

Remington Arms Co., Inc.  
Product Service  
Legal Case #:4880

## Case Information

| RE#    | Date Opened | Date Opened(PS) | Date Closed | Incident Date | Pre Lit | Lit | Obsolete |
|--------|-------------|-----------------|-------------|---------------|---------|-----|----------|
| 210854 | 11/18/2010  | 10/28/2010      | 11/19/2010  |               |         |     | X        |

## Customer Information

| Type     | Business | First Name | Last Name | Street          | City  | State | Zip   | Age | Contact                                      |
|----------|----------|------------|-----------|-----------------|-------|-------|-------|-----|--|
| Incident |          | Scott      | Frisbee   | 7280 Mojave Dr. | Boise | ID    | 83709 |     | H 208-860-4782<br>E rocketdog_99@hotmail.com |

## Incident Information

| Claims | Codes        | Repair Est.                       | Medical Treatment | Medical Status |
|--------|--------------|-----------------------------------|-------------------|----------------|
| PI     |              |                                   |                   |                |
| PD     | Cause:4006   | Altered Adjustments or Components |                   |                |
| S      | Concern:1007 | Fired on Safe Release             | Unknown           |                |
| C      | FSR          |                                   |                   |                |

Customer sent in an email. He was cleaning his M/722 & as it was unloaded the moved the safety to fire & the firing pin dropped. He also does not like the bolt lock feature. df

## Firearm Information

| Mfg.           | Type            | Model/Ga.                     | SKU            | Serial | Bbl. | DOM      |
|----------------|-----------------|-------------------------------|----------------|--------|------|----------|
| Remington      | CF/BA           | 722/222 REM                   | n/a            | 434497 | CG   | 4/1/1960 |
| Date Purchased | Where Purchased | Accessories                   | Original Owner |        |      |          |
|                |                 | SCOPE,RINGS, BASE,LENS COVERS | N              |        |      |          |

CONCERN:FSR

Ammunition Information - None Defined

Other Products Information - None Defined

## Settlement

Remington/722/CF/BA

| Settlement                                    | Release of Claims | Release Date | Reimbursement | Cash Settlement | Reim. Date APV | Cash Date APV |
|---|-------------------|--------------|---------------|-----------------|----------------|---------------|
| Per Ilion - Quote to repair under BLM program |                   |              |               |                 |                |               |

| Repair/Replacement Cost | Repair/Replacement Date |
|-------------------------|-------------------------|
| \$40.70                 | 11/23/2010              |

10/28/10: Sending ARS, ltr, form. df 11/23/10: Per Fred S. - Safety altered & not working properly. Can offer to replace TA, clean & test fire under BLM program - Quote. df 11/23/10: I called cust. He apprvd quote & paid by credit card. df

## Examination[Remington/CF/BA]

| Part        | Sub-Part     | Code | Comment    |
|-------------|--------------|------|------------|
| Examination | Examiner     |      | B.TRAVIS   |
|             | Exam Date    |      | 11/19/2010 |
|             | Product Type |      | RF         |
|             | Action Type  |      | A          |
|             | Assigned To  |      | T.NAGLE    |

|              |                        |                                   |  |
|--------------|------------------------|-----------------------------------|--|
| Cause        | 4006                   | Altered Adjustments or Components | TRIGGER SET SCREWS,SAFETY AND BBL HAVE BEEN ALTERED (BBL HAS BEEN CUT SHORTER) |
| Barrel       | Description            |                                   | 20" 222 REM  |
|              | Date Code              |                                   | CG   |
|              | 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; Not Functioning    |  |
|              | Stock Condition        | Slightly Worn; Functioning        |  |
|              | Fore End Condition     | ---Select---                      |  |
| Receiver     | Condition              | Slightly Worn; Functioning        | ONE PEEP SIGHT HOLE IS ALTERED/OVERSIZE  |
|              | Bulged                 | False                             |  |
| Safety       | Description            |                                   | STANDARD M/722 SAFETY  |
|              | Function               | Worn; Not Functioning             |  |
| Sear         | Lift                   | ---Select---                      | N/A - SCOPED   |
|              | Notch                  | Slightly Worn; Functioning        | OLD STYLE DOUBLE   |
|              | Tests                  | Test Fired                        | False  |
| Feeding Test | Tests                  | False                             |  |
| Trigger      | Condition              | Slightly Worn; Not Functioning    | SAFETY ALTERED NOT WORKING PROPERLY  |
|              | Pull                   | ---Select---                      | 6#   |
|              | Altered                | True                              | NOT THE ORIGINAL SEALANT   |

|                             |              |                 |                               |
|-----------------------------|--------------|-----------------|-------------------------------|
|                             | Sub-Assembly | Other Remington |                               |
| Non-Remington<br>Components | Description  |                 | SCOPE,RINGS, BASE,LENS COVERS |

**QUOTATION**

Parts/Repairs 800-243-9700  
Fax 336-548-7801

**Remington Arms Company, Inc.**

870 Remington Dr. P.O. Box 700

Madison, NC 27025-0700

www.remington.com info@remington.com

**ESTIMATING  
REPORT****ALL PRICES QUOTED ARE IN EXCHANGE FOR REPLACED PARTS.**

THIS IS NOT AN INVOICE. THIS IS AN ESTIMATE TO REPAIR, RECONDITION, OR REPLACE THE ITEM(S) DESCRIBED BELOW. IF THIS IS SATISFACTORY, PLEASE APPROVE BY SIGNING BELOW AND RETURNING TO THE ABOVE ADDRESS. REPAIR TO TAKE APPROXIMATELY (4) WEEKS AFTER RECEIPT OF APPROVAL. IF WE DO NOT RECEIVE YOUR APPROVAL IN 15 DAYS, WE SHALL RETURN THE ITEM(S) AS RECEIVED POSTAGE DUE.

|   |  |  |
|---|--|--|
| <b>Repair Order Number</b><br>RE00210854<br><b>Account # - R-</b>             | <b>Description/Serial Number</b><br>434497 | <b>Date Received -</b> 11/18/2010<br><b>Estimate Date -</b> 11/22/2010<br><b>Current Date -</b> 11/23/2010 |
| <b>Customer</b><br>SCOTT FRISBEE<br>7280 MOJAVE DR.<br><br>BOISE. ID 83709 US |  | <b>Return To</b><br>SCOTT FRISBEE<br>7280 MOJAVE DR.<br><br>BOISE. ID 83709 US                             |
| <b>Phone (H)</b> (208)-860-4782<br><b>Phone (W)</b>                           | <b>Fax</b>                                 | <b>Email</b> ROCKETDOG-99@HOTMAIL.COM  |

Please Circle One  
VISA MC AMEX DISCOVER Card No. \_\_\_\_\_ Exp. Date \_\_\_\_\_  
PO Number \_\_\_\_\_  
Daytime Phone (\_\_\_\_) \_\_\_\_\_ Time To Call \_\_\_\_\_ Open Acct. R \_\_\_\_\_  
Approval: Customer Signature \_\_\_\_\_ Date \_\_\_\_\_  
☐ If You Desire Any Change Please Use The Reverse Side For Your Comments And Mark This Box  
**Notice: We process checks electronically through Check 21**

| <b>Reported</b> |   | <b>Problems Found</b> |                              |
|-----------------|---|-----------------------|------------------------------|
| M100            | SEE CUSTOMERS LETTER                        | M123                  | FORWARD TO PRODUCT SERVICE F |
| M123            | FORWARD TO PRODUCT SERVICE<br>FOR INSPECTIO |                       |                              |

**Technician's Comments**

ProblemNotes safety altered and not working properly.can offer to replace trigger plate assm,clean and test fir inder bolt lock program for \$20.00 + shipping

| Estimate **C.O.D./Shipping and Handling Charges are NOT Included in this Quote |                                    |     |                 |                |                     |                 |
|--|------------------------------------|-----|-----------------|----------------|---------------------|-----------------|
| Material #   | Material Description               | Qty | Warranty<br>Y/N | Price/<br>Unit | Discount<br>Percent | Extended<br>Amt |
| Part   |                                    |     |                 |                |                     |                 |
| F202906  | 40 SSA TRIG ASSB RH                | 1   | Y               | \$84.00        | 0%                  | \$0.00          |
| Service  |                                    |     |                 |                |                     |                 |
| 4000114  | GR-SHIPING & HANDLING (GUN REPAIR) | 1   | N               | \$17.00        | 0%                  | \$17.00         |
| 4000116  | GR-LABOR                           | 1   | N               | \$20.00        | 0%                  | \$20.00         |
| 4000119  | GR-TEST                            | 1   | Y               | \$23.00        | 0%                  | \$0.00          |
| Sub Total:   |                                    |     |                 |                |                     | \$37.00         |
| Est. Sales Tax:  |                                    |     |                 |                |                     |                 |
| Grand Total:   |                                    |     |                 |                |                     | \$37.00         |

frmRepairMain - FGI Repairs

FileAdd RepairEstimate RepairExpedite RepairInquiryRepair ToolsCSR ToolsReportsTable MaintenanceSystemLocation

frmREInquiry - Repair Inquiry

Repair NumberRE00210854Serial: 434497 Model 722 Center Fire Caliber: 222  
REM

Repairman:  
Status: Repairing 11/19/2010 3:16:39 PM

Verify Repair

ADDRESS INFORMATION

Customer

Received from

Return To

Received from

Name: SCOTT FRISBEE

SCOTT FRISBEE

Address 1: 7280 MOJAVE DR.

7280 MOJAVE DR.

Address 2: PO Box

PO Box

City: BOISE

BOISE

State: ID Zip Code: 83709 Country: US

ID Zip Code: 83709 Country: US

FFL

Contact / Condition

Problems

Estimate

History / Status

Shipping / Billing

| Date              | Code          | User ID  | Desc1              | Desc2        |
|-------------------|---------------|----------|--------------------|--------------|
| 11/18/2010 11:... | New           | lopataff | Repair Added       |              |
| 11/18/2010 12:... | EmailSent     | ArmEmail | Repair Received    | ROCKETDO     |
| 11/18/2010 12:... | EmailVerified | ArmEmail | Receipt            | ROCKETDO     |
| 11/19/2010 3:...  | Maint         | Travisbw | Repair Maintenance | Status: Repd |

Shipping Hold

Interface Hold

Estimate Sent

Parts Received

Passed Inspection

Return as Received

Has Been Approved

Internal Repair

Exclude TATC

Current Status

Repairing

11/19/2010 3:16:39 PM

lopataff

Repair Bench

Repair Location

ILN

Current Location

ILN

Transfer Number

Repair Search

Refresh

Close

supryfl - ILN/Prod

frmRepairMain

D1102R7XPIL

Thursday, Nov 18 2010

8:43 AM

start

ODS - Desktop

frmRepairMain - F

Microsoft

3:27 PM

RECEIVED  
NOV 22 2010

BY:.....

4880

20"  
C64/4  
6#  
[COPY]

October 28, 2010

Scott Frisbee  
7280 Mojave Dr.  
Boise, ID 83709  
Ph: 208-860-4782

Ref: # 4880

Dear Mr. Frisbee,

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination.

**Please include a copy of this letter to put inside the shipping container. The letter inside is 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 boxes with the name "Supry".** Mr. Supry will be inspecting the firearm and will contact me with the results.

I hope that this action will keep you a loyal Remington customer.

Sincerely,  
D. Fulcher  
Consumer Affairs Administrator  
Remington, H&R, Marlin  
Phone: 1-800-243-9700  
Fax: 336-548-7872

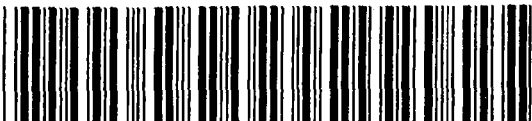
df  
enclosure

Safety Altered & not working properly. can offer to replace TPA, clean & test fire under BLP for \$20.00 + ship

Serial Number:

434497

Model: 722



RE00210854

on Drive • P.O. Box 700 • Madison, NC 27025  
[www.remington.com](http://www.remington.com)



## Factory Repair Form

Return to Previous Page

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

|   |                                    |
|---|------------------------------------|
| Model Number: <u>722</u>  | Serial Number: <u>434497</u>       |
| Are you the original owner? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO   |                                    |
| Name: <u>SCOTT FRISBEE</u>  | Date of Purchase: <u>1998</u>      |
| Address (no PO Boxes): <u>1280 MOJAVE DR.</u>   |                                    |
| City: <u>BOISE</u>  | State: <u>ID</u> Zip: <u>83709</u> |
| Phone (Daytime): <u>208-860-4782</u>  | Fax: _____                         |
| E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>ROCKET DOG_99@HOTMAIL.COM</u>   |                                    |
| E-mail Address:<br><input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.  |                                    |
| Please describe your problem and date of occurrence:<br><u>I HAVE TO HAVE THE BOLT OPEN IN ORDER TO PUT THE RIFLE "ON SAFE". SEVERAL TIMES, WHEN I TOOK THE RIFLE "OFF SAFE", THE FIRING PIN DROPPED. THE SAFETY DOES NOT FUNCTION PROPERLY, IN FACT IT HAS BECOME A HAZARD. ALSO, THE CRISP 31B TRIGGER NOW SEEMS TO REQUIRE MORE EFFORT. THE RIFLE FUNCTIONED GREAT TWO YEARS AGO, WHEN I TOOK IT OUT IN PREP FOR A RECENT TRIP, THIS PROBLEM APPEARED.</u> |                                    |
| 500 characters left   |                                    |
| Ammunition Information:   |                                    |
| Manufacturer: <u>REMINGTON, FEDERAL, WIN.</u>   | Type: <u>VARMINIT LOADS</u>        |
| Other (i.e. bullet weight/type, shot size, powder): <u>40 - 55 grain</u>  |                                    |
| 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: <u>OUTTERS, SHOOTER'S CHOICE</u>   |                                    |
| How often do you clean the bore? (Months or Number of rounds) <u>WHEN ACCURACY SUFFERS</u>  |                                    |
| How often do you clean the action? (Months or Number of rounds) <u>AFTER DUSTY TRIPS</u>  |                                    |
| How often do you clean the trigger assembly? (Months or Number of rounds) <u>SAME</u>   |                                    |
| Brand of lubricant used: <u>OUTTERS</u>   |                                    |
| How often do you lubricate the bore? (Months or Number of rounds) <u>AFTER WET TRIPS</u>  |                                    |
| How often do you lubricate the action? (Months or Number of rounds) <u>SAME</u>   |                                    |

|  |
|--|
| How often do you lubricate the trigger assembly? (Months or Number of rounds) <u>SAME</u>  |
| Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? <input type="checkbox"/><br>YES <input checked="" type="checkbox"/> NO   |
| When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? <u>NEVER? I HAVE NO IDEA.</u>  |
| What were the services performed? <input type="text"/>   |
| Ship your INSURED firearm by either UPS or Parcel Post to:<br><br>Remington Arms Co., Inc.<br>Attn: Arms Service Division<br>14 Hoefler Avenue<br>Ilion, NY 13357  |
| <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.<br/>         :: 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.)<br/>         :: Remove all accessories from your firearm to prevent loss or damage.<br/>         :: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.<br/>         :: 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> <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)</p> <p>:: 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.</p> |

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Other Sites





# Remington.

www.remington.com

Remington Arms Company, Inc.  
870 Remington Drive  
P. O. Box 700  
Madison, NC 27025-0700

## ARS LABEL REQUEST FORM

|                                 |            |                     |        |
|---------------------------------|------------|---------------------|--------|
| DATE:                           | 10/28/2010 | REQUESTED BY:       | Dell   |
| QUANTITY:                       | 1          | WEIGHT PER PACKAGE: | 10 lbs |
| <del>PLEASE CHECK ONE</del>     |            |                     |        |
| MEDIA<br>COORDINATOR<br>TO MAIL |            | I WILL MAIL         | XXXXXX |
| DESCRIPTION: Ref# 4880<br>Rifle |            |                     |        |

## LABEL INFORMATION

|  |
|--|
| MAIL LABEL TO: Scott Frisbee<br>7280 Mojave Dr.<br>Boise, ID 83709<br>Ph: 208-860-4782 |
| RETURN ITEM TO Remington Arms<br>Attn: Product Service<br>Ilion, NY                    |

~~PLEASE COMPLETE ALL PARTS OF THIS FORM AND SEND TO THE MEDIA COORDINATOR~~

4XX596 OCT 28, 2010 ALL CURR USD 1 OF 1  
SVC GND COM ACT WT 10.0 LBS  
TRACKING# 1Z4XX596906686678  
REF 1: SCOTT FRISBEE/CD/DMF  
REF 2: 4880/RIFLE

|                             |              |             |
|-----------------------------|--------------|-------------|
| HANDLING CHARGE 0.00        |              |             |
| SINGLE-PIECE PUB RATE CHRG. |              | SVC T/P USD |
| DV 0.00                     | COD 0.00     | RS 0.50     |
| DC 0.00                     | DGD 0.00     | SD 0.00     |
| AH 0.00                     | PR 0.00      | SP 0.00     |
| TOT PUB CHG 11.79           | PUB+HANDLING | 11.79       |

