

Remington Arms Co., Inc.  
Product Service  
Legal Case #:5436

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		12/15/2010	2/14/2012				X

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Tom	Olden	1813 South 8th St.	Colorado Springs	CO	80905		H n/a E tldlen@comcast.net

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S	Cause:4064	Not Examined by Product Service		Unknown
C	Firing pin dropped on safe release while dry firing	Concern:1007 Fired on Safe Release		

Customer sent in an email. He has a M/721 that he believes he purchased in 1959. He stated that he was dry firing it & the firing pin dropped on safe release. He wants it checked out. df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	721/270 WIN	n/a	92797		
Date Purchased	Where Purchased	Accessories	Original Owner			
			U			

## Ammunition Information - None Defined

## Other Products Information - None Defined

## Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Gun not returned to Ilion						

Repair/Replacement Cost	Repair/Replacement Date

12/15/10: I will email ltr & form. I will ask media coord to email ARS. df 2/14/12: Gun not returned to Ilion. df

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

<b>Reference #</b>
101026-000142
<b>Status</b>
Spam-closed
<b>Assigned To</b>
Administrators
Dell -
<b>Product</b>
Firearms
<b>SLA</b>
Not specified
<b>Queue</b>
CSR
<b>Date Created</b>
10/26/2010 07:26 PM
<b>Initial Response</b>
10/29/2010 01:26 PM
<b>Last Updated</b>
12/01/2010 09:10 AM
<b>Date Closed</b>
11/04/2010 03:37 AM
<b>Customer SmartSense</b>
0 (on -3 to +3 scale)
<b>Staff SmartSense</b>
+1 (on -3 to +3 scale)

**Model 721****Discussion Thread**

**Response (Dell -)** 12/01/2010 09:10 AM  
 Mr. Olden,  
 We did not mark your incident as Solved. It may be something our system does, but I had asked for your information to be able to get your gun back in for exam.  
 We would like the rifle to come into our Product Services Department at our factory for examination. Please reply back to me with your mailing address. We would like to send you a pre-paid shipping label for UPS to have the firearm come in. I will also include a form that you can fill out to let the examiner know exactly what happened, when this occurred and what you are expecting.

**Note (Foster -)** 11/30/2010 05:06 PM  
 Transferred to product services.

**Response (Dell -)** 10/29/2010 01:26 PM  
 Dear Mr. Olden,  
 Thank you for your patience. We would like the rifle to come into our Product Services Department at our factory for examination. Please reply back to me with your mailing address and phone number. We would like to send you a pre-paid shipping label for UPS to have the firearm come in. I will also include a form that you can fill out to let the examiner know exactly what happened, when this occurred and what you are expecting.

Sincerely,  
 Dell

**Customer (tom olden)** 10/27/2010 08:01 PM  
 what do you mean solved?? No answers are here Whow What now!!!!

**Note (Daniel -)** 10/27/2010 09:31 AM  
 fwd to dell

**Customer (tom olden)** 10/26/2010 07:26 PM  
 I have a model 721 rifle .270- s/n 92797 built 1949. I purchased this rifle 1959. Question? I have never had this rifle fire with a live round in the chamber, when the safety was released. BUT I have had this happen with the safety release and no round in the chamber. I can open the bolt with the safety on and than close the bolt, at times after doing this and the safety is pushed forward the firing pin has gone forward. It does not do this every time. Should this weapon be sent in for a safety check? I do not feel like I should use it again until it is made safe. When and where should it be sent? Does the stock or scope need to be removed before shipping? Please reply Thank you Tom Olden, Colorado springs ,Colorado

**Primary Contact**

**First Name:** tom  
**Last Name:** olden  
**Organization:**  
**Login:** tldlen@comcast.net  
**Title:**  
**Contact Type:**  
**Email:** tldlen@comcast.net  
**Email - Alternate #1:**  
**Email - Alternate #2:**  
**Office Phone:**  
**Mobile Phone:**  
**Fax:**  
**Assistant Phone:**  
**Home Phone:**  
**Street**  
**City**  
**State/Province**  
**Postal Code**  
**Country**

**Additional Information**

5436

**Reference #**  
101201-000124

**Status**  
Unresolved

**Assigned To**  
Staff  
Lisa -

**SLA**  
*Not specified*

**Queue**  
CSR

**Date Created**  
12/01/2010 06:56 PM

**Initial Response**  
None

**Last Updated**  
12/15/2010 08:39 AM

**Customer SmartSense**  
0 (on -3 to +3 scale)

**Staff SmartSense**  
0 (on -3 to +3 scale)

**RE: Model 721 [Incident: 101026-000142]****Discussion Thread****Customer (tom olden)**

12/01/2010 06:56 PM

I sent my information when you asked before. So Try again  
Tom Olden 1813 South 8th St. Colorado Springs  
Co. 80905

From: Remington Information [mailto:[info@remington.com](mailto:info@remington.com)]  
Sent: Wednesday, December 01, 2010 7:11 AM  
To: [tolden@comcast.net](mailto:tolden@comcast.net)  
Subject: Model 721 [Incident: 101026-000142]

**Note (RightNow Administrator -)**

12/01/2010 06:56 PM

Incident created due to reply to expired incident 101026-000142.

**Primary Contact**

**First Name:** tom  
**Last Name:** olden  
**Organization:**

**Login:** [tolden@comcast.net](mailto:tolden@comcast.net)  
**Title:**  
**Contact Type:**

**Email:** [tolden@comcast.net](mailto:tolden@comcast.net)**Email - Alternate #1:****Email - Alternate #2:****Office Phone:****Mobile Phone:****Fax:****Assistant Phone:****Home Phone:****Street****City****State/Province****Postal Code****Country****Additional Information**

# *Remington.*

*Emailed to cust.*

December 15, 2010

Tom Olden  
1813 South 8<sup>th</sup> St.  
Colorado Springs, CO 80905  
Ph: n/a  
Email: [tlolden@comcast.net](mailto:tlolden@comcast.net)

Ref: # 5436

Dear Mr. Olden,

**You will receive a pre-paid shipping label in a separate email within 24-48 hours. Please include a copy of this letter to put inside the shipping container. The letter inside is 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 hope that this action will keep you a loyal Remington customer.

Sincerely,  
D. Fulcher  
Consumer Affairs Administrator  
Remington, H&R, Marlin  
Phone: 1-800-243-9700  
Fax: 336-548-7872

enclosure

<b>Model</b> Number: <input type="text"/>		<b>Serial</b> Number: <input type="text"/>	
Are you the original owner?: <input type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <input type="text"/>		Date of Purchase: <input type="text"/>	
Address (no PO Boxes): <input type="text"/>			
City: <input type="text"/>		State: <input type="text"/>	Zip: <input type="text"/>
Phone (Daytime): <input type="text"/>		Fax: <input type="text"/>	
E-mail Address:(if e-mail address is provided, notification of receipt and shipment will be sent) <input type="text"/>			
E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: <div style="border: 1px solid black; height: 150px; width: 100%;"></div> <div>500 characters left</div>			
<b>Ammunition Information:</b>			
Manufacturer: <input type="text"/>		Type: <input type="text"/>	
Other (i.e. bullet weight/type, shot size, powder): <input type="text"/>			
<b>Handload Information:</b>			
Powder Used: <input type="text"/>		Powder Weight: <input type="text"/>	
Case/Hull Used: <input type="text"/>		Primer Used: <input type="text"/>	
Bullet Type/Shot Size: <input type="text"/>		Reloader Used: <input type="text"/>	
<b>Firearms Care (Cleaning and Lubrication):</b>			

Brand of cleaning solution used: <input type="text"/>
How often do you clean the bore? (Months or Number of rounds) <input type="text"/>
How often do you clean the action? (Months or Number of rounds) <input type="text"/>
How often do you clean the trigger assembly? (Months or Number of rounds) <input type="text"/>
Brand of lubricant used: <input type="text"/>
How often do you lubricate the bore? (Months or Number of rounds) <input type="text"/>
How often do you lubricate the action? (Months or Number of rounds) <input type="text"/>
How often do you lubricate the trigger assembly? (Months or Number of rounds) <input type="text"/>
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? > <input type="checkbox"/> YES <input type="checkbox"/> NO
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?) <input type="text"/>
What were the services performed?) <input type="text"/>
<p>Ship your INSURED firearm by either UPS or Parcel Post to:</p> <p style="text-align: center;"><b>Remington Arms Co., Inc.</b>  <b>Attn: Arms Service Division</b>  <b>14 Hoefler Avenue</b>  <b>Ilion, NY 13357</b></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 style="text-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.

**Fulcher, Dell Marie**

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**From:** postmaster@remington.com  
**To:** tlolden@comcast.net  
**Sent:** Wednesday, December 15, 2010 2:49 PM  
**Subject:** Relayed: Message relayed (tlolden@comcast.net)

**Delivery to these recipients or distribution lists is complete, but delivery notification was not sent by the destination:**

[tlolden@comcast.net](mailto:tlolden@comcast.net)

**Subject:**



**Fulcher, Dell Marie**

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**From:** tom olden [tolden@comcast.net]  
**To:** Fulcher, Dell Marie  
**Sent:** Wednesday, December 15, 2010 7:33 PM  
**Subject:** Read: Tom Olden - Ref# 5436

Your message was read on Wednesday, December 15, 2010 7:33:26 PM (GMT-05:00) Eastern Time (US & Canada).

**Remington.**

www.remington.com

*Enail*

Remington Arms Company, Inc.  
870 Remington Drive  
P. O. Box 700  
Madison, NC 27025-0700

## ARS LABEL REQUEST FORM

DATE:	12/15/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
<b>PLEASE CHECK ONE</b>			
<b>MEDIA COORDINATOR TO MAIL</b>		I WILL MAIL	XXXXXX
DESCRIPTION: Ref # 5436 rifle			

## LABEL INFORMATION

MAIL LABEL TO: Tom Olden 1813 South 8 <sup>th</sup> St. Colorado Springs, CO 80905 Ph: n/a Email: tlolden@comcast.net	Email ARS to customer
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY	

4XX596 DEC 17, 2010 ALL CURR USD 1 OF 1  
SVC GND COM ACT WT 10.0 LBS  
TRACKING# 1Z4XX5969067547225  
REF 1: TOM OLDEN/CD/DMF  
REF 2: 5436/RIFLE

END TO THE MEDIA COORDINATOR

HANDLING CHARGE 0.00  
SINGLE-PIECE PUB RATE CHRG:  
DV 0.00 COD 0.00 SVC T/P USD  
DC 0.00 DGD 0.00 RS 1.00  
AH 0.00 PR 0.00 SD 0.00  
TOT PUB CHG 11.04 PUB+HANDLING 11.04

*tl*  
tlolden@comcast.net