

Remington Arms Co., Inc.
Product Service
Legal Case #:6084

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
227682	4/4/2011	4/5/2011	4/5/2011				X

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	The Outdoorsman	---	The Outdoorsman	1618 Grand Ave.	Grover Beach	CA	93433		W 805-473-2484 F 805-473-3402 E outdoorsman@sbcglobal.net

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern		Unknown	
S	Concern:1007 Fired on Safe Release			
C	FSR			

Dealer sent gun in with a note. Dealer stated gun fired when safety was released - rifle was unloaded at the time. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	721/270 WIN	n/a	46930	BTT	1/1/1948
Date Purchased	Where Purchased	Accessories	Original Owner			
	SECRETARIA DE LA DEFENSA		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

\$27.64 4/11/2011

4/11/11: Could not duplicate concern. TA set screws altered. Trigger will not return properly. Replace TA, clean & test fire under BLM - quote. Quote was mailed to dealer & emailed for approval & payment. df 4/26/11: Customer mailed a check as payment w/approval. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		4/5/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 270 WIN
	Date Code		BTT
	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	
	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---	.014
	Notch	Slightly Worn; Functioning	O/S DOUBLE
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	TRIG NOT RETURNING PROPERLY
	Pull	---Select---	3#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	Other Remington	

QUOTATION**Remington Arms Company, Inc.****ESTIMATING
REPORT**Parts/Repairs
Fax800-243-9700
336-548-7801870 Remington Dr. P.O. Box 700
Madison, NC 27025-0700www.remington.com info@remington.com**ALL PRICES QUOTED ARE IN EXCHANGE FOR REPLACED PARTS.**

THIS IS NOT AN INVOICE. THIS IS AN ESTIMATE TO REPAIR, RECONDITION, OR REPLACE THE ITEM(S) DESCRIBED BELOW. IF THIS IS SATISFACTORY, PLEASE APPROVE BY SIGNING BELOW AND RETURNING TO THE ABOVE ADDRESS. REPAIR TO TAKE APPROXIMATELY (4) WEEKS AFTER RECEIPT OF APPROVAL. IF WE DO NOT RECEIVE YOUR APPROVAL IN 15 DAYS, WE SHALL RETURN THE ITEM(S) AS RECEIVED POSTAGE DUE.

Repair Order Number RE00227682 Account # - R-	Description/Serial Number 46930	Date Received - 4/4/2011 Estimate Date - 4/5/2011 Current Date - 4/11/2011
Customer THE OUTDOORSMAN GRAND PLAZA 1618 GRAND AVE GROVER BEACH, CA 93433 US		Return To THE OUTDOORSMAN GRAND PLAZA 1618 GRAND AVE GROVER BEACH, CA 93433 US
Phone (H) (805)-473-2484 Phone (W)	Fax	Email OUTDOORSMAN@SBCGLOBAL.NET

Please Circle One
VISA MC AMEX DISCOVER Card No. _____ Exp. Date _____
PO Number _____
Daytime Phone (____) _____ Time To Call _____ Open Acct. R _____
Approval: Customer Signature _____ Date _____
☐ If You Desire Any Change Please Use The Reverse Side For Your Comments And Mark This Box
Notice: We process checks electronically through Check 21

Reported		Problems Found	
M123	FORWARD TO PRODUCT SERVICE FOR INSPECTIO	M123	FORWARD TO PRODUCT SERVICE F

Technician's Comments

ProblemNotes could not duplicate concern.trigger assm set screws altered.trigger will not return properly.replace trigger plate assm, clean and test fire under bolt lock program for \$20.00 + shipping

Estimate **C.O.D. /Shipping and Handling Charges are NOT Included in this Quote

Material #	Material Description	Qty	Warranty Y/N	Price/ Unit	Discount Percent	Extended Amt
Part						
F202906	40 SSA TRIG ASSB RH	1	Y	\$84.00	0%	\$0.00
Service						
4000114	GR-SHIPING & HANDLING (GUN REPAIR)	1	N	\$17.00	0%	\$17.00
4000116	GR-LABOR	1	N	\$20.00	0%	\$20.00
4000119	GR-TEST	1	Y	\$23.00	0%	\$0.00
Sub Total:						\$37.00
Est. Sales Tax:						
Grand Total:						\$37.00

Fulcher, Dell Marie

From: postmaster@remington.com
To: outdoorsman@sbcglobal.net
Sent: Monday, April 11, 2011 11:25 AM
Subject: Relayed: Message relayed (outdoorsman@sbcglobal.net)

Delivery to these recipients or groups is complete, but no delivery notification was sent by the destination server:

outdoorsman@sbcglobal.net

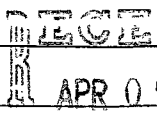
Subject:

6084 6084

2411
BT 1/48
3#
014

Print

Reset

Model Number: 721 \		Serial Number: 46930	
Are you the original owner? YES NO			
Name: The Outdoorsman		Date of Purchase: unknown	
Address (no PO Boxes): 1618 Grand Ave			
City: Grover Beach		State: CA	Zip: 93433
Phone (Daytime): 805-473-2484		Fax: 805-473-3402	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) outdoorsman@sbcglobal.net			
E-mail Address: I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: Gun fired when safety was released. Rifle was unloaded at the time. <i>could not duplicate concern. T.A. set screws altered. Trig will not return properly. Replace TPA, clean & Test fire under DCP for \$20.00 + ship</i> <i>@note</i> 433 characters left			
Ammunition Information:			
Manufacturer: unknown		Type: unknown	
Other (i.e. bullet weight/type, shot size, powder): unknown			
Handload Information:			
		Powder Weight:	
		Primer Used:	
		Reloader Used:	
		ing and Lubrication):	

46930

Model: 721



RE00227682

.asp

2/11/2011

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?)
Ship your INSURED firearm by either UPS or Parcel Post to:
<p align="center">Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357</p>
<input type="checkbox"/> <p align="center"> :: 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 </p>

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.







