Description		TWO PIECE BASE

5880

24"
KX44:
2
014

Model Number: 721		Serial Number: 128782	
Name: John B. Crawford		Date of Purchase: Inherited	
Address (no PO Boxes): 115 S.E. Fenway Pl			
City: Bartlesville		State: OK	Zip: 74006
Phone (Daytime): 918-766-2950		Fax:	
E-mail Address: johnb.crawford@att.net			
Please describe your problem: I was hunting on 11/23/2010. Upon returning to our vehicle as I prepared to unload the rifle I clicked the safety off, then as I touched the bolt to eject the rounds the weapon fired. I had just made contact with the bolt and had not even started to move it. My hands were no where near the trigger or even the trigger guard. Luckily it was pointed up and away from anyone or anything. Please repair in accordance with the "Safety Modification Program" for the Remington Model 721 & 722 3 characters left			
NOTE: Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.			

178782
Model: 721



RE00223095

WE OR SPENT SHELLS IN YOUR
(WITH THE FIREARM. THIS IS A
YOU FEEL YOU MUST SEND SPENT
SEPARATE PACKAGE AND INCLUDE
E), TELEPHONE AND MODEL AND
OF YOUR FIREARM.

your firearm before sending it.
prevent further damage in shipping and
ably, 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.

Print

Reset

could not duplicate concern.
T.A. set screws repaired. Right
T.A. cleans test fire under
BGP for \$ 20.00 + ship.
Rude

RECEIVED

FEB 20 2011

BY:



