

Remington Arms Co., Inc.
Product Service
Legal Case #:875

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
122420	12/29/2006	12/29/2006	12/29/2006				X

Customer Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Brian Brandner	B&D Guns	31943 1600 N Ave	Spring Valley	IL	61362		

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern		Unknown	
S	Fires on safe release Concern:1007 Fired on Safe Release			
C				

PI

PD

Cause:4038 Could Not Duplicate Concern

Unknown

S Fires on safe release Concern:1007 Fired on Safe Release

C

1/2/07-correspondence from repair-This rifle will drop the firing pin when opening the bolt or when releasing the safety.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial Bbl.	DOM
Remington	CF/BA	722/244 Rem	20000	382902 AC	3/1/1956
Date Purchased	Where Purchased	Accessories	Original Owner		
	DAYTON GUN HQTERS DAYTON OH	Scope bases and sling swivels	U		

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
Replace TA under SMP						
	Repair/Replacement Cost	Repair/Replacement Date				

1/2/07-offered to replace TA under SMP.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		Supry
	Exam Date		12/29/2006
	Product Type		RF
	Action Type		A
	Assigned To		Supry
Cause	4038	Could Not Duplicate Concern	The safety arm works hard.
	Description		26 inch Model 722 244 Rem caliber

Barrel	Date Code		AC
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	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---	
Magazine	Condition	---Select---	
	Box Condition	Slightly Worn; Functioning	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		722 Gull Wing safety
	Function	Slightly Worn; Functioning	
Sear	Lift	---Select---	Did not measure
	Notch	---Select---	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	4.0 lbs
	Altered	False	Undetermined
Non-Remington Components	Description		Scope mounts, and sling swivels

(PS 8612)

B&D Guns
31943 1600 N. Ave.
Spring Valley, IL 61362

December 26, 2006

Remington Arms Company, Inc.
Arms Service Division/Repairs
14 Hoefler Ave.
Ilion, NY 13357

Regarding Remington rifle model 722, SN 382902.

This rifle will drop the firing pin when opening the bolt or when releasing the safety. It happens more often if you wiggle the bolt with the safety on and then release the safety.

Sincerely,

Brian A. Brandner
Owner B&D Guns

14 / 65

Scope bases, sling swivels

244 Rem

AC 26" BBL

OBSOLETE MODEL

Safety Arm works hard

Serial
Number:

382902

Model: **722**



RE00122420

Could not duplicate
Install new TA
under the bolt lock
modification program.

FLS 12/29/2006

RECEIVED
JAN 2 2007
BY: *[Signature]*

(PS 8613)

Arms Services Repair & Estimate System

Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: **RE00122420** Serial: 382902 Model 722 Center Fire Caliber: 244 REM Produced: 04/07/1969 Repairman: Carl Cotton Status: ApprovalHold 1/3/2007 1:24:44 PM

Address Information

Customer: ☒ Received From Return To ☐ Received From

Name: **B D GUNS** **B D GUNS**

Address 1: **31943 1600 N AVE** **31943 1600 N AVE**

Address 2: **PO Box:** **PO Box:**

City: **SPRING VALLEY** **SPRING VALLEY**

State: **IL** Zip Code: **61362** Country: **US** State: **IL** Zip Code: **61362** Country: **US**

FFL ☐ ☐ ☐ ☐ ☐ ☐

Contact / Condition	Problems	Estimate	History / Status	Shipping / Billing								
Problems Reported <table border="1"> <thead> <tr> <th>Code</th> <th>Desc</th> </tr> </thead> <tbody> <tr> <td>M123</td> <td>FORWARD TO PRODUCT SE</td> </tr> </tbody> </table>	Code	Desc	M123	FORWARD TO PRODUCT SE	Problems Found <table border="1"> <thead> <tr> <th>Code</th> <th>Desc</th> </tr> </thead> <tbody> <tr> <td>M239</td> <td>REPLACE TRIGGER ASSEMBLY</td> </tr> </tbody> </table>	Code	Desc	M239	REPLACE TRIGGER ASSEMBLY	Repair Notes <p>Gun was produced in 4/69 and has the old style trigger assy and bolt lock safety lever. Quoted for replacing trigger assy under the bolt lock modification program. NOTE-The</p>	Repairman's Comments 	CSR Comments
Code	Desc											
M123	FORWARD TO PRODUCT SE											
Code	Desc											
M239	REPLACE TRIGGER ASSEMBLY											

Repair Search

Refresh

Close

PS 8614

Repair Inquiry

Start | 2-Microsoft... | 2-Internet... | Arms Servi... | Part-Search... | Display-Mate... | Microsoft-Ex... | FullShot-97 | 100% | 8:57 AM

Remington Arms Co., Inc.
Product Service
Legal Case #:1012

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
124695	2/8/2007	1/16/2007	2/9/2007				

Customer Information

Type	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Michael	Miller	5144 Chateaugay Dr.	Mason	OH	45040		H 513-398-5998 E mam_kel@yahoo.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4039 No Fault Found		Unknown	
S Other 700 had FSR.	Concern:1040 Other - Firearms			
C				

2/12/07-correspondence from repair-cust had a malfunction with his other M/700 and wanted to send this in for eval and SMP.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	722/257 Robert		154605	XWW	12/1/1950
Date Purchased	Where Purchased	Accessories	Original Owner			
		Two piece scope base	U			

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
Repair under SMP						
Repair/Replacement Cost	Repair/Replacement Date					

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		Supry
	Exam Date		2/9/2007
	Product Type		RF
	Action Type		A
	Assigned To		Supry
Cause	4039	No Fault Found	The customer did not experience any malfunction with this rifle it was sent in for the bolt lock modification because of a malfunction he experienced with another rifle. This rifle was in good shape for being 57

			years old, other than some sluggish mo
Barrel	Description		M/722 257 Roberts caliber 24 inch
	Date Code		XWW
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	Sluggish movement
Extractor	Condition	Worn; Functioning	Occasionally hard to get extractor to ride over the shell rim.
	Cut Condition	Worn; Functioning	
	Ext/Eject Test	True	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Magazine	Condition	---Select---	
	Box Condition	Slightly Worn; Functioning	
Overall	Exterior Condition	Worn; Functioning	
	Stock Condition	Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Worn; Functioning	
	Bulged	False	
Safety	Description		Standard M/722 bolt lock safety
	Function	Slightly Worn; Functioning	
Sear	Lift	---Select---	
	Notch	Slightly Worn; Functioning	Two piece sear
	Condition	Worn; Functioning	Some sticky residue in housing and bolt stop movemnet sluggish.

Trigger	Pull	---Select---	4.5 lbs
	Altered	False	
Non-Remington Components	Description		Two piece scope base

Remington®

January 16, 2007

Because of alleged incident
with 700 he also sent
this rifle in.
FCS

Michael Miller
5144 Chateaugay Drive
Mason, OH 45040

Subject: Model 700
RE: Case #924

(722)

1012

Dear Mr. Miller,

We were sorry to learn of the unfortunate incident that you experienced while shooting your Model 700. We are certainly glad that your injuries were not any more serious, and that you are anxious to get back to enjoying the shooting sports.

As discussed with Fred Supry, I have enclosed a prepaid UPS shipping label for you to ship the firearm back to our factory for examination and repair. I have also included a copy of this letter to put inside the shipping box. The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the rifle is logged in correctly. On the factory repair form, please provide additional information about the incident, including the date of the last occurrence, type of weather, type of ammunition being used, etc.

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

Sincerely,

Laura Watson

Laura Watson
Consumer Affairs Administrator
Remington Arms Company

Phone: 800-243-9700 ext 8789

Fax: 336-548-7890

E-mail: laura.watson@remington.com

Rifle sent in for
Bolt Lock Modification,
#20 charge. Clean
action & do bolt lock
modification as requested.

RECEIVED
FEB 12 2007

BY: *JW*

FCS 2/9/07

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

PS 8618

1012

Remington

Factory Repair Instructions

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

Model Number: 722		Serial Number: 154 605	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO		My Father's Rifle	
Name: Michael A. Miller		Date of Purchase: 1948	
Address (no PO Boxes): 5144 Chateaugay Dr			
City: MASON		State: OH	Zip: 45040
Phone (Daytime): 513-398-5498		Fax: 513-398-3167	
E-mail Address: MAM_KCL@yahoo.com			
<input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem: I HAD A MALFUNCTION WITH MY Model 700 AND WAS INSTRUCTED TO SEND THIS IN FOR REPAIR. MY OTHER FIRED IN MY LAP. SENT IN FOR BOLT LOCK MODIFICATION. FLS 2/9/2007			
Ammunition Information:			
Manufacturer:		Type:	
Other (i.e. bullet weight/type, shot size, powder):			
Handload Information:			
Powder Used: IMR 4350		Powder Weight: 45 Gr	
Case/Hull Used: Win		Primer Used: CCI	
Bullet Type/Shot Size: Hornady 87 Gr SP		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)		200 Rnds + Annually in Oct	
How often do you clean the action? (Months or Number of rounds)		200 Rnds + Annually in Oct	
How often do you clean the trigger assembly? (Months or Number of rounds)		Annually in Oct	
Brand of lubricant used: Hoppe's			

(PS 8619)

Arms Services Repair & Estimate System

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: **RE00124695**

Serial: 154605 Model 722 Center Fire with 24 inch barrel Caliber: 257 ROBERTS

Repairman:

Carl Cotton

Verify Repair

Status:

Repairing 2/13/2007 6:16:41 AM

Address Information

Customer:	<input checked="" type="radio"/> Received From	Return To:	<input checked="" type="radio"/> Received From
Name:	MICHAEL MILLER	Name:	MICHAEL MILLER
Address 1:	5144 CHATEAUGAY DRIVE	Address 1:	5144 CHATEAUGAY DRIVE
Address 2:		Address 2:	
City:	MASON	City:	MASON
State:	OH	State:	OH
Zip Code:	45040	Zip Code:	45040
Country:	US	Country:	US

FFL:

Contact / Condition

Problems

Estimate

History / Status

Shipping / Billing

Problems Reported

Code	Desc
M123	FORWARD TO PRODUCT SE

Problems Found

Code	Desc
M239	REPLACE TRIGGER ASSEMBLY

Repair Notes

Quoted for replacing trigger assy. under the bolt lock safety modification program. NOTE-The rec. and stock need to be slightly altered to accommodate the new style safety

Repairman's Comments

CSR Comments

Repair Search

Refresh

Close

PS 8620