

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

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

4/165

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: *AW*

( 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  
 Verify Repair Status: Approval Hold 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

Code	Desc
M123	FORWARD TO PRODUCT SE

### Problems Found

Code	Desc
M239	REPLACE TRIGGER ASSEMBLY

### Repair Notes

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

### Repairman's Comments

### CSR Comments

Repair Search

Refresh

Close

PS 8614

## Repair Inquiry

Imwatson 1/4/2007 8:57 AM CAPS NUM INS SCRL

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](mailto:laura.watson@remington.com)

RECEIVED  
FEB 12 2007

BY: *JW*

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

FCS 2/9/07



# 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: Norma 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 )

Repair Inquiry									
Repair Number: <b>RE00124695</b>	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							
<b>Address Information</b>									
Customer: <input type="text"/>	<input checked="" type="radio"/> Received From	Return To: <input type="text"/>	<input type="radio"/> Received From						
Name: <b>MICHAEL MILLER</b>		<b>MICHAEL MILLER</b>							
Address 1: <b>5144 CHATEAUGAY DRIVE</b>		<b>5144 CHATEAUGAY DRIVE</b>							
Address 2: <input type="text"/>	PO Box: <input type="text"/>	<input type="text"/>	PO Box: <input type="text"/>						
City: <b>MASON</b>		<b>MASON</b>							
State: <b>OH</b> Zip Code: <b>45040</b> Country: <b>US</b>		State: <b>OH</b> Zip Code: <b>45040</b> Country: <b>US</b>							
FFL: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>									
<b>Contact / Condition</b>	<b>Problems</b>	<b>Estimate</b>	<b>History / Status</b>						
<b>Problems Reported</b> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 10%;">Code</th> <th>Desc</th> </tr> </thead> <tbody> <tr> <td>M123</td> <td>FORWARD TO PRODUCT SE</td> </tr> <tr> <td colspan="2" style="height: 40px;"></td> </tr> </tbody> </table>		Code	Desc	M123	FORWARD TO PRODUCT SE			<b>Repair Notes</b> <div style="border: 1px solid black; padding: 5px; min-height: 150px;">                     Quoted for replacing trigger assy. under the bolt lock safety modification program                      NOTE-The rec. and stock need to be slightly altered to accomodate the new style safety                 </div>	
Code	Desc								
M123	FORWARD TO PRODUCT SE								
<b>Problems Found</b> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 10%;">Code</th> <th>Desc</th> </tr> </thead> <tbody> <tr> <td>M239</td> <td>REPLACE TRIGGER ASSEMBLY</td> </tr> <tr> <td colspan="2" style="height: 40px;"></td> </tr> </tbody> </table>		Code	Desc	M239	REPLACE TRIGGER ASSEMBLY			<b>Repairman's Comments</b> <div style="border: 1px solid black; height: 60px;"></div> <b>CSR Comments</b> <div style="border: 1px solid black; height: 60px;"></div>	
Code	Desc								
M239	REPLACE TRIGGER ASSEMBLY								
<b>Repair Search</b>		<b>Refresh</b>	<b>Close</b>						