

Remington Arms Co., Inc.  
Product Service  
Legal Case #5576

## Case Information

RE#	Date Opened	Date Opened(FS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
221361	1/31/2011	1/6/2011	2/1/2011				X

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Spencer	Merrell	131 Elizabeth Lane	Dayton	NV	89403		H 775-220-2718 E nastyhabits06@gotisky.com

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4035 AFT MKT TRIGGER ASSM		Unknown	
S	Concern:1007 Fired on Safe Release			
C FSR				

Customer sent in an email. He stated that his M/721 fired on safe release. He stated his finger was not on the trigger. I had asked him to reply to the original email with the serial number, caliber, address and phone number. His reply did not come through Right Now Tech. Now he is upset that he did not receive his shipping label to get the gun back & is considering a Timney trigger as a replacement. df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	721/2506 REM	n/a	264962		
Date Purchased	Where Purchased	Accessories	Original Owner			
		BBL,TPA	N			

## 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

Per Lion - Quote  
to repair

Repair/Replacement Cost	Repair/Replacement Date

1/6/11: I will email letter & form. I will have media coord. email ARS. Box order# 1175283. df 2/7/11: Per Lion - Barrel & TA are after market. Offer to replace TA, clean & bench check @ 1/2 normal cost. Return TA to customer - quote. Customer emailed & stated he is mailing payment w/quote. df

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		2/1/2011
	Product Type		RF
	Action Type		A

	Assigned To	T.NAGLE	
Cause	4035	AFT MKT TRIGGER ASSM	
Barrel	Description	NOT OF REM MFG	
	Date Code		
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	---Select---	
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	Worn; Functioning	BBL AND TPA NOT OF REM. MFG
	Stock Condition	Worn; Functioning	M/700 BDL
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Sear	Lift	---Select---	.011
	Notch	Slightly Worn; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	---Select---	NOT OF REM MFG
	Pull	---Select---	
	Altered	False	
Non-Remington Components	Description	BBL, TPA	

254  
011  
COPY

5576

Spencer Merrell  
131 Elizabeth Ln.  
Dayton, NV 89403  
Ph: 775-220-2718  
Email: nastyhabits06@gotisky.com

Ref: # 5576

Dear Mr. Merrell,

You will receive a pre-paid shipping label in a separate email within 2-3 business days. Please include a copy of this letter 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.

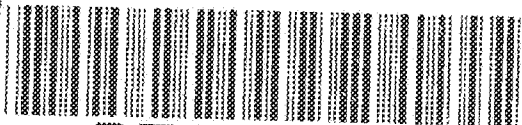
Sincerely,  
D. Fulcher  
Consumer Affairs Administrator  
Remington, H&R, Marlin  
Phone: 1-800-243-9700  
Fax: 336-548-7872

enclosure

Serial  
Number:

264962

Model: 721



RE00221361

3BL + TR29 ASSM. Not Rem. Mfg.  
CAN often to replace TPA, clean  
+ ~~TPA~~ AT 1/2 price w/ cost.  
Rem. check.  
Return cust. TPA.

Quote

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

RECEIVED  
FEB 03 2011

BY:.....

Print

Reset

Model Number: <u>721</u>		Serial Number: <u>267962</u>	
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: <u>SPENCER L. PERRELL</u>		Date of Purchase: <u>UNKN - RCVS FR FATHER</u>	
Address (no PO Boxes): <u>131 ELIZABETH LAKE</u>			
City: <u>Dayton</u>	State: <u>NV</u>	Zip: <u>89403</u>	
Phone (Daytime): <u>775-222-2718</u>		Fax: <u>---</u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>NASTYHABITS06@GOLSKY.COM</u>			
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: <u>① - AT THE LOCAL RANGE</u> <u>② - RIFLE LOADED &amp; COCKED</u> <u>③ - SAFETY ENGAGED</u> <u>④ - RELEASED SAFETY</u> <u>⑤ - RIFLE DISCHARGED</u> <u>I HAVE 3 WITNESSES - RIFLE DISCHARGED</u> <u>WITHOUT PULLING TRIGGER</u>			
500 characters left			
Ammunition Information:			
Manufacturer: <u>---</u>		Type: <u>---</u>	
Other (i.e. bullet weight/type, shot size, powder): <u>---</u>			
Handload Information:			
Powder Used: <u>IMR 4831</u>		Powder Weight: <u>50.0</u>	
Case/Hull Used: <u>RP</u>		Primer Used: <u>WKR</u>	
Bullet Type/Shot Size: <u>117 SPT</u>		Reloader Used: <u>RCBS</u>	
Firearms Care (Cleaning and Lubrication):			

Brand of cleaning solution used:	HOPPER
How often do you clean the bore? (Months or Number of rounds)	
How often do you clean the action? (Months or Number of rounds)	2 W/ 1000 ROUNDS - AFTER 20 ROUNDS
How often do you clean the trigger assembly? (Months or Number of rounds)	SAME
Brand of lubricant used:	
How often do you lubricate the bore? (Months or Number of rounds)	SAME
How often do you lubricate the action? (Months or Number of rounds)	SAME
How often do you lubricate the trigger assembly? (Months or Number of rounds)	SAME
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?	> <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO <input type="checkbox"/> DON'T HAVE ONE
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	NEVER
What were the services performed?)	NA
Ship your INSURED firearm by either UPS or Parcel Post to:	
Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoeffler Avenue Illion, NY 13357	
<input type="checkbox"/> <b>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.</b>	
:: 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	

## Fulcher, Dell Marie

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**From:** Spence [nastyhabits06@gotsky.com]  
**Sent:** Tuesday, January 11, 2011 11:55 AM  
**To:** Fulcher, Dell Marie  
**Subject:** RE: Inspection of my Remington

**Importance:** High

Good Morning Ms. Fulcher,

Thank you for the info. My mind will rest a littler easier now that I know I won't be sending my credit card info in a "box" (which I wouldn't do anyway). As I now have the correct ink cartridges for my printer I will print up the required data and get the shipping process started. Assuming all goes well I will get the old 721 to UPS no later than Friday. I'm keenly interested to see what if any modifications my father may or may not have made to this rifle. Dad was a "tinker-er" but usually left the firearms work to a qualified gun smith.

This rifle was (I believe) a 30-06 when dad shot the throat out of it (it was his favorite hunting gun). I do recall him coming home from the range, cussing incoherently about the accuracy, crashing and banging in the garage, seeing the dog run for cover and about 4 hours later he came in the house and announced his rifle was now a 25-06 (that was all the rage back in those days). For my part, I have used this rifle "seriously" on only one occasion. I took a really nice 3X Mule with it in the Ruby Mountains of eastern Nevada about 5 or 6 years ago. I shoot and clean it a couple of time a year just to "keep my hand in", hence my current problem with the safety or whatever.

Anyway, thanks once again for the info and I will get the word to my cousin about the 673. As soon as I drop the r721 off at UPS I will email you with a heads up.

Spence Merrell  
Dayton, Nevada

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**From:** Fulcher, Dell Marie [mailto:Dell.Fulcher@remington.com]  
**Sent:** Tuesday, January 11, 2011 8:25 AM  
**To:** Spence  
**Subject:** RE: Inspection of my Remington

Mr. Merrell,  
So sorry to hear about your child. Glad they are on the road to recovery.

The form that we send out is a general form. We ask that you fill it out so the factory knows what is going on with your firearm & put it inside the box with the firearm.

Until I get my report from the factory I have no idea if there will be a charge for any work that needs to be done.

If there is a charge, the factory will quote first so that I can call you with that information.

The Model 673 uses the same trigger as the Model 7.

We feel that as long as a trigger is kept cleaned & well maintained & not adjusted outside of the factory it will function as designed.

**Dell Fulcher** | Consumer Affairs Administrator  
Remington Arms Company, Inc.  
870 Remington Dr., PO Box 700, Madison, NC 27025-0700  
Phone: 1.800.243.9700 | Fax: 336.548.7872

Freedom Group Family of Companies: Remington | Marlin | Bushmaster Firearms |

**Confidentiality/Proprietary Note:** This e-mail and any files transmitted with it are intended solely for the use of the individual or entity to which they are addressed. If you are not the intended recipient or the person responsible for delivering the e-mail to the intended recipient, be advised that you have received this e-mail in error and that any use, dissemination, forwarding, printing or copying of this e-mail is strictly prohibited. If you have received this e-mail in error, please reply back to sender advising that you have received the e-mail in error and delete this e-mail from your system.

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**From:** Spence [mailto:nastyhabits06@gotsky.com]  
**Sent:** Monday, January 10, 2011 7:50 PM  
**To:** Fulcher, Dell Marie  
**Subject:** Inspection of my Remington  
**Importance:** High

Good Afternoon Ms. Fulcher,

First, let me apologize for the tardiness in my communications. One of my children was taken seriously ill last week and I have spent most of my waking hours at the local hospital. Thank the good Lord he now seems to be on the road to recovery. To add insult to injury, when I started printing out the data / labels you sent me I discovered my printer cartridges were "empty". After a trip to my local Wal-Mart the problem is now corrected.

To Business: I started looking the data you sent me and the associated financial responsibility involved. I was surprised to see that Remington plans on charging me 75 dollars minimum regardless of what is found. No less disturbing is Remington's request for my credit card number to be sent in the box with the rifle. Please let me remind you that it is a Remington's request I'm sending the rifle in at all. Also be advised I'm not asking for "something for nothing" but to be brutally honest, for 50 dollars plus shipping I can purchase a new Timney and install it myself. Being a retired person on fixed income demands prudence on my part. That being said, if I cannot be sure no charges will apply (other than shipping) I will not hesitate to repair the problem myself along with the help of a local gunsmith.

Additionally, my original question remains unanswered. That question was (and still is) what similarities exist between the trigger assembly of a Model 700 and a Model 672. My cousin owns 2 of the 672's and a couple of 700's is very much aware of the trigger circumstance with my old 721. (In fact, he is one of the 3 witnesses). He is just looking for assurance he will not experience the same problem I have with an accidental discharge (as I said, without any of my appendages on the trigger – this occurred after cocking the rifle with a round in the pipe, applying the safety to let the wind subside, and upon releasing the safety the rifle discharged).

Please take moment to digest the above and let me have your thoughts as to how to proceed keeping in mind my original question. If you require further information or wish to contact me please feel free to do so at any time.

Sincerely,

Spence Merrell  
Dayton, Nevada

Reference #
101221-000038
Status
Waiting
Assigned To
Administrators
Dell -
Product
History
SLA
Not specified
Queue
CSR
Date Created
12/21/2010 11:56 AM
Initial Response
01/06/2011 07:09 PM
Last Updated
01/06/2011 07:09 PM
Customer SmartSense
+1 (on -3 to +3 scale)
Staff SmartSense
0 (on -3 to +3 scale)

## My Previous Communications

### Discussion Thread

Response (Dell -)

01/06/2011 07:09 PM

Dear Spencer,  
I did not receive a response on Dec 1st. I do apologize for the delay in this email response. -  
I will go ahead & get a shipping label & box to you. We would like to have the rifle come in for exam.

Sincerely,  
Dell

Customer (Spencer Merrell)

12/21/2010 11:56 AM

Good Morning Remington,

This message is for Dell and incident # 101169-000056. The nuts and bolts of my problem is that my old 721 that "went off" without my finger on the trigger. It discharged immediately after releasing the safety. I presented my question regarding this to Dell and he informed me that he wanted me to send the rifle to you for inspection and Remington would provide a shipping label to facilitate transportation. THIS WAS ON 12/01--

It is now 12/21 and I have not received either a shipping label or any further communication from Dell or Remington. I realize its Christmas and all but if you want me to ship the rifle to you please confirm. If you want to forget the whole sordid mess just let me know and I will purchase another trigger (Timney) and get on with the repair process. YOUR CALL!

Please let me know how you want to approach this problem or do you just want it to "go away". Like I said your call!

Spencer Merrell  
131 Elizabeth Lane  
Dayton, Nevada 89403

Ph: 775-220-2718

Email: [nastyhabits06@gotisky.com](mailto:nastyhabits06@gotisky.com) [nastyhabits06@gotisky.com](mailto:nastyhabits06@gotisky.com)

### Primary Contact

First Name: Spencer

Last Name: Merrell

Organization:

Login: [nastyhabits06@gotisky.com](mailto:nastyhabits06@gotisky.com)

Title:

Contact Type:

Email: [nastyhabits06@gotisky.com](mailto:nastyhabits06@gotisky.com)

Email - Alternate #1:

Email - Alternate #2:

Office Phone:

Mobile Phone:

Fax:

Assistant Phone:

Home Phone:

Street

City

State/Province

Postal Code

Country

### Additional Information





*Emailed to cust.*

Spencer Merrell  
131 Elizabeth Ln.  
Dayton, NV 89403  
Ph: 775-220-2718  
Email: nastyhabits06@gotsky.com

Ref: # 5576

Dear Mr. Merrell,

You will receive a pre-paid shipping label in a separate email within 2-3 business days. Please include a copy of this letter 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/

Spencer Merrell  
131 Elizabeth Ln.  
Dayton, NV 89403  
Ph: 775-220-2718  
Email: nastyhabits06@gotsky.com

Ref: # 5576

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

enclosure

[Print](#)[Reset](#)

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> <div style="text-align: right;">500 characters left</div>			
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: _____
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? > <input type="checkbox"/> YES <input type="checkbox"/> NO
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? _____
What were the services performed? _____
Ship your INSURED firearm by either UPS or Parcel Post to:  Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Illion, NY 13357
<input type="checkbox"/> <b>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.</b>  :: 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 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**

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**From:** postmaster@remington.com  
**To:** nastyhabits06@gotsky.com  
**Sent:** Friday, January 07, 2011 8:27 AM  
**Subject:** Relayed: Message relayed (nastyhabits06@gotsky.com)

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

[nastyhabits06@gotsky.com](mailto:nastyhabits06@gotsky.com)

**Subject:**

**Remington.**

www.remington.com

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

## ARS LABEL REQUEST FORM

DATE:	1/6/2011	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
<del>PLEASE CHECK ONE</del>			
MEDIA COORDINATOR TO MAIL			
DESCRIPTION: Ref # 5575 rifle			

## LABEL INFORMATION

MAIL LABEL TO: Spencer Merrell 131 Elizabeth Ln. Dayton, NV 89403 Ph: 775-220-2718 Email: nastyhabits06@gotsky.com	Email ARS to customer
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY	

**PLEASE COMPLETE ALL PARTS OF THIS FORM**

4YX596 JAN 7, 2011 ALL CURR USD 1 OF 1  
SVC GND COM ACT WT 10.0 LBS  
TRACKING# 1Z4XX5969067489904  
REF 1: SPENCER MERRELL/CD/DMF  
REF 2: 5576/RIFLE

HANDLING CHARGE 0.00  
SINGLE-PIECE PUB RATE CHRG:  
DV 0.00 COD 0.00 SVC T/P USD  
DC 0.00 DCD 0.00 RS 1.00  
AM 0.00 PR 0.00 SD 0.00  
TOT PUB CHG 12.29 PUB+HANDLING 12.29 SP 0.00

nastyhabits06@gotsky.com

