

Remington Arms Co., Inc.									
Product Service									
Case Information									
RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete		
251874	12/28/2011	12/30/2011	1/3/2012						
Customer Information									
Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Ken	Holm	1517 Roosevelt Street	Anoka	MN	55303		H 952-221-3271 E judykenholm@comcast.net

Incident Information									
Claims	Codes				Repair Est.	Medical Treatment	Medical Status		
PI									
PD									
S	needs bolt lock	Cause: 4038	Could Not Duplicate Concern						Unknown
SMP		Concern: 1025	Unexplained Discharge - No Mention of Safety Position						
C									

per cust ltr: 721 needs bolt-lock safety modification program. original owner reported accidental discharge-trigger probably also needs replacement.

Firearm Information							
Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM	
Remington	CF/BA	721/270 WIN	20000	236834	CYY	4/1/1952	
Date Purchased	Where Purchased	Accessories	Original Owner				
			U				

CONCERN: ACCIDENTAL DISCHARGE

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
Quote to replace TPA under SMP						

Repair/Replacement Cost	Repair/Replacement Date
\$29	

per ltr: could not duplicate concern. Replace TPA, clean & test fire under BIP for \$20 + shipping.

Examination [Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B. TRAVIS
	Exam Date		1/3/2012
	Product Type		RF
	Action Type		A
	Assigned To		T. NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 270 WIN
	Date Code		CYY
	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	
	Condition	Slightly Worn; Functioning	
Extractor	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
	Block Condition	---Select---	
Locking	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
	Exterior Condition	Worn; Functioning	DIRTY,RUSTY
Overall	Stock Condition	Missing	
	Fore End Condition	---Select---	
	Condition	Slightly Worn; Functioning	
Receiver	Bulged	False	
	Description		M/721 SAFETY
Safety	Function	Slightly Worn; Functioning	
	Sub-Assembly	Non-ISS	
	Lift	---Select---	013
Sear	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
	Feeding Test	False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY,RUSTY
	Pull	---Select---	4.5#
	Altered	False	
	Sub-Assembly	Other Remington	

Model Number: 721	Serial Number: 236834	
Name: Ken Holm	Date of Purchase: June 2008	
Address (no PO Boxes): 1517 Roosevelt St 7175		
City: Anoka	State: MN	Zip: 55303
Phone (Daytime): 952-221-3271	Fax:	
E-mail Address: judykenholm@comcast.net		
Please describe your problem: 721 needs bolt-lock Safety Modification Program Original owner reported accidental discharge - trigger probably also needs replacement could not duplicate concern Mphua TPA clean + test binoculars BLP Rep # 20. + 5000 Quote		

24"
 6444/52
 4.54
 .013

500 characters left

When shipping your firearm, contact the Repair Center for services

Serial Number: 236834
 Model: 721



RE00251874

RE SPENT SHELLS IN YOUR FIREARM
 FIREARM. THIS IS A VIOLATION OF
 MUST SEND SPENT SHELLS PLEASE
 AGE AND INCLUDE NAME, ADDRESS
) MODEL AND SERIAL NUMBER OF

RECEIVED
 JAN - 4 2012

- :: 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.
- :: 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.





