

Remington Arms Co., Inc.
Product Service
Legal Case #:6008

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
228421	4/11/2011	3/21/2011	4/12/2011				X

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		David	Nothwang	18280 N. Wildmustang Dr	Surprise	AZ	85374		H 623-975-1168

Incident Information

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

3/21/11 Per call from Nothwang, the rifle has fired when removing the safety about 3 times since he has had it. He bought it 2nd hand.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	722/308 WIN	n/a	405033	KD	5/1/1957
Date Purchased	Where Purchased	Accessories	Original Owner			
		TWO PIECE BASE	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, replace TPA, clean, test fire under BLSM program price						
	Repair/Replacement Cost	Repair/Replacement Date				
	30.40	4/15/2011				

3/21/11 Mailing ARS.cm 4/15/11 Per Ilion, trigger assem set screws altered. Replace TPA, clean, test fire under BLSM program price of \$20 + S&H. Nothwang provided credit card and approval up to \$75.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		4/12/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4006	Altered Adjustments or Components	
Barrel	Description		24" 308 WIN
	Date Code		KD
	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	ACTION ONLY
	Stock Condition	---Select---	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		M/722 BOLT LOCK SAFETY
	Function	Slightly Worn; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.006
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	MIN TRIG RETURN WILL FOLLOW DOWN
	Pull	---Select---	2#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	Other Remington	
Non-Remington Components	Description		TWO PIECE BASE

24"
KOS/E
2#
.006

6008

March 21, 2011

David Nothwang
18280 N. Wildmustang Dr
Surprise, AZ 85374

Subject: #6008, Model 722

Dear Mr. Nothwang,

Thank you for your patience. Enclosed is the UPS ground prepaid shipping label to cover shipment of the firearm for inspection at our factory. 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 boxes with "Product Service".

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

Sincerely,

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

RECEIVED
APR 15 2011

BY: _____

enclosure

T.A. set screws altered.
Replace TPA, clean & Test
Fire under SCP for \$20.00 +
ship

67.40
37.00
30.40

REMINGTON
722

405033

Model: 722



RE00228421

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

Phone 800 243 9700 • www.remington.com

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Print		Reset	
Model Number: 722		Serial Number: 4050330000000	
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: David R. Nothwang		Date of Purchase: sometime in 1960	
Address (no PO Boxes): 18280 N Wild Mustang Dr.			
City: Surprise		State: AZ	Zip: 85374
Phone (Daytime): 623 975 1168		Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) davendixie@cox.net			
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 releasing safety in order to unload the gun fired. Finger was not on the trigger. This occurred on Dec.5 2010.			
383 characters left			
Ammunition Information:			
Manufacturer: Remington		Type: Core-Lokt	
Other (i.e. bullet weight/type, shot size, powder): 168 Gr. PSP R308W3 780			
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	

- :: 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 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.

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) *Master Card*

Authorized up to \$75.00 REDACTED *exp. 4/12*
[Signature]
:: 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.

Firearms Care (Cleaning and Lubrication):

Brand of cleaning solution used: Unk

How often do you clean the bore? (Months or Number of rounds)

10 rounds

How often do you clean the action? (Months or Number of rounds)

12 months

How often do you clean the trigger assembly? (Months or Number of rounds)

12 months

Brand of lubricant used: Break Free

How often do you lubricate the bore? (Months or Number of rounds)

10 rounds

How often do you lubricate the action? (Months or Number of rounds)

12 months

How often do you lubricate the trigger assembly? (Months or Number of rounds)

12 months

Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? > ☐ YES ☒ NO

When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?) never

What were the services performed?)

Ship your INSURED 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.)

Case #	6008	Date of Call	3/21/11	Date of Incident		PreLit		Lit		Obs	
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Reporter name		Incident Name/Age	David Norkwang 18280 N. Wild Mustang Dr Surprise AZ 85374 623-975-1168
address		address	
contact #'s		contact #'s	
email		email	

Injury	
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Medical Treatment	
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Alleged cause	
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Firearm	Ser #	Cal	DOM	Orig owner?	When/Where purchased			
222	465-330600	.308		N				

Ammunition	Factory/Reload	Manuf	Caliber	Bullet type/wgt	Lot #	Additional info

Other Product	
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Notes:	Fired when taking safety off about 3 times
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Customer's Request	
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My actions/offers	
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www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	3/21/2011	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE:			
MEDIA COORDINATOR TO MAIL		I WILL MAIL xxx	
DESCRIPTION: 722			

LABEL INFORMATION

MAIL LABEL TO: David Nothwang 18280 N. Wildmustang Dr Surprise, AZ 85374
RETURN ITEM TO: Rem Prod Serv

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

4XX596 MAR 22, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969066623653
REF 1: DAVID NOTHWANG/CD/CM
REF 2: 722

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 12.51 PUB+HANDLING 12.51