

Remington Arms Co., Inc.
Product Service
Legal Case #:3126

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
162251 / 196487	2/17/2009	1/23/2009			X		X

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Michael	Hartman	739 Lonesome Trail	Fredricksburg	TX	78624		H 830-990-0716

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI shot foot				
PD Cause:4006	Altered Adjustments or Components		Y	went to hospital
S Concern:1028	Fired With Safe ON			
C				

1/23/09 He went out the other day, sighted it in, then went out hunting. He raised it up to shoot @ a deer, pulled it down, put it on safety and it fired and shot his foot. He said he went to the hospital but gave no other details.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	722/222 REM	20000	112033	AWW	3/1/1950

Date Purchased	Where Purchased	Accessories	Original Owner
	STREVEL PATERSON SALT LAKE UT	TWO PIECE SCOPE BASE	N

He traded for it at a gunshow, bought used. CONCERN:FSR, INJURY

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
Repair 722 and send R15 VTR SS .223 and 2 extra clips						
	Repair/Replacement Cost	Repair/Replacement Date				

1/23/09 Sent ARS.cm 1/28/09 He says he needs a box. Ordered on #973388.cm 1/30/09 Rec'd email from Hartman detailing his pain and suffering and talk of a lawsuit. I called him on 2/2 and explained the BLSM program that his friends were interpreting as a recall and he still wants to send the firearm in for inspect. He is waiting for the box to arrive. I told him to keep any dr/hosp bills and take pictures if he wanted to. We just want to make it safe and make it right.cm 2/25/09 Hartman will look at the Marlin 917 models and let me know what model he wants as replacement.cm 4/9/09: Jessica Bismark @ SMB requested a copy of this file. It was scanned & emailed to her @ 12:18pm. dmf 9/11/09 Closing case, Dale Wills must be handling, we've had no feedback.cm 12/14/09 Rec'd email from Harman to return his rifle to him.cm 4/29/10 Rec'd email from Hartman stating law firm took his case but later discovered they could not do it b/c of some laws they did not know about in TX. He says we should have at least fixed the trigger before we sent it back, but we returned as rec'd per his request. He wants 2 R15 rifles and several clips and then he'll waive any actions. 4/30 Fred Roth will be contacting Hartman.cm 5/12/10 D. Wills asked that I call and offer 1 R15 and 2 extra clips as replacement for his 722 and after release signed. Spoke with Hartman and he wants to see that in writing. Wills preparing release.cm 5/14 Wills revised release to state we will repair

722 and send back.cm 5/21 Rec'd release and FFL. Back-ordered #60007. Hartman just shipped 722 on 5/20.cm 5/26, New repair # 196487, asked Ilion to expedite repair.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		2/19/2009
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4006	Altered Adjustments or Components	COULD NOT CHECK SEAR LIFT DUE TO THE ALTERED SET SCREWS
Barrel	Description		26" 222 REM
	Date Code		AWW
	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	
	Bulged	False	

Safety	Description		STANDARD M/722 SAFETY
	Function	Slightly Worn; Functioning	
Sear	Lift	---Select---	COULD NOT GET A READING
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	WILL FOLLOW DOWN
	Pull	---Select---	.05#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	Other Remington	
Non-Remington Components	Description		TWO PIECE SCOPE BASE

Mitchell, Christy

From: Leggett, Susan
Sent: Thursday, June 24, 2010 9:58 AM
To: Mitchell, Christy
Cc: dwills@smbtrials.com
Subject: RE: R15 # 60007

*7/14 - tracking shows sched.
delivery to Hartman*

There are some in transit right now, should arrive by the end of the month. I'll pull one, put it in MTG for you. *today.*

From: Mitchell, Christy
Sent: Thursday, June 24, 2010 9:54 AM
To: Leggett, Susan
Cc: dwills@smbtrials.com
Subject: RE: R15 # 60007

Morning Susan! Any firm dates on the #60007 production yet?

Christy Mitchell

From: Leggett, Susan
Sent: Friday, May 21, 2010 11:47 AM
To: Mitchell, Christy
Subject: RE: R15 # 60007

I have a PO in with Bushmaster, but I'm still waiting for their production schedule. I'd guess June/July, but I don't know for sure yet....

From: Mitchell, Christy
Sent: Friday, May 21, 2010 11:17 AM
To: Leggett, Susan
Subject: R15 # 60007

Susan, I have a case that Dale Wills was involved in that I'm assisting in settling. I need a # 60007. Can you tell me when they will be produced again?

Christy Mitchell

Consumer Affairs Administrator/Field Armorer's School Administrator

PO Box 700

870 Remington Dr.

Madison, NC 27025-0700

Phone: 336.548.8684

Fax: 336.548.7872 or 336-548-7784

Freedom Group Family of Companies

Remington, Bushmaster Firearms, DPMS / Panther Arms, Marlin, H&R,

PS 15052

Mitchell, Christy

From: Dale Wills [dwills@smbtrials.com]
Sent: Thursday, June 03, 2010 9:57 AM
To: Mitchell, Christy
Subject: RE: Michael Hartman

I would suggest you keep Mr. Hartman in the loop on the expected production dates and when you would expect one of these rifles to be available for him. Alternatively, if he wants a different style of R15 that is in stock, it would probably not be a big deal to modify the release to reflect that. Just let me know.

Dale

From: Mitchell, Christy [mailto:Christy.Mitchell@remington.com]
Sent: Thursday, June 03, 2010 7:20 AM
To: Dale Wills
Subject: RE: Michael Hartman

They have not nailed down the production date. The best they could tell me was June/July production. Sorry I didn't get back to you. Dell is out and the phone was ringing all afternoon.

Christy Mitchell

From: Dale Wills [mailto:dwills@smbtrials.com]
Sent: Wednesday, June 02, 2010 5:41 PM
To: Mitchell, Christy
Subject: RE: Michael Hartman

Does he want to change models? When do we anticipate the R15 he wanted becoming available?

Dale

From: Mitchell, Christy [mailto:Christy.Mitchell@remington.com]
Sent: Wednesday, June 02, 2010 11:38 AM
To: Dale Wills
Subject: FW: Michael Hartman

Dale, if he changes models since the R15 is out of stock, do we need to have a new release with the new model listed sent out and notarized?

Christy Mitchell

From: Mitchell, Christy
Sent: Tuesday, June 01, 2010 8:27 AM
To: 'Dale Wills'
Subject: RE: Michael Hartman

Morning Dale! The 722 has been repaired and shipped out on Friday. Total cost to Remington for this case follows.

Repair cost = 52.52
2 clips = 25.00
R15 rifle = 560.00

Total cost \$637.52

Let me know if you need any additional info to present to DuPont regarding these charges.

Thanks,

Christy Mitchell

Consumer Affairs Administrator/Field Armorer's School Administrator

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From: Mitchell, Christy
Sent: Wednesday, May 26, 2010 3:19 PM
To: 'Dale Wills'
Subject: RE: Michael Hartman

Hi Dale, I've ordered the R15 and clips. The R15 is on backorder. Most all AR's are backordered right now.

The Model 722 has just been logged in at the Ilion plant and I've emailed them to expedite repair.

Christy Mitchell

Consumer Affairs Administrator/Field Armorer's School Administrator

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From: Mitchell, Christy
Sent: Thursday, May 20, 2010 2:23 PM
To: 'Dale Wills'
Subject: RE: Michael Hartman

Yes, I received the signed release yesterday and he is going to fax the FFL to me today and also ship the 722 today. I'll get totals to you after all the dust settles. Thanks,

Christy Mitchell

Consumer Affairs Administrator/Field Armorer's School Administrator

PO Box 700

870 Remington Dr.

Madison, NC 27025-0700

Phone: 336.548.8684

Fax: 336.548.7872 or 336-548-7784

Freedom Group Family of Companies

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From: Dale Wills [mailto:dwills@smbtrials.com]
Sent: Thursday, May 20, 2010 2:20 PM
To: Mitchell, Christy
Cc: Coe, Lauren A.
Subject: Michael Hartman

Christy,

Any further word from Mr. Hartman?

Dale

Dale G. Wills
Swanson, Martin & Bell, LLP
Suite 3300
330 N. Wabash Ave.
Chicago, IL 60611
312/923-8266
312/321-0990 fax
dwills@smbtrials.com

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Mitchell, Christy

From: Michael Hartman [mnvh@ctesc.net]
Sent: Thursday, June 03, 2010 11:35 AM
To: Mitchell, Christy
Subject: 722 Remington

Hello Christy,

**UPS delivered my Remington 722 this morning .
The trigger & safety work great.**

Thank You,

Michael Hartman

3126

26"
AWW 3/50
3#
018

May 14, 2010

Michael Hartman
739 Lonesome Trail
Fredricksburg, TX 78624

Subject: Case # 3126, Model 722

Dear Mr. Hartman,

Enclosed is the UPS ground shipping label to cover shipment of the Model 722 back to the factory for repair. Include the extra copy of this letter so that the factory knows why it was sent back. **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.** Please mark the ends of the box with "Supry". As agreed, after I receive the notarized release, I will order the R15 SS Varmint. In addition the factory will repair the 722 and return it to you.

Sincerely,

Christy Mitchell
Consumer Affairs Administrator

Phone: 800-243-9700 ext 8684
E-mail: christy.mitchell@remington.com

enclosure

Ref. #
Number:

1 1 2033

Model: 722



RE00196487

RECEIVED
MAY 28 2010

BY:

Remington Arms Company, Inc. • 570 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

PS 15057

Remington,

The trigger on this 722 needs to
be fixed with the new safety device
or replaced with a X-Mark Pro trigger.

W. Hartman