

Remington Arms Co., Inc.  
Product Service  
Legal Case #:7828

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
280160	8/27/2012	8/1/2012	8/28/2012	7/31/2012			X

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Jeremy	Neill	812 Railroad St. PO Box 1335	Carlin	NV	89822		H 775-388-8422 E ndfff4306@yahoo.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4006	Altered Adjustments or Components	Unknown	
S FBC	Concern:1008	Fired on Bolt Closing		
C				

8/1/12: Customer called in. He stated the safety is not working properly on his rifle & he had a FBC on 7/31/12. No damage, No injury. A gunsmith told him there was a recall on this rifle. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	722/257 ROBERT	n/a	159503	BXX	1/1/1951
Date Purchased	Where Purchased	Accessories	Original Owner			
		TWO PIECE BASE	N			

CONCERN: FBC

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Remington/722/CF/BA						
Per Ilion - Quote to repair under BLM						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$29					

8/2/12: Sending box, ARS & forms from Madison office. df 8/31/12: Per Ilion - TA dirty, sticky & set screws altered. Replace TA, clean & test under BLM - quote. Customer apprvd quote & paid by CC#. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		8/28/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4006	Altered Adjustments or Components	IMPROPER MAINTENENCE
Barrel	Description		24" 257 RBTS
	Date Code		BXX
	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; Functioning	
	Stock Condition	Worn; Functioning	BEDDED M/700 STK
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	N/A
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY,STICKY WILL FOLLOW DOWN
	Pull	---Select---	2.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	Other Remington	
Non-Remington Components	Description		TWO PIECE BASE

7828

COPY

24"  
Box 1/51  
2.54

August 1, 2012

Jeremy Neill  
812 Railroad St.  
PO Box 1335  
Carlin, NV 89822  
Phone: 775-388-8422

Ref: # 7828, Model 722, Serial # 159503

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our facility for examination and service request.

**Please include a copy of this letter and service request to put inside the shipping container. The letter and service request inside are 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 box with "Product Service".** Product Service will be inspecting the firearm and will contact me with the results. I will contact you once I get the report.

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

Sincerely,  
Dell Fulcher  
Consumer Affairs Administrator  
Remington Arms Co., LLC  
Phone: 1-800-243-9700 press 0 and ask for ext 8686  
Fax: 336-548-7872

RECEIVED  
AUG 30 2012

Serial Number:

159503

Model: 722



RE00280160

T. A. Dirty, stick ~~to~~ set screws  
altered. replace TPA, clean + test  
under BLP Con B 20. +

Q



Model Number: 722		Serial Number: 159503	
Name: Jeremy Null		Date of Purchase:	
Address (no PO Boxes): 812 Railroad St			
City: Carlin AB	State: NV	Zip: 89822	
Phone (Daytime): 725-388-0422		Fax:	
E-mail Address: ndfff4306@yahoo.com			
Please describe your problem: The safety won't engage after bolt is closed and rifle has fired when closing the bolt 3 times.			
500 characters left			
<b>NOTE:</b> Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.			
<input type="checkbox"/> <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>:: 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>:: Ship your <b>INSURED</b> 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>			
Print		Reset	

## ARS LABEL REQUEST FORM

<b>DATE:</b>	08/02/2012	<b>Service Request #</b>	SR00025781
<b>QUANTITY:</b>	1	<b>WEIGHT PER PACKAGE:</b>	10 LBS
<b>REQUESTED BY:</b>	fulcherdm	<b>email address:</b>	I WILL MAIL LABEL

<b>Business:</b>	Remington Service PO Box 700 Madison, NC 27025-0700 <a href="http://www.Remington.com">www.Remington.com</a>
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### LABEL INFORMATION

<b>MAIL LABEL TO:</b>	JEREMY NEILL 812 RAILROAD ST PO BOX 1335 SR00025781 CARLIN, NV 89822 US Email:
<b>RETURN ITEM TO:</b>	ILN Arms Services

4XX596    AUG 3, 2012    ACT WT 10.0 LBS    #PK 1  
 SVC GNDCOM    BL WT 10.0 LBS  
 TRACKING# 124XX5969066483860    ALL CURRENCY USD  
 REF 1:SR00025781  
 REF 2:

HC 0.00	CNS 0.00	FRT: 3RD
SHIPMENT PUB RATE CHARGES:		SVC T/P USD
DV 0.00	COD 0.00	RS 0.60
DC 0.00	DGD 0.00	
AH 0.00	PR 0.00	ROD 0.00
TOT PUB CHG 13.52		PUB+HANDLING 13.52

<b>ATTN: Product Service</b>
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# ShipRequest™



Ship To: Jeremy Neill  
Company:  
Address 1: 812 Railroad St.  
Address 2:  
Address 3:  
City: Carlin  
State/Province: Nevada  
ZIP/Postal Code: 89822  
Country: United States  
email:  
Phone: 775-388-8422  
Account: 230145  
Package Type: Package  
Address Type: Residential  
Deliver By: Tue, August 7, 2012  
Package ID: 8860



Special Instructions:

Sender Name: Dell Marie Fulcher  
email: dell.fulcher@remington.com  
Prepared By: Dell Fulcher  
Phone: 336-548-8686

Date: 08-03-12 1 lb 8.9 oz

Acct # : 230145	Base : \$ 8.40
Cust # : 0DL000008999	Src S : \$ 2.69
Zip/Zone: 89822 / 8	Addl : \$ 0.00
Trk # : 793865491880	
Pkg ID #: 8860	Total \$ 11.09
Service : FedEx 2Day®	





