

Remington Arms Co., Inc.
Product Service
Legal Case #:6286

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
235118	7/7/2011	6/14/2011	7/8/2011				X

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Kell Brothers		Kell Brothers	4539 Route 209	Elizabethville	PA	17023		W 717-362-3234

Incident Information

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

6/16/11 Per call from dealer, his customer came in with a rifle he inherited. He had never fired it before but recently loaded it and took the safety off and it fired.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	721/257 ROBERT	n/a	352169	LA	2/1/1954
Date Purchased	Where Purchased	Accessories	Original Owner			
			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 Ilion, replace TPA, clean, test fire at BLSM program price						
	Repair/Replacement Cost	Repair/Replacement Date				
	42.64	7/22/2011				

6/16/11 Mailing ARS.cm 7/22/11 Per Ilion, trigger assm dirty, sticky and set screws altered. Trigger not returning properly. Replace TPA, clean, test fire at BLSM program price of \$20 plus shipping.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		7/8/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4006	Altered Adjustments or Components	POOR MAINTENENCE
Barrel	Description		24" 257 ROBERTS
	Date Code		LA
	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	STICKY
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; Not Functioning	FRT TAKE DOWN SCREW MISSING
	Stock Condition	Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Worn; Functioning	
	Bulged	False	
Safety	Description		M/722 BOLT LOCK SAFETY
	Function	Slightly Worn; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	N/A
	Notch	Slightly Worn; Functioning	
		Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Worn; Not Functioning	DIRTY,STICKY. TRIG NOT RETURNING WILL FOLLOW DOWN
	Pull	---Select---	1.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	Other Remington	

24"
LA2/54
1.5#

6286

June 16, 2011

Kell Brothers
4539 Route 209
Elizabethville, PA 17023

Subject: Case #6286, Model 721

Dear Sir,

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 box with "Product Service".

I apologize for the inconvenience 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

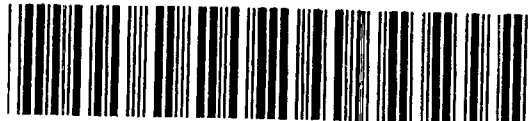
RECEIVED
JUL 20 2011

BY:.....

Serial Number

352169

Model: 722



RE00235118

T.A. dirty, sticky & set screws
altered. Trig. not returning
properly. Replace TPA, clean
& test fire under BCP for
\$20.00 + shipping

@cole

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

Phone 800 243 9700 • www.remington.com

PS 21816

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

Model Number:	722	Serial Number:	352169
Are you the original owner?: ☐ YES ☒ NO			
Name: Kell Brothers Guns		Date of Purchase: UNKNOWN	
Address (no PO Boxes): 4539 RT 209			
City: ELIZABETHVILLE	State: PA	Zip: 17023	
Phone (Daytime): 717-362-3234		Fax: 717-362-9208	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) bgun@epix.net			
E-mail Address: ☐ I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: GUN DISCHARGES WHEN CLOSING BOLT SOMETIMES ON SAFE SOMETIMES WHEN ON FIRE AND DISCHARGES WHEN CHANGING POSITION FROM SAFE TO FIRE WHEN WORKING BOLT GUN WILL NOT COME INTO FIRING POSITION THIS IS AS RECEIVED FROM A CUSTOMER WE BOUGHT THE GUN SINCE IT WAS NOT SAFE HE DID NOT WANT TO DEAL WITH IT (ALMOST BLEW OFF HIS FOOT) 500 characters left NOT INSURED AND WANTS TO REMAIN THAT WAY!			
Ammunition Information:			
Manufacturer: REMINGTON		Type: R257 (REM'S ONLY ONE)	
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:	

YOU DO NOT HAVE
PERMISSION TO GIVE OUT EITHER OF
THESE



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	6/14/2011	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE:			
MEDIA COORDINATOR TO MAIL		xxx I WILL MAIL	
DESCRIPTION: 721			

LABEL INFORMATION

MAIL LABEL TO:	Kell Bros. 4539 Rt 209 Elizabethville, PA 17023 717-362-3234
RETURN ITEM TO:	Rem Prod Serv Case # 6286

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

4XX596 JUN 15, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969067780848
REF 1: KELL BROS/CD/CM
REF 2: 721/CASE 6286

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRGs: SVC T/P USD
DV 0.00 COD 0.00 RS 0.50
DC 0.00 DGD 0.00 SD 0.00
AH 0.00 PR 0.00 SP 0.00
TOT PUB CHG 8.15 PUB+HANDLING 8.15





