

Remington Arms Co., Inc.  
Product Service  
Legal Case #:7553

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
265253	4/19/2012	4/2/2012	4/20/2012				X

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Ken	Kallas	5637 Shady Stone Dr.	South Jordan	UT	84095		C 801-694-0085 E kbkallas@hotmail.com

## Incident Information

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

4/2/12: Customer called in. He stated he had FSR with rifle several years ago. He said he has had the rifle put up for about 3 years. No damage or injury reported. df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	721/3006 SPRG	n/a	395941	EC	10/1/1956
Date Purchased	Where Purchased	Accessories	Original Owner			
	ALL SPTS SUP PILD ORE		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  
\$29

4/2/12: Mailing ARS, forms & box from Madison office. df 4/26/12: Per Ilion - Could not duplicate concern. TA dirty, parts work sluggish. Replace TA, clean & test under BLM - quote. df 4/30/12: Customer called & left VM disputing quote. He doesn't feel that he should be charged. I will call him back. df 5/1/12: I called customer & left him a detailed voice mail w/the age of the gun, what we found & the amount of the quote. I asked him to call me with approval & payment if he wants the work done. df 5/7/12: Customer mailed approval & payment. df

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		4/20/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4015	Improper Maintenance	
Barrel	Description		24" 3006 SPRG
	Date Code		EC
	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; Not Functioning	BINDS
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	
Sear	Lift	---Select---	.007
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Worn; Functioning	DIRTY,STICKY PARTS WORK SLUGGISH
	Pull	---Select---	3.5#
	Altered	False	
	Sub-Assembly	Other Remington	

7553

COPY

24"  
EC 10/51  
3.5#  
1007

April 2, 2012

Ken Kallas  
5637 Shady Stone Dr.  
South Jordan, UT 84095  
Phone: 801-694-0085

Ref: # 7553, Model 721, Serial # 395941

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our facility for examination and service request.

Please include a copy of this letter and service request to put inside the shipping container. The letter and service request inside are important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly. Mark the ends of the box with "Product Service". Product Service will be inspecting the firearm and will contact me with the results. I will contact you once I get the report.

I hope this action will keep you a loyal Remington customer.

Sincerely,  
Dell Fulcher  
Consumer Affairs Administrator  
Remington Arms Co., LLC  
Phone: 1-800-243-9700 press 0 and ask for ext 8686  
Fax: 336-548-7872

enclosure

RECEIVED  
APR 26 2012

BY:.....

could not see concern  
T.A. dirty part work sluggish.  
replace TPA, clean & test  
under 300 for 20.7

Quote

Serial Number:  
395941  
Model: 721



RE00265253

Remington Arms Company, LLC • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025  
Phone 800-243-9700 • [www.remington.com](http://www.remington.com)

Model Number: <u>721</u>		Serial Number: <u>395941</u>	
Name: <u>Ken Kallas</u>		Date of Purchase: <u>UNK</u>	
Address (no PO Boxes): <u>5637 Shady Stone Drive</u>			
City: <u>South Jordan</u>		State: <u>UT</u>	Zip: <u>84095</u>
Phone (Daytime): <u>(801) 694-0085</u>		Fax: <u>N/A</u>	
E-mail Address: <u>KBKallas@hotmail.com</u>			
Please describe your problem:			
<p>Rifle will fire when The Safety is Pushed To the off position (fires without pulling Trigger). occurred several times, Two close calls! Rifle not safe as it is.</p> <p>Thanks, Ken Kallas</p>			
500 characters left			
<p><b>NOTE:</b> Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.</p>			
<p><input type="checkbox"/> <b>WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. THIS IS A VIOLATION OF FEDERAL LAW. IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM.</b></p> <p>:: Record the serial number of your firearm before sending it.</p> <p>:: 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.)</p> <p>:: Remove all accessories from your firearm to prevent loss or damage.</p> <p>:: 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.</p>			
Print		Reset	

# Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700



ATTN: Product Service

Parts and Repairs: P:800-243-9700/F:336-548-7801

[www.Remington.com](http://www.Remington.com)

This document is a summary of your request for service. Please review the document for accuracy and to insure the services you are requesting are noted. This information will serve as a guideline for our Service Department to address your specific concerns and provide you with accurate and complete service. **ENCLOSE THIS DOCUMENT WITH YOUR RETURN.**

<b>Service Request Number</b> SR00016602	<b>Serial Number / Description</b> 395941 Model 721 Center Fire Caliber: 3006	<b>Date of Request:</b> 04/02/2012 <b>Date Printed:</b> 04/02/2012
<b>Customer:</b> KEN KALLAS 5637 SHADY STONE DR. SOUTH JORDAN, UT 84095 US		<b>Destination:</b> Arms Services 14 Hoefler Ave Ilion, NY 13357 US
Email:		Email:

Your request for service on the item(s) will be evaluated by our repairman to determine if it is covered under our warranty policy. If it is your firearm will be repaired and returned. If not, you will be contacted with an estimate before work is performed.

## Reason For Return

M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

## Service Request Section

Product Service # 7553

Parts And Service Details		Description	Qty Needed	Warranty	Price	Disc	Amount
Material	Type						

THIS IS NOT AN INVOICE. This is a pre-estimate to repair, recondition, or replace the item(s) being sent based on the conversation with our representative.

**Sub Total:** .00  
**Est Sales Tax:** .00

## ARS LABEL REQUEST FORM

DATE: 04/02/2012	Service Request # SR00016602
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: fulcherdm	email address: I WILL MAIL LABEL

<b>Business:</b>	Remington Service PO Box 700 Madison, NC 27025-0700 <a href="http://www.Remington.com">www.Remington.com</a>
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## LABEL INFORMATION

<b>MAIL LABEL TO:</b>	KEN KALLAS 5637 SHADY STONE DR. SOUTH JORDAN, UT 84095 US SR00016602  Email:
<b>RETURN ITEM TO:</b>	ILN  Arms Services

4XX596 APR 2, 2012 ACT WT 10.0 LBS #PK 1  
 SVC GNDCOM BL WT 10.0 LBS  
 TRACKING# 1Z4XX5969066545327 ALL CURRENCY USD  
 REF 1:SR00016602  
 REF 2:

HANDLING CHARGE 0.00		FRT: 3RD	
SHIPMENT PUB RATE CHARGES:		SVC T/P USD	
DV 0.00	COD 0.00	RS	0.50
DC 0.00	DGD 0.00		
AH 0.00	PR 0.00	ROD	0.00
TOT PUB CHG 13.46		PUB + HANDLING	13.46

ATTN: Product Service
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# ShipRequest™



Ship To: KEN KALLAS  
Company:  
Address 1: 5637 SHADY STONE DR.  
Address 2:  
Address 3:  
City: SOUTH JORDAN  
State/Province: Utah  
ZIP/Postal Code: 84095  
Country: United States  
email:  
Phone:  
Account: 230145  
Package Type: Package  
Address Type: Residential  
Deliver By: Thu, April 5, 2012 *df*  
Package ID: 8855

Special Instructions:

Sender Name: Dell Marie Fulcher  
email: dell.fulcher@remington.com  
Prepared By: Dell Fulcher  
Phone: 336-548-8686

Date: 04-02-12 1 lb 7.4 oz

Acct #	: 230145	Base \$	7.41
Cust #	: ODL0000006807	Spc S:\$	0.00
Zip/Zone	: 84095 / 7	Addl \$	0.00
Trk #	: 124XX5960300028566	Total \$	7.41
Pkg ID #	: 8855		
Service	: UPS Ground		







