

Remington Arms Co., Inc.  
Product Service  
Legal Case #:1657

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
135323	10/17/2007	10/18/2007	10/18/2007				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Craig	Hash	1619 Kit Lane West	Billings	MT	59106		H 406-651-8866 E chash@bresnan.net

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015 Improper Maintenance		Unknown	
S	fires with safety on	Concern:1028 Fired With Safe ON		
C				

10/19/07-correspondence from repair-with the safety on, a slight tap on the gun triggers the firing pin to shoot the bullet. The safety switch also moves forward when the shot is fired.lw

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	722/222 REM		161680	PXX	6/1/1951
Date Purchased	Where Purchased	Accessories	Original Owner			
		TWO PIECE SCOPE BASE	U			

CONCERN:FIRES WITH SLIGHT TAP ON GUN

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
Replace TA under SMP						
	Repair/Replacement Cost	Repair/Replacement Date				

10/19/07-quote sent to replace TA under SMP.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		10/18/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
			TRIGGER PLATE ASSM VERY

Cause	4015	Improper Maintenance	DIRTY,STICKY
Barrel	Description		26" 222 REM
	Date Code		PWW
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	DIRTY,STICKY
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	Worn; Functioning	
	Stock Condition	Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/722 BOLT LOCK SAFETY
	Function	Slightly Worn; Functioning	
Sear	Lift	---Select---	.014
	Notch	Slightly Worn; Functioning	DIRTY,STICKY
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Worn; Functioning	VERY DIRTY STICKY
	Pull	---Select---	5#
	Altered	False	
	Sub-Assembly	Other Remington	
Non-Remington Components	Description		TWO PIECE SCOPE BASE

# Remington

## Factory Repair Instructions

(NOTE: Please print and complete this form, and then include it with your firearm.)

Model Number: 722 (222)		Serial Number: 161680	
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: CRAIG HASTH		Date of Purchase: UNKNOWN	
Address (no PO Boxes): 1619 KIT LANE WEST			
City: BILLINGS		State: MT	Zip: 59106
Phone (Daytime): 406-651-8866		Fax: 406-651-8866 (CALL AHEAD)	
E-mail Address: CHASK@BRESNAW.NET			
<input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem: AS YOU LOAD A SHELL INTO THE CHAMBER WITH THE SAFETY ON, A SLIGHT TAP ON THE GUN TRIGGERS THE FIRING PIN SHOOTING THE BULLET. THE SAFETY SWITCH ALSO MOVES FORWARD WHEN THE SHOT IS FIRED			
Ammunition Information:			
Manufacturer:		Type:	
Other (i.e. bullet weight/type, shot size, powder):			
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	
Firearms Care (Cleaning and Lubrication):			
Brand of cleaning solution used:			
How often do you clean the bore? (Months or Number of rounds)			
How often do you clean the action? (Months or Number of rounds)			
How often do you clean the trigger assembly? (Months or Number of rounds)			
Brand of lubricant used:			

PS 9294

How often do you lubricate the bore? (Months or Number of rounds)
How often do you lubricate the action? (Months or Number of rounds)
How often do you lubricate the trigger assembly? (Months or Number of rounds)
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
Comments: <i>THIS Rifle WAS INHERITED by my son from His GREAT GRAND FATHER - NO KNOWN HISTORY of previous CARE.</i>
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?
What were the services performed?
Ship your <b>INSURED</b> firearm by either UPS or Parcel Post to:
<b>REMINGTON ARMS CO., INC</b>  <b>ATTN: Arms Service Division</b> <b>14 Hoefler Ave</b> <b>Ilion, NY 13357</b>
<p><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.  :: 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 return address will be refused.  :: Ship your <b>INSURED</b> 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> <p>Charge repairs will be processed using the following guidelines:</p> <p> :: 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. </p>

( PS 9295 )

1657


 5#  
 Pxx 6/51  
 -014  
 26"

## General Repair Form

Back to Repair Services

NOTE: Please complete and print this form, and then include it with your firearm

Model Number: 722 (.222)		Serial Number: 161680	
Name: Craig E. Hash		Date of Purchase:	
Address (no PO Boxes): 1619 Kit Lane West			
City: Billings	State: MT	Zip: 59106	
Phone (Daytime): 406 651 8866		Fax: 406 651 8866	
E-mail Address: Chash@bresnan.net			
<p><b>Please describe your problem:</b></p> <p>as you load a shell into the chamber with the safety on, a slight tap on the gun triggers the firing pin to go forward shooting the bullet. The safety switch also moves forward when the shoot is fired.</p>			
297 characters left			
NOTE: Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.			
<p><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.              :: 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.              :: 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>			

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Other Sites

Remington

 Trig. Assm. very dirty &  
 sticky causing sear cam  
 to stick to sideplates.  
 replace TPM, check over,  
 clean under bolt lock  
 program for \$20.00  
 Quote

( PS 9296 )

Serial Number: 161680

Model: 722



RE00135323

[nup://www.remington.com/support/repair\\_services/general\\_repair\\_form.asp](http://www.remington.com/support/repair_services/general_repair_form.asp)

9/17/2007

**Arms Services Repair & Estimate System**

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

**Repair Inquiry**

Repair Number: **RE00135323** Serial: 161680 Model: 722 Center: Fire Caliber: 222 REM Repairman: Status: New 10/17/2007 1:57:13 PM

Verify Repair: ☐

**Address Information**

Customer: ☐ Received From ☐ Return To: ☐ Received From ☐

Name: **CRAIG HASH**

Address 1: **1619 KIT LANE WEST**

Address 2: **PO Box**

City: **BILLINGS** State: **MT** Zip Code: **59106** Country: **US**

City: **BILLINGS** State: **MT** Zip Code: **59106** Country: **US**

FFL: ☐

**Contact / Condition** **Problems** **Estimate** **History / Status** **Shipping / Billing**

Date	User ID	Desc1	Desc2
10/12/2007 11:5	skinnerll	Repair Added	
10/12/2007 12:0	ArmEmail	Receipt	CHASH@BRESNAN.NET
10/12/2007 12:0	ArmEmail	Repair Received	CHASH@BRESNAN.NET
10/17/2007 1:57	valentids	Repair information change	
10/17/2007 1:59	valentids	From: Check In	To:
10/18/2007 10:1	supryll	Returned to AS for repair	Bolt Lock Modification Program

☐ Shipping Hold ☐ Interface Hold ☐ Estimate Sent ☐ Parts Received ☐ Passed Inspection ☐ Return As Received ☐ Has been Approved ☐ Internal Repair

**Current Status**

New

10/17/2007 1:57:13 PM

valentids

**Product Services**

Repair Location: ILN

Current Location: ILN

Transfer Number:

**Repair Search** **Refresh** **Close**

supryll 10/18/2007 10:17 AM CAPS NUM INS SERI

Start | Inbox - Microsoft Out... | Microsoft Excel - PS H... | Arms Services Repair | Microsoft Word | 10/17/2007 10:17 AM

RECEIVED  
OCT 19 2007  
BY: *[Signature]*

( PS 9297 )

Remington Arms Co., Inc.  
Product Service  
Legal Case #:1399

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
131320	7/12/2007	7/13/2007	7/13/2007				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Jerry	Myers	1761 East 1369th Rd	Streator	IL	81364		H 815-672-4728 E nurse79@peoplepc.com

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S	Fires when the safety is taken off	Cause:4006 Altered Adjustments or Components Concern:1007 Fired on Safe Release		Unknown
C				

7/17/07-Correspondence from repair-sending in for BL safety program. After firing a few rounds, the rifle will fire when the safety is taken off.lw

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	722/222 MAG		436981		1/1/1900
Date Purchased	Where Purchased	Accessories	Original Owner			
		AFTER MKT BBL ASSM,TWO PIECE SCOPE BASE	U			

CONCERN:FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement - None Defined

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		7/13/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4006	Altered Adjustments or Components	TRIG SET SCREWS ALTERED
Barrel	Description		NOT OF REM MFG
	Date Code		
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	---Select---	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	

( PS 9298 )

1399

3/4" #  
26" #  
.012

July 5, 2007

Jerry Myers  
1761 East 1369<sup>th</sup> Rd.  
Streator, IL 61364


Remington Arms Co.  
Illion Firearms Plant  
Attn. BL Safety Program  
14 Hoefler Ave.  
Illion, NY 13357

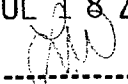
Serial Number: **436981**  
Model: **722**  
  
**RE00131320**

Enclosed is a Remington Mod. 722 serial number # 436981 for repair by your BL safety program. After firing a few rounds the rifle will fire when the safety is taken off. Upon contacting a gunsmith he informed me of your program, as he had sent in another Mod. 722 in with the same problem. I can be reached by telephone (815) 672-4728 or by "E" mail at [nurse79@peoplepc.com](mailto:nurse79@peoplepc.com). My return shipping address is: Jerry Myers 1761 East 1369<sup>th</sup> Road Streator IL 61364. If there are any charges for the service please contact me and I will be happy to provide a credit card number for payment. I would also appreciate an "E" mail confirming the rifles arrival along with an estimated repair date. Thank you for your assistance.

TR19. Set screws ALTERED.  
TR19. Not returning properly.  
Replace TPA under bolt lock  
program for \$20.00. After  
MKT. BTL. Bench check only.

Quote

Sincerely,  
  
Jerry Myers

**RECEIVED**  
JUL 18 2007  
BY: 

PS 9299



PS 9300