

Microsoft Access

File Edit View Records Window Help

Customer Service Data Entry

File Number: 8983 Arms Service number: 3701290

Last Name: DURRETT First Name: HAROLD

Street: RT BOX 742 City: MT CRAWFORD

State: VA Zip: 22841 Home Ph:

Work Ph: Product Type: F A T O

Type Concern: S PI PD P S C Concern Code: 1007

Concern: FIRED ON SAFE RELEASE

Cause Code: 1006 Cause: ALTERED ADJUSTMENTS OR COMPONENTS

Assigned To: SANITA Classification: UNJ UNJ UNC UND J

Settlement Detail: REPAIR AT SPEC PRICE Settlement Amount: \$0.00

Date Opened Rem: 1/16/97 Date Opened by P/S: 1/17/97 Caliber: 3006

Date of Incident: Date Closed: 1/17/97 Bullet Weight:

Date to Analysis: Date from Analysis: Manufacturer: REM

Model: 721 Serial: 167748 Date Code: LAA Date Mfgd: 2/1/54

RAMAC: 721 Litigation: ☐ PreLitigation: ☐ Obsolete: ☒

Custody: Comments:

Time of Modification: 9:53:12 AM Date of Modification: 1/17/97

Has this model been designated as obsolete? FLTR NUM

RECEIVING AND ESTIMATING REPORT

COMMENTS

ORDER

R 97-01290

INITIAL CUSTOMER ORDER NO.

PRODUCT SERVICE

LJM

DATE RECEIVED	DATE OPENED	DATE CODE	SERIAL NUMBER	NEW SERIAL NUMBER	MODEL AND GRADE
01/08/97	01/16/97	LAA 2-54	167748		721 30-06

ACCESSORIES SLING STRAP W/SWIVELS

FROM:

SHIP TO:

DURRETT, HAROLD L
RT 1 BOX 742
MT CRAWFORD

VA 22841

DURRETT, HAROLD L
RT 1 BOX 742
MT CRAWFORD

VA
22841

CUST NO: 159827 C.O.D.

ACCOUNT NUMBER

ACCOUNT NUMBER N/C

WRITE ☐

FROM DATE

ESTIMATED

VIA

UPS

GUN CONDITION

- ☐ NEW
☐ LIGHTLY WORN
☐ WORN
☐ VERY WORN
☐ UNREPAIRABLE
☐ MARRED

REPAIR CHARGE

EXCISE

TAX

INSURANCE

UPS

PARCEL POST

TOTAL

25.00
8.00
33.00

CUSTOMER CONCERN	AMMO	FUNCTION	FINISH	ACCURACY	FIT	INSPECT
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CYCLE

A1

B1

TRIGGER GROUP

B2

E1

F1

BOLT ASSY.

B3

E2

F2

BARREL ASSY.

REC. ASSY.

WOOD

METAL

MAIN FAULT

PARTS

COMMENTS

REPAIRMAN

PROOF

CLEAN

TEST

TARGET

PATTERN

GALLERY TESTER

DATE

DATE

DATE

DATE

DATE

OFFICE COPY

FD6925 (REV. 11-96)

Route 1, Box 742
Mt Crawford, Va. 22841
December 11, 1996

Remington Arms Co.
Attn: Arms Service Division
14 Hoefler Ave.
Elion, N.Y. 13351

Dear Sirs:

Several years ago, this rifle (Springfield 30-06, Model 721, Serial No. 167748) started discharging every time the safety was released without a trigger pull. One of my employees, who was an amateur gunsmith, took the rifle home and repaired it. I have no idea what he did to it and he's now deceased so I can't ask. I estimate the rifle has been fired about 100 times since then. It recently malfunctioned in an identical manner while being unloaded.

Two acquaintances own this same model and have experienced the same problem. One has asked that I report to him after contacting you.

An employee of a local gun shop told me at the time of my weapon's malfunction he thought your company had issued a recall on these trigger assemblies, but current employees

the shop are unaware of any such call.

your service rep with whom I spoke was also unaware of any recall. He advised that your policy is to contact the customer before proceeding if any repair charges exceed \$50.00.

Would you please do whatever is necessary to make this rifle functional and safe if the cost is under \$50.00 or contact me before undertaking repair if the cost is greater than that.

Thank you.

Sincerely,

Harold L. Durrett