

Remington Arms Co., Inc.  
Product Service  
Legal Case #:4880

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
210854	11/18/2010	10/28/2010	11/19/2010				X

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Scott	Frisbee	7280 Mojave Dr.	Boise	ID	83709		H 208-860-4782 E rocketdog_99@hotmail.com

## Incident Information

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

Customer sent in an email. He was cleaning his M/722 & as it was unloaded the moved the safety to fire & the firing pin dropped. He also does not like the bolt lock feature. df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	722/222 REM	n/a	434497	CG	4/1/1960
Date Purchased	Where Purchased	Accessories	Original Owner			
		SCOPE,RINGS, BASE,LENS COVERS	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
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Per Ilion - Quote to  
repair under BLM  
program

Repair/Replacement Cost	Repair/Replacement Date
\$40.70	11/23/2010

10/28/10: Sending ARS, ltr, form. df 11/23/10: Per Fred S. - Safety altered & not working properly. Can offer to replace TA, clean & test fire under BLM program - Quote. df 11/23/10: I called cust. He apprvd quote & paid by credit card. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/19/2010
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE

BARBER - Kinzer PPS GAL RE 0013149

Cause	4006	Altered Adjustments or Components	TRIGGER SET SCREWS,SAFETY AND BBL HAVE BEEN ALTERED (BBL HAS BEEN CUT SHORTER)
Barrel	Description		20" 222 REM
	Date Code		CG
	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	ONE PEEP SIGHT HOLE IS ALTERED/OVERSIZE
	Bulged	False	
Safety	Description		STANDARD M/722 SAFETY
	Function	Worn; Not Functioning	
Sear	Lift	---Select---	N/A - SCOPED
	Notch	Slightly Worn; Functioning	OLD STYLE DOUBLE
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	SAFETY ALTERED NOT WORKING PROPERLY
	Pull	---Select---	6#
	Altered	True	NOT THE ORIGINAL SEALANT

## BARBER - Kinzer PPS GAL RE 0013150

	Sub-Assembly	Other Remington	
Non-Remington Components	Description		SCOPE,RINGS, BASE,LENS COVERS

**QUOTATION**

BARBER - Kinzer PPS GAL RE 0013151

**Remington Arms Company, Inc.**870 Remington Dr. P.O. Box 700  
Madison, NC 27025-0700**ESTIMATING  
REPORT**Parts/Repairs  
Fax800-243-9700  
336-548-7801[www.remington.com](http://www.remington.com) [info@remington.com](mailto:info@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 (4) WEEKS AFTER RECEIPT OF APPROVAL. IF WE DO NOT RECEIVE YOUR APPROVAL IN 15 DAYS, WE SHALL RETURN THE ITEM(S) AS RECEIVED POSTAGE DUE.

<b>Repair Order Number</b> RE00210854 <b>Account # - R-</b>	<b>Description/Serial Number</b> 434497	<b>Date Received -</b> 11/18/2010 <b>Estimate Date -</b> 11/22/2010 <b>Current Date -</b> 11/23/2010
<b>Customer</b> SCOTT FRISBEE 7280 MOJAVE DR.  BOISE. ID 83709 US		<b>Return To</b> SCOTT FRISBEE 7280 MOJAVE DR.  BOISE. ID 83709 US
<b>Phone (H)</b> (208)-860-4782 <b>Phone (W)</b>	<b>Fax</b>	<b>Email</b> ROCKETDOG-99@HOTMAIL.COM

Please Circle One  
 VISA MC AMEX DISCOVER Card No. \_\_\_\_\_ Exp. Date \_\_\_\_\_  
 PO Number \_\_\_\_\_  
 Daytime Phone (\_\_\_\_) \_\_\_\_\_ Time To Call \_\_\_\_\_ Open Acct. R \_\_\_\_\_  
 Approval: Customer Signature \_\_\_\_\_ Date \_\_\_\_\_  
☐ If You Desire Any Change Please Use The Reverse Side For Your Comments And Mark This Box  
**Notice: We process checks electronically through Check 21**

Reported		Problems Found	
M100	SEE CUSTOMERS LETTER	M123	FORWARD TO PRODUCT SERVICE F
M123	FORWARD TO PRODUCT SERVICE FOR INSPECTIO		

**Technician's Comments**

ProblemNotes safety altered and not working properly.can offer to replace trigger plate assm, clean and test fir inder bolt lock program for \$20.00 + shipping

Estimate **C.O.D./Shipping and Handling Charges are NOT Included in this Quote							
Material #	Material Description	Qty	Warranty Y/N	Price/Unit	Discount Percent	Extended Amt	
<b>Part</b>							
F202906	40 SSA TRIG ASSB RH	1	Y	\$84.00	0%	\$0.00	
<b>Service</b>							
4000114	GR-SHIPING & HANDLING (GUN REPAIR)	1	N	\$17.00	0%	\$17.00	
4000116	GR-LABOR	1	N	\$20.00	0%	\$20.00	
4000119	GR-TEST	1	Y	\$23.00	0%	\$0.00	
<b>Sub Total:</b>						<b>\$37.00</b>	
<b>Est. Sales Tax:</b>							
<b>Grand Total:</b>						<b>\$37.00</b>	

BARBER - Kinzer PPS GAL RE 0013151

**frmREInquiry - Repair Inquiry**

Repair Number: **RE00210854** Serial: 434497 Model: 722 Center Fire Caliber: 222 Repairman: REM  
Status: Repairing 11/19/2010 3:16:39 PM

**ADDRESS INFORMATION**

Customer: **SCOTT FRISBEE** Received from: **SCOTT FRISBEE**  
 Address 1: **7280 MOJAVE DR.** Return To: **7280 MOJAVE DR.**  
 Address 2: **PO Box**  
 City: **BOISE**  
 State: **ID** Zip Code: **83709** Country: **US**

FFL ☐

Contact / Condition Problems Estimate History / Status Shipping / Billing

Date	Code	User ID	Desc1	Desc2
11/18/2010 11:...	New	lopataff	Repair Added	
11/18/2010 12:...	EmailSent	ArmEmail	Repair Received	ROCKETDO
11/18/2010 12:...	EmailVerified	ArmEmail	Receipt	ROCKETDO
11/19/2010 3:...	Maint	Travisbw	Repair Maintenance	Status: Repd

Shipping Hold ☐ Interface Hold ☐ Estimate Sent ☐ Parts Received ☐ Passed Inspection ☐ Return as Received ☐ Has Been Approved ☐ Internal Repair ☐ Exclude TATC ☐

Current Status: Repairing 11/19/2010 3:16:39 PM  
 lopataff  
 Repair Bench  
 Repair Location  
 ILN  
 Current Location  
 ILN  
 Transfer Number

Repair Search Refresh Close

RECEIVED  
 NOV 23 2010

BY: .....

4880

20"  
COPY  
C641  
6#

October 28, 2010

Scott Frisbee  
7280 Mojave Dr.  
Boise, ID 83709  
Ph: 208-860-4782

Ref: # 4880

Dear Mr. Frisbee,

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination.

**Please include a copy of this letter to put inside the shipping container. 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. Mark the ends of the boxes with the name "Supry".** Mr. Supry will be inspecting the firearm and will contact me with the results.

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

Sincerely,  
D. Fulcher  
Consumer Affairs Administrator  
Remington, H&R, Marlin  
Phone: 1-800-243-9700  
Fax: 336-548-7872

df  
enclosure

Safety altered & not working properly. can offer to replace TPA, clean & test fire under BLP for \$20.00 + ship

Serial Number:

434497

Model: 722



RE00210854

on Drive • P.O. Box 700 • Madison, NC 27025  
[www.remington.com](http://www.remington.com)

BARBER - Kinzer PPS GAL RE 0013153

PS 15041



## Factory Repair Form

Return to Previous Page

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

Model Number: <u>722</u>	Serial Number: <u>434497</u>
Are you the original owner? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	
Name: <u>SCOTT FRISBEE</u>	Date of Purchase: <u>1998</u>
Address (no PO Boxes): <u>7280 MOJAVE DR.</u>	
City: <u>BOISE</u>	State: <u>ID</u> Zip: <u>83709</u>
Phone (Daytime): <u>208-860-4782</u>	Fax: _____
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>ROCKET.DOG_99@HOTMAIL.COM</u>	
E-mail Address: <input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.	
Please describe your problem and date of occurrence: <u>I HAVE TO HAVE THE BOLT OPEN IN ORDER TO PUT THE RIFLE "ON SAFE". SEVERAL TIMES, WHEN I TOOK THE RIFLE "OFF SAFE", THE FIRING PIN DROPPED. THE SAFETY DOES NOT FUNCTION PROPERLY, IN FACT IT HAS BECOME A HAZARD. ALSO, THE CRISP 31B TRIGGER NOW SEEMS TO REQUIRE MORE EFFORT. THE RIFLE FUNCTIONED GREAT TWO YEARS AGO, WHEN I TOOK IT OUT IN PREP FOR A RECENT TRIP, THIS PROBLEM APPEARED.</u>	
500 characters left	
Ammunition Information:	
Manufacturer: <u>REMINGTON, FEDERAL, WIN.</u>	Type: <u>VARMINIT LOADS</u>
Other (i.e. bullet weight/type, shot size, powder): <u>40 - 55 grain</u>	
Handload Information:	
Powder Used: _____	Powder Weight: _____
Case/Hull Used: _____	Primer Used: _____
Bullet Type/Shot Size: _____	Reloader Used: _____
Firearms Care (Cleaning and Lubrication):	
Brand of cleaning solution used: <u>OUTTERS, SHOOTER'S CHOICE</u>	
How often do you clean the bore? (Months or Number of rounds) <u>WHEN ACCURACY SUFFERS</u>	
How often do you clean the action? (Months or Number of rounds) <u>AFTER DUSTY TRIPS</u>	
How often do you clean the trigger assembly? (Months or Number of rounds) <u>SAME</u>	
Brand of lubricant used: <u>OUTTERS</u>	
How often do you lubricate the bore? (Months or Number of rounds) <u>AFTER WET TRIPS</u>	
How often do you lubricate the action? (Months or Number of rounds) <u>SAME</u>	

**BARBER - Kinzer PPS GAL RE 0013155**

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

SAMEHave you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? ☐YES ☒ NOWhen was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?) NEVER? I HAVE NO IDEA.

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.)
- :: 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)

:: 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.

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Other Sites 



# Remington.

www.remington.com

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

## ARS LABEL REQUEST FORM

DATE:	10/28/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PACKAGE:	10 lbs
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Ref# 4880 Rifle			

## LABEL INFORMATION

MAIL LABEL TO: Scott Frisbee 7280 Mojave Dr. Boise, ID 83709 Ph: 208-860-4782
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX596 OCT 28, 2010 ALL CURR USD 1 OF 1  
SVC GND COM ACT WT 10.0 LBS  
TRACKING# 1Z4XX5969066868678  
REF 1: SCOTT FRISBEE/CD/DMF  
REF 2: 4880/RIFLE

HANDLING CHARGE 0.00		
SINGLE-PIECE PUB RATE CHRG.		SVC T/P USD
DV 0.00	COD 0.00	RS 0.50
DC 0.00	DGD 0.00	SD 0.00
AH 0.00	PR 0.00	SP 0.00
TOT PUB CHG 11.79	PUB+HANDLING	11.79



