

Remington Arms Co., Inc.
Product Service
Legal Case #:6115

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
228707	4/13/2011	4/14/2011	4/14/2011				X

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Kyle	Luke	221 Avery Rd.	Ilion	NY	13357		H 315-895-3328

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015 Improper Maintenance		Unknown	
S	Concern:1007 Fired on Safe Release			
C FSR				

Employee brought gun in for repair. He stated that the safety doesn't stay in "on" position - and will fire. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	721/270 WIN	n/a	124420	PWW	6/1/1950
Date Purchased	Where Purchased	Accessories	Original Owner			
		SCOPE,SEE THRU RINGS,SLING	U			

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 - Quote to repair under BLM						

Repair/Replacement Cost	Repair/Replacement Date
\$29.64	5/5/2011

5/5/11: Per Ilion - TA dirty, parts work sluggish. Replace TA, clean & test fire under BLM. Clean & polish chamber. Left msg for cust. to call me. df 5/13/11: Customer called. Apprvd & pd by credit card. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		4/14/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4015	Improper Maintenance	
Barrel	Description		24" 270 WIN
	Date Code		PWW
	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	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	
	Stock Condition	Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Worn; Functioning	
	Bulged	False	
Safety	Description		M/721 BOLT LOCK SAFETY
	Function	Slightly Worn; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	N/A
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY,RUSTY,PARTS SLUGGISH
	Pull	---Select---	3.5#
	Altered	False	
	Sub-Assembly	Other Remington	
Non-Remington Components	Description		SCOPE,SEE THRU RINGS,SLING

Receipt Of Firearm(s) Delivered to the Plant for Repair
Firearm Checked For Live Ammunition [☒]

"24"
PWW6/50
3.5"

Driver's License ID# 859-591-793

Delivery Date 4/13/11

6/15

Customer Name (Print) Kyle Luke

Employee ☒ (Y) ☐ (N)

Address 221 AVERY ROAD City ILION

State NEW YORK Zip 13357 Phone Number (515)-895-3328

Manufacturer Remington

Firearm Description Model 124420 721 Cal./Ga. 770

Serial Number 124420

Stock/ Fore-end Condition - circle the description
(Excellent, Good, Fair, Poor, Fancy, Plain, Synthetic, Wood)

Comments on Stock/ Fore-end condition Good

Metal Condition - circle the description
(Excellent, Good, Fair, Poor, Fancy, Plain Stainless Steel)

Comments on Metal condition Good

Barrel Type (VT. Rib, Plain, Deer, Stainless Steel) Barrel length 24 inch

List additional accessories: IE Scope, Sling, Gun case and description;

Customer request: SAFE DOESN'T STAY IN UN POSITION - WILL FIRE ON SAFE. PROPERLY.

Return Process Return to Clark St. Ent. [] Return via UPS []

By signing this receipt the person delivering the firearm understands to be the only person to receive the firearm upon completion of repairs.

Signature [Signature] Date 4/13/11
person delivering firearm

Signature [Signature] Date 4/13/11
security officer

Signature [Signature] Date 4/13/11
Arms Service / CSR

RECEIVED
APR 20 2011

BY:

Customer Pick Up Verification

I certify, I am the person whom delivered the above described firearm to the Remington Ilion plant for repair and may lawfully possess a firearm in New York State.

Signature _____ Date ____ / ____ / ____
person receiving firearm must be the same who delivered

Signature _____ Date ____ / ____ / ____
security officer or other witness returning the firearm

Remington.



Safe doesn't work properly.

When unloading shells it doesn't always stay in "on-position" and will fire.

Ejection clip doesn't eject shells correctly, possibly the spring?

Serial Number:

124420

Model: 721



RE00228707

T. A. Dirty, pants work sluggish.
Replace TPA, clean + test fire
under BCP for \$20.00 ~~est~~
clean + polish chamber.







