

Remington Arms Co., Inc.
Product Service
Legal Case #:6102

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
228354	4/8/2011	4/11/2011	4/11/2011				X

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Gilbert	Weaver	5131 Browns King Way	Powder Springs	GA	30127		H 770-439-5859

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			

Customer sent gun in with our repair form. He stated the gun fires when safety is pushed off. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	721/270 WIN	n/a	174886	CXX	4/1/1951
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 - Quote to repair under BLM						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$27.64	4/20/2011				

4/20/11: Per Ilion - Could not duplicate concern. TA dirty. Replace TA, clean & test fire under BLM - quote. Trigger guard plate missing when received. Customer apprvd & paid by credit card. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		4/11/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 270 WIN
	Date Code		CXX
	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	Slightly Worn; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.012
	Notch	Slightly Worn; Functioning	
		Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Functioning	TRIG GUARD PLATE MISSING REAR TAKE DOWN SCREW CONTACTING BOLT STRIKER
	Pull	---Select---	4.5#
	Altered	False	
	Sub-Assembly	Other Remington	

Discover

REDACTED

95

07/15

24"
CXX 4/51
4.5#
10/12**Remington.**

10/02

Factory Repair Instructions

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

Model Number: 721		Serial Number: 174886	
Are you the original owner? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: GILBERT J. WEAVER		Date of Purchase: in The fall of 1953?	
Address (no PO Boxes):			
5131 Browns King Way			
City: Powder Springs		State: GA.	Zip: 30127
Phone (Daytime): 770 439 5859		Fax:	
E-mail Address:			
<input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem:			
Gun fires when safety is pushed off			
Ammunition Information:			
Manufacturer: Winchester		Type: Power Point	
Other (i.e. bullet weight/type, shot size, powder): 150 GR. And			
FEDERAL 150 GR Soft Point			
Handload Information: NO			
Powder Used: —		Powder Weight: —	
Case/Hull Used: —		Primer Used: —	
Bullet Type/Shot Size: —		Reloader Used: —	
RECEIVED APR 15 2011			
Firearms Care (Cleaning and Lubrication):			
Brand of cleaning solution used: Gun Oil		BY:	
How often do you clean the bore? (Months or Number of rounds) AFTER EACH FIRING			
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: STANDEER Gun Oil			

How often do you lubricate the bore? (Months or Number of rounds)	<i>AFTER Each firing</i>
How often do you lubricate the action? (Months or Number of rounds)	<i>1 1/2 4</i>
How often do you lubricate the trigger assembly? (Months or Number of rounds)	<i>1 1/2 10</i>
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	<i>But I will</i>
Comments: <i>HELP</i>	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	
<i>NEVER</i>	
What were the services performed?	
<i>None</i>	
Ship your INSURED firearm by either UPS or Parcel Post to:	
REMINGTON ARMS CO., INC ATTN: Arms Service Division 14 Hoefler Ave Ilion, NY 13357	

IN YOUR FIREARM OR IN THE SAME BOX WITH THE
IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE
NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND

ing it.
amage in shipping and handling. Preferably,
be returned.)
loss or damage.
de the box. Shipments without a proper
ost. Remington is not responsible for
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.

*could not duplicate concern.
T.A. dirty. Replace TPA, clean
Test fire under BLP for \$20.00 +
Ship. Note: T.G. plate missing when rec'd.*

[Signature]

Number:

174886

Model: **721**



RE00228354







