

Remington Arms Co., Inc.  
Product Service  
Legal Case #:9422

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
325900	10/30/2013	11/6/2013	11/6/2013				X

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Rich	Berry	1817 Autnumbrook Lane	Saint Johns	FL	32259		H 904-599-3679 E rberry01@comcast.net

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S	Cause:4006 FSO, FBR, and FSR	Altered Adjustments or Components		Unknown
C	Concern:1028	Fired With Safe ON		

Per SR00064447 Service Request Section, "Rifle will fire with safety engaged. Rifle will fire when bolt is raised. Firearm will fire when safety moved from safe to fire." jbi

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	722/222 REM	N/A	419583	BF	1/1/1959
Date Purchased	Where Purchased	Accessories	Original Owner			
			U			

CONCERN: FSR,FRB,FSO

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 BLM						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$25					

11/7/13: Per Ilion, "trigger assembly dirty, set screws altered and cross pins altered. Replace trigger assembly, check over and test fire under bolt lock program for \$20.00 + shipping." jbi 11/15/13: I called and left message requesting approval of quote. jbi 11/22/13: Customer called Consumer Service and approved quote with a credit card. jbi

Examination[Remington/CF/BA]

[http://cps03sp01.remington.com:99/Remington\\_PSA/PrintDisplay.aspx?ID=9422&Type...](http://cps03sp01.remington.com:99/Remington_PSA/PrintDisplay.aspx?ID=9422&Type...) 12/11/2013

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/6/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4006	Altered Adjustments or Components	IMPROPER MAINTENENCE
Barrel	Description		24" 222 REM
	Date Code		BF
	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	Worn; Functioning	SOME UPSET FROM LEAKING PRIMERS
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Not Functioning	BINDS
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	Worn; Not Functioning	
	Stock Condition	Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		BOLT LOCK SAFETY
	Function	Slightly Worn; Not Functioning	

Sear	Lift	---Select---	.006
	Notch	Slightly Worn; Not Functioning	BINDING
		Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Worn; Not Functioning	VERY DIRTY, STICKY, CROSS PINS ALTERED NOT FUNCTIONING
	Pull	---Select---	1.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	Other Remington	

# Quotation

## Remington Service

PO Box 700

Madison, NC 27025-0700

# Estimating Report

Parts and Repairs: P:800-243-9700/F:336-548-7801

www.Remington.com

*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 (6) WEEKS AFTER RECEIPT OF APPROVAL. IF WE DO NOT RECEIVE YOUR APPROVAL IN 21 DAYS, WE WILL RETURN THE ITEM(S) AS RECEIVED, POSTAGE DUE.

<b>Repair Number</b>	<b>Serial Number / Description</b>	<b>Date Received:</b>
RE00325900	419583	10/30/2013
	Model 722 Center Fire Caliber: 222	<b>Estimate Date:</b> 11/06/2013
		<b>Date Printed:</b> 11/15/2013

### Customer:

RICH BERRY  
1817 AUTNUMBROOK LANE  
SAINT JOHNS, FL 32259 US

### Return To:

RICH BERRY  
1817 AUTNUMBROOK LANE  
SAINT JOHNS, FL 32259 US

### Please Circle One:

VISA MC DISCOVER Card No. \_\_\_\_\_ Exp.Date \_\_\_\_\_

Open Account: R \_\_\_\_\_ PO Number: \_\_\_\_\_

Approval Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Daytime Phone: (\_\_\_\_) \_\_\_\_\_ Time to Call: \_\_\_\_\_

☐ If you desire any change, please use the reverse side for your comments and mark this box.

### Problems

#### Reported

M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION  
M240 - BOLT LOCK SAFETY MODIFICATION

#### Found

M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION  
M240 - BOLT LOCK SAFETY MODIFICATION

### Technician Comments

trigger assembly dirty, set screws altered and cross pins altered. replace trigger assembly, check over and test fire under bolt lock program for \$20.00 + shipping

**ESTIMATE (note: C.O.D./Shipping and Handling Charges are NOT Included in this Quote.)**

Material	Type	Description	Qty Needed	Warranty	Qty From Inv	Price	Disc	Amount
F202906	Part	40 SSA TRIG ASSB RH	1	Warranty	1	.00	0	.00
4000114	Service	GR-SHIPING & HANDLING (GUN REPAIR)	1	Billable	1	17.00	0	17.00
4000116	Service	GR-LABOR	20	Billable	20	1.00	0	20.00
4000119	Service	GR-TEST	1	Warranty	1	.00	0	.00

**Sub Total:** 37.00

**Est Sales Tax:** 2.22

**Grand Total:** \$39.22

THE UNIVERSITY OF CHICAGO LIBRARY

24"  
1.5"  
.001  
BF 1/2

**Schults, Colleen M.**

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**From:** Cobbler, Tracy S.  
**Sent:** Monday, November 04, 2013 4:07 PM  
**To:** Fulcher, Dell Marie; Nichols, Scott C.; Schults, Colleen M.  
**Cc:** Matousek, Rob A.; Travis, Bruce W.  
**Subject:** RE: SR64447

I have attempted several times to contact the customer to no avail if I do remember correctly his neighbor called and set it us so just use the information that is listed on the service request.

**From:** Fulcher, Dell Marie  
**Sent:** Monday, November 04, 2013 3:38 PM  
**To:** Nichols, Scott C.; Schults, Colleen M.; Cobbler, Tracy S.  
**Cc:** Matousek, Rob A.; Travis, Bruce W.  
**Subject:** RE: SR64447

Everything I see on the SR should be under Rich Berry's address.  
No clue who Doug Disbrow is.

**Dell Fulcher | Consumer Affairs Administrator**  
**Remington Arms Company, LLC**

PO Box 700, Madison, NC 27025-0700

Phone: 1.800.243.9700 ext 8686 | Fax: 336.548.7872 Email:

[dell.fulcher@remington.com](mailto:dell.fulcher@remington.com)

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**From:** Nichols, Scott C.  
**Sent:** Monday, November 04, 2013 3:21 PM  
**To:** Schults, Colleen M.; Cobbler, Tracy S.  
**Cc:** Matousek, Rob A.; Fulcher, Dell Marie; Travis, Bruce W.  
**Subject:** RE: SR64447

We just need the return address. Bruce can review and create the product service exam.

**From:** Schults, Colleen M.  
**Sent:** Monday, November 04, 2013 2:44 PM

**To:** Cobbler, Tracy S.  
**Cc:** Matousek, Rob A.; Nichols, Scott C.  
**Subject:** FW: SR64447

Hi Tracy,

We you able to find out anything on the below e-mail ?

Thanks,

Colleen

**From:** Schults, Colleen M.  
**Sent:** Wednesday, October 30, 2013 11:21 AM  
**To:** Cobbler, Tracy S.  
**Cc:** Nichols, Scott C.  
**Subject:** SR64447

Hi Tracy,

We received the above firearm. It was sent in from another individual Doug Disbrow, 5509 Shad Road, STE 2 Jacksonville FL 32257, phone #904-631-7349. The SR is made out to a Rich Berry of Saint Johns, FL. This gun will be a product service gun as it fires with the safety on.

Could you please find out who it should go back to.

Thanks,

Colleen









