

Remington Arms Co., Inc.
Product Service
Legal Case #:8833

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
308739	4/22/2013	4/23/2013	4/23/2013				X

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Shorty's Shooting Sports	Gunsmith	Shorty's Shooti	2192 60th St	West Allis	WI	53219		

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
FI				
PD	Cause:4038	Could Not Duplicate Concern		
S	Fires when loading and unloading	Concern:1008 Fired on Bolt Closing		Unknown
C				

5/1/13 Per note with rifle, "defective fires when loading and unloading also customer would like a new recoil plate or recoil pad."cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	721/3006 SPRG	n/a	83878	WUU	8/1/1949
Date Purchased	Where Purchased	Accessories	Original Owner			
		SCOPE BASE	U			

CONCERN: FBC

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
Replace TPA, clean and test at BLSM program price						
	Repair/Replacement Cost	Repair/Replacement Date				
	22.30	5/1/2013				

5/1/13 Per Ilion, could not duplicate concern. Trigger assm dirty, sticky and rusty. Replace TPA, clean and test at BLSM program price.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		4/23/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 306 SPRG
	Date Code		WUU
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	

Bolt	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	
	Rulged	False	
Safety	Description		BOLT LOCK SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.015
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY,STICKY,RUSTY
	Pull	---Select---	3#
	Altered	True	SEALANT MISSING ON PULL SCREW
	Sub-Assembly	Other Remington	
Non-Remington Components	Description		SCOPE BASE

Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700

www.Remington.com

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

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.**



2411
Wuu8/
3#
1015

Service Request Number SR00050195	Serial Number / Description 83878 Model 721 Center Fire	Date of Request: 04/09/2013 Date Printed: 04/09/2013
Customer: SHORTY'S SHOOTING SPORTS ATTN: GUNSMITH 2192 S 60TH STREET WEST ALLIS, WI 53219 US		Destination: 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
M240 - BOLT LOCK SAFETY MODIFICATION

Service Request Section

Consumer stated that the gun went off when the consumer was chambering a round,

Parts And Service Details

Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount
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Serial Number:

83878

Model: 721



RE00308739

RECEIVED

APR 25 2013

BY: _____

could not dup. concern
T.A. dirty, sticky & rusty.
Rep. TAA, clean & test and.
BOP Con \$ 20 +

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

Grand Total: \$.00

Remington Repair

Remington Model 721 30/06 SN# 83878

Defective Fires when loading and unloading
also customer would like a new recoil plate
or recoil pad Please call with price on recoil
plate or pad with installation.
Please call Mike @ (414) 931-9155

Thank You
Mike Kaminski









