

Remington Arms Co., Inc.
Product Service
Legal Case #:7828

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
280160	8/27/2012	8/1/2012	8/28/2012	7/31/2012			X

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Jeremy	Neill	812 Railroad St. PO Box 1335	Carlin	NV	89822		H 775-388-8422 E ndff4306@yahoo.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4006 Altered Adjustments or Components		Unknown	
S FBC	Concern:1008 Fired on Bolt Closing			
C				

8/1/12: Customer called in. He stated the safety is not working properly on his rifle & he had a FBC on 7/31/12. No damage, No injury. A gunsmith told him there was a recall on this rifle. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	722/257 ROBERT	n/a	159503	BXX	1/1/1951
Date Purchased	Where Purchased	Accessories	Original Owner			
		TWO PIECE BASE	N			

CONCERN: FBC

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
Per Ilion - Quote to repair under BLM						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$29					

8/2/12: Sending box, ARS & forms from Madison office. df 8/31/12: Per Ilion - TA dirty, sticky & set screws altered. Replace TA, clean & test under BLM - quote. Customer apprvd quote & paid by CC#. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		8/28/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4006	Altered Adjustments or Components	IMPROPER MAINTENANCE
Barrel	Description		24" 257 RBTS
	Date Code		BXX
	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	
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	Worn; Functioning	BEDDED M/700 STK
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	N/A
	Notch	Slightly Worn; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY, STICKY WILL FOLLOW DOWN
	Pull	---Select---	2.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	Other Remington	
Non-Remington Components	Description		TWO PIECE BASE

7828

COPY

24"
Box 1/51
2.54

August 1, 2012

Jeremy Neill
812 Railroad St.
PO Box 1335
Carlin, NV 89822
Phone: 775-388-8422

Ref: # 7828, Model 722, Serial # 159503

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

RECEIVED
AUG 30 2012

Serial
Number:

159503

Model: 722



RE00280160

T. A. Dirty, stick ~~box~~ set screws
altered. replace TPA, clean + test
under BLP Con B 20. +

Q

Remington Arms Company, LLC • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

PS 26534

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

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.**

Service Request Number SR00025781	Serial Number / Description 159503 Model 722 Center Fire Caliber: 257	Date of Request: 08/02/2012 Date Printed: 08/02/2012
Customer: JEREMY NEILL 812 RAILROAD ST PO BOX 1335 CARLIN, NV 89822 US Email:	Destination: Arms Services 14 Hoefler Ave Ilion, NY 13357 US 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 # 7828

Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount
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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

Model Number: 722		Serial Number: 159503	
Name: Jeremy Null		Date of Purchase:	
Address (no PO Boxes): 812 Railroad St			
City: Carlin AB	State: NV	Zip: 89822	
Phone (Daytime): 725-388-0422		Fax:	
E-mail Address: ndff4306@yahoo.com			
Please describe your problem: The safety won't engage after bolt is closed and rifle has fired when closing the bolt 3 times.			
500 characters left			
<p>NOTE: Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.</p>			
<p><input type="checkbox"/> 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.</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	

ARS LABEL REQUEST FORM

DATE:	08/02/2012	Service Request #	SR00025781
QUANTITY:	1	WEIGHT PER PACKAGE:	10 LBS
REQUESTED BY:	fulcherdm	email address:	I WILL MAIL LABEL

Business:	Remington Service PO Box 700 Madison, NC 27025-0700 www.Remington.com
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LABEL INFORMATION

MAIL LABEL TO:	JEREMY NEILL 812 RAILROAD ST PO BOX 1335 SR00025781 CARLIN, NV 89822 US Email:
RETURN ITEM TO:	ILN Arms Services

4XX596 AUG 3, 2012 ACT WT 10.0 LBS #PK 1
 SVC GNDCOM BL WT 10.0 LBS
 TRACKING# 1Z4XX5969086483860 ALL CURRENCY USD
 REF 1:SR00025781
 REF 2:

HC 0.00	CNS 0.00	FRT: 3RD
SHIPMENT PUB RATE	CHARGES:	SVC T/P USD
DV 0.00	COD 0.00	RS 0.60
DC 0.00	DGD 0.00	
AH 0.00	PR 0.00	ROD 0.00
TOT PUB CHG 13.52		PUB+HANDLING 13.52

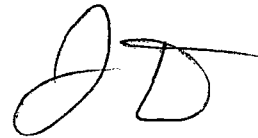
ATTN: Product Service



ShipRequest™



Ship To: Jeremy Neill
Company:
Address 1: 812 Railroad St.
Address 2:
Address 3:
City: Carlin
State/Province: Nevada
ZIP/Postal Code: 89822
Country: United States
email:
Phone: 775-388-8422
Account: 230145
Package Type: Package
Address Type: Residential
Deliver By: Tue, August 7, 2012
Package ID: 8860



Special Instructions:

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

Date: 08-03-12 1 lb 8.9 oz	
Acct # : 230145	Base : \$ 8.40
Cust # : 0DL0000008999	Spc S : \$ 2.69
Zip/Zone: 89822 / 8	Addl : \$ 0.00
Trk # : 793865491880	
Pkg ID #: 8860	Total \$ 11.09
Service : FedEx 2Day®	





