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Remington Arms Co., Inc. Product Service Legal Case #:2077

Case Inform	nation			-							
RE# 140924	Date C 1/29/		Date Opened(PS 1/30/2008	- /	Closed /2008	Incident	Date	Pr	e Lit	Lit	Obsolete
Customer In	nformation										
Туре	Business	First Name	Last Name	Stre	et	City	State	Zip	Age	C	Contact
Reporter		Thomas	Young	4602 East Fair	brook Circle	Mesa	AZ	85205		H 48	0-644-3969
Incident Inf	formation										
С	laims		Co	des	1	Repair Est	. Me	dical Tr	eatmen	it Me	dical Status
PI											
PD		Cause:4		justments or Con	nponents			Unkno	wn		
	on safe relea	se Concer	n:1007 Fired on Sa	ife Release				CIRIC			
С											
1/31/08-cor	respondence	e from repair-fi	res on safe release.	lw							
Firearm Inf	ormation										
M	fg.	Туре		Model/Ga.		S	KU	:	Serial	Bbl.	DOM
Remin	ngton	CF/BA	A	722/257 ROBE	ERT			1	65671	LXX	2/1/1951
Date Pu	rchased	Where Pure		Accessories	-	Origina		er			
			TW	VO PIECE SCOP	PE BASE		Y				
CONCERN	I:FSR										
Ammunitio	n Informatio	on - None Defin	led								
Other Produ	ucts Informa	tion - None De	fined								
Settlement											
				Remington/722	2/CF/BA						
Settler	nent	Release of C	laims R	elease Date	Reimburse	ment Se	Cash ttleme	-	keim. D APV	ate	Cash Date APV
Replace T								-			·
		Repair/Replac Cost	cement Repai	r/Replacement Date							
1/31/08-quo	ote sent to re	place TA under	r smp.lw								
D . 11	- (Dominato										

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS
	Exam Date		1/30/2008
Examination	Product Type		RF
	Action Type		Α
	Assigned To		F.SUPRY
Cause	4006	Altered Adjustments or Components	
	Description		21" 257 ROBERTS
	Date Code		LXX
Demai	Bore Plugged	False	
Barrel	Bulged	False	
	Fired	False	

http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=2077&Type=Case

2/1/2008

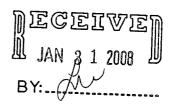
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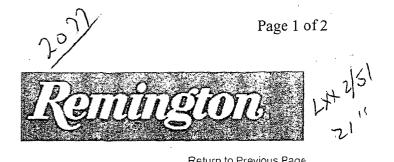
	Fired while Obstructed	L	
	Muzzle/Crown Condition	Slightly Worn; Functioning]
	Firing Pin	Slightly Worn; Functioning]
	Shroud	Slightly Worn; Functioning]
Bolt	Face	Slightly Worn; Functioning]
	Handle	Slightly Worn; Functioning]
	Stop	Slightly Worn; Functioning]
	Condition	Slightly Worn; Functioning]
Extractor	Cut Condition	Slightly Worn; Functioning]
	Ext/Eject Test	False] .
	Block Condition	Select]
Locking	Lug Condition	Slightly Worn; Functioning]
	Notch Condition	Select]
	Exterior Condition	Slightly Worn; Functioning]
Overall	Stock Condition	Slightly Worn; Functioning]
	Fore End Condition	Select]
Receiver	Condition	Slightly Worn; Functioning]
	Bulged	False]
Safety	Description]	STANDARD M/722 BOLT LOCK SAFETY
	Function	Slightly Worn; Functioning]
	Lift	Select	N/A
Sear	Notch	Slightly Worn; Functioning	O/S DOUBLE SEAR
		Test Fired	False
Feeding Test		False]
	Condition	Slightly Worn; Not Functioning	UNABLE TO MOVE TRIG PAST SEAR ENGAGEMENT
Trigger	Pull	Select	N/A
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	Other Remington]
Non-Remington Components	Description		TWO PIECE SCOPE BASE

2/1/2008

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	y // Repair Tools _ CSR Tools _ Reports // Table Maintenance /, System Main	
🕄 Repair Inquiry		
1257 BOBERT	Mödel 722 Genter Fire Caliber Bepairman	 March Carlos Construction of the Construction of the
Verify Repair	Status 🔯 New 1/29/2008.	10513 PM
Address Information	ceived From Return To	eived From
Name THOMAS YOUNG	THOMAS YOUNG	
Address 1: 4602 EAST FAIRBROOK CIRCLE Address 2: PO Box:	4602 EAST FAIRBRODK CIRCLE PD.Box	
City: MESA	MESA	
State: AZ Zip Code: 185205 Cour	itij: US State: AZ Zip Code: [85205 Country	
Contact / Condition Problems		nt Status
Date User ID Desc1	Desc2	New States and States
1/29/2008 1:03 1 valenids Repair Added 1/29/2008 1:05 1 valenids Repair information chang	e	08 1:05:13 PM
1/30/2008.8:19:4 pencerl From: Check In 1/30/2008.10.06 supryfl Returned to AS for repair	To: Repair Bench Settle	bar,Banch
	Passed Inspection	ar Location IUN
		nt Location
		ster Number
	1	
Repair <u>S</u> earch	<u>R</u> efresh	Close
	DOG AM TEAPS INUM INS.	SERL - State Control of Control o
Start : O Inbox - Microsoft OUning - Arr	ns Services Repair. 👘 🔛 PS Hold Guns AS 👘 💷 🖬 🔊 SAP Locon 641	



Servial • Number:	165671
· · · · · · · · · · · · · · · · · · ·	Model: 722 RE00140924



Return to Previous Page

Model Number: 722	Serial Number: 76	5671
Are you the original owner?: VES	NO	
Name: Thomas Young	Date of Purchase:	1947
Address (no PO Boxes): 4602 East Fairbrook C	Circle	
City: Mesa	State: Az	Zip: 85205
Phone (Daytime): 480-644-3969	Fax:	
E-mail Address:(if e-mail address is provided, r sent) thomas.young@cityofmesa.org	notification of receipt and shipm	ent will be
E-mail Address:	from Remington.	
Please describe your problem and date of oc My dad actually bought this rifle when he returned fr to my mom many years ago.		the barrel down and gave it
It recently began to fire when the safty is taken off. It hand it down to my son. It's been shot maybe twent		ow and I want to repair and
	,	
TRig. set so	REWS ALTERED	. OURILTMAUEL
TRig. set so	REWS ALTERED	WILL NOT MOUE
TRig. set so	REWS ALTERED	- OURILTMAUEL WILL NOT MOUE TRA, checkover
TRig. set so	REWS ALTERED	- OUCHTMAUEL WILL NOT MOUE TRA, checkover ARAM ROR \$ 20.00 +S+
TRig-Set SC HAS BEEN MOU FAR ENOUGH 168 characters left LIEAN UNDER	REWS ALTERED	- OUCKTMAUEL WILL NOT MOUE TRA, checkouer ARAM BOR \$ 20.00 + S+ Quare
TRig. set so	REWS ALTERED	Will Not move TRA, checkover gRAM Ron \$ 20.00 + S+
TRig-Set SC HAS BEEN MOU FAR ENOUGH 168 characters left LIEAN UNDER Ammunition Information:	Type:	Will Not move TRA, checkover gRAM Ron \$ 20.00 + S+
TRig-Set SC HAS BEEN MOU FAR ENOUGH 168 characters left LIEAN UNDER Ammunition Information: Manufacturer:	Type:	Will Not move TPA, checkover ARMM Ron # 20.00 +S+ Quote
TRig-Set SC HAS BEEN MOU FAR ENOUGH 168 characters left LIEAN UNDER Ammunition Information: Manufacturer: Other (i.e. bullet weight/type, shot size, powder):	Type:	Will Not move TPA, checkover ARMM Ron # 20.00 +S+ Quote
TRIG-SET SC HAS BEEN MOU FAR ENOUGH 168 characters left LIEAN UNDER Ammunition Information: Manufacturer: Other (i.e. bullet weight/type, shot size, powder): Handload Information:	Type:	Will Not move TPA, checkover ARMM Ron # 20.00 +S+ Quote
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TRIG-SET SC HAS BEEN MOU FAR ENOUGH 168 characters left LIEAN UNDER Ammunition Information: Manufacturer: Other (i.e. bullet weight/type, shot size, powder): Handload Information: Powder Used:	Powder Weight:	Will Not move TPA, checkover ARM Ron # 20.00 +S+ Quote
TRig-Set Sc HAS BEEN MOU FAR ENOUGH 168 characters left LIEAN UNDER Ammunition Information: Manufacturer: Other (i.e. bullet weight/type, shot size, powder): Handload Information: Powder Used: Case/Hull Used: Bullet Type/Shot Size:	Powder Weight: Primer Used:	Will Not move TPA, checkover ARM Ron \$ 20.00 +S+ Quote
TRIG-SET SC HAS BEEN MOU FAR ENOUGH 168 characters left LIEAN UNDER Ammunition Information: Manufacturer: Other (i.e. bullet weight/type, shot size, powder): Handload Information: Powder Used: Case/Hull Used:	Powder Weight: Primer Used:	Will Not move TPA, checkover ARM Ron \$ 20.00 +S+ Quoke

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:

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?

When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?)

What were the services performed?)

NOTE: In order to better service our customers some firearms/parts are sent to a certified Remington Premier Authorized Repair Center.

Ship your ENSURED firearm by either UPS or Parcel Post to:

Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357

() 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.

:: 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 ENSURED 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.

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1/14/2008