

Remington Arms Co., Inc.  
Product Service  
Legal Case #:5071

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
214435	12/13/2010	11/12/2010	12/15/2010	11/11/2010			X

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		William	Tutokey	11210 Unser Ct	Bakersfield	CA	93306		H 661-374-4566

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015	Improper Maintenance		
S	accidental discharge	Concern:1025	Unexplained Discharge - No Mention of Safety Position	Unknown
C				

11/12/10 Per call from Tutokey, he had an accidental firing when cleaning the rifle yesterday. It was not loaded but the firing pin did drop. He bought it second hand.cm

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial Bbl.	DOM
Remington	CF/BA	722/222 REM	n/a	374775 RB	11/1/1955
Date Purchased	Where Purchased	Accessories	Original Owner		
	REMINGTON ARMS INC.ILION N.Y.REPAIR	TWO PIECE SCOPE BASE	N		

CONCERN:FBC

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, replace TPA, clean, test for BLSM program price						
	Repair/Replacement Cost	Repair/Replacement Date				
	73.20	12/30/2010				

11/12/10 Mailing ARS.cm 12/30/10 Per Ilion, trigger assm dirty, sticky, trigger works sluggish. Replace TPA, clean and test fire under BLSM program price of \$20 plus shipping.cm 12/30/10 Called William and he had already rec'd the quote and mailed back approval with credit card info.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS

Examination	Exam Date	12/15/2010	
	Product Type	RF	
	Action Type	A	
	Assigned To	T.NAGLE	
Cause	4015	Improper Maintenance	
Barrel	Description	22" 222 REM	
	Date Code	RB	
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
Bolt	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
Extractor	Stop	Slightly Worn; Functioning	
	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
Locking	Ext/Eject Test	False	
	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
Overall	Notch Condition	---Select---	
	Exterior Condition	Worn; Functioning	
	Stock Condition	Worn; Functioning	
Receiver	Fore End Condition	---Select---	
	Condition	Slightly Worn; Functioning	
Safety	Bulged	False	
	Description	STANDARD M/722 BOLT LOCK SAFETY	
	Function	Slightly Worn; Functioning	
Sear	Sub-Assembly	Non-ISS	
	Lift	---Select---	
	Notch	Slightly Worn; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
		Slightly Worn;	

Trigger	Condition	Functioning	TRIG WORKS SLUGGISH
	Pull	---Select---	6.5#
	Altered	False	
	Sub-Assembly	Other Remington	
Non-Remington Components	Description		TWO PIECE SCOPE BASE

# Remington®

5071

22"  
RB11/SS  
6.5#  
.006

November 12, 2010

William Tutokey  
11210 Unser Ct  
Bakersfield, CA 93306

Subject: #5071, Model 722

Dear Mr. Tutokey,

Per our phone conversation, enclosed is the prepaid UPS ground shipping label for shipment of the firearm to our factory for inspection. Please include a copy of this letter with the firearm. **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 "Product Service".

I apologize for the inconvenience that this incident has caused and I hope that these actions will keep you as a loyal Remington customer.

Sincerely,

Christy Mitchell  
Consumer Affairs Administrator  
Phone: 800-243-9700, ext 8684  
[christy.mitchell@remington.com](mailto:christy.mitchell@remington.com)

RECEIVED  
DEC 22 2010

enclosure

BY:.....

Serial Number:

374775

Model: 722



RE00214435

T.A. DIRTY, STICKY TRIG. WORKS  
SLUGGISH. Replace TRA & CLEAN &  
TEST fire under BLP for  
\$20.00 + ship

Quote

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

Model Number:	722	Serial Number:	374 775
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name:	WILLIAM TUTOKEY	Date of Purchase:	
Address (no PO Boxes): 11210 UNSER COURT			
City:	BAKERSFIELD	State:	CA. Zip: 93306
Phone (Daytime):	661-428-0652	Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) BT PHOTO @YAHOO.COM			
E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence:  When the bolt is closed 50% of the time the firing pin drops.			
500 characters left			
Ammunition Information:			
Manufacturer:		Type:	
Other (i.e. bullet weight/type, shot size, powder):			
Handload Information:			
Powder Used: 3031		Powder Weight: 22g	
Case/Hull Used: REM		Primer Used: CCI	
Bullet Type/Shot Size: 55 gr. spitzer		Reloader Used: RCBS	

Firearms Care (Cleaning and Lubrication):	
Brand of cleaning solution used:	HOPPE'S
How often do you clean the bore? (Months or Number of rounds)	after each shooting session
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)	every 6-9 months
Brand of lubricant used:	HOPPE'S
How often do you lubricate the bore? (Months or Number of rounds)	after each cleaning
How often do you lubricate the action? (Months or Number of rounds)	once a year
How often do you lubricate the trigger assembly? (Months or Number of rounds)	6-9 months
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	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	
NEVER	
What were the services performed?	
Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357	
<p>⚠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>:: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.</p>	



www.remington.com

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

## ARS LABEL REQUEST FORM

DATE:	11/12/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE: MEDIA COORDINATOR TO MAIL		XXXXXXXXXX  I WILL MAIL	
DESCRIPTION:  722 374775			

## LABEL INFORMATION

MAIL LABEL TO:	William Tutokey 11210 Unser Ct Bakersfield, CA 93306
RETURN ITEM TO:	Rem Prod Serv Ilion, NY

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

4XX596 NOV 12, 2010 ALL CURR USD 1 OF 1  
SVC GND COM ACT WT 10.0 LBS  
TRACKING# 124XX5969065701749  
REF 1: WILLIAM TUTOKEY/CD/CM  
REF 2: 722/374775

HANDLING CHARGE 0.00  
SINGLE-PIECE PUB RATE CHRG:  
DV 0.00 COD 0.00 SVC T/P USD  
DC 0.00 DGD 0.00 RS 0.50  
AH 0.00 PR 0.00 SD 0.00  
TOT PUB CHG 11.74 PUB+HANDLING 11.74









