

**BARBER - Kinzer PPS GAL RE 0012641** Remington Arms Co., Inc.  
Product Service  
Legal Case #:5582

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		12/7/2010					

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Ronald	Vannoy	403 3rd Ave	Nutter Fort	WV	26301		H 304-623-1740 E rvannoy@ma.rr.com

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S	Fired when lifting the bolt	Cause:4079 Other - Unexamined Concern:1020 Fired on Bolt Opening		Unknown
C				

12/7/10 Per email sent to Remington.com, incid # 101126-000039, "I have a model 700 BDL, (serial no. 196760) that has always been unsafe to use because it will discharge sometime when you lift the bolt handle to empty the chamber. I was told by a gunsmith to let him put a Canjar trigger trigger in it and it seemed to work fine, but has again begun to be unpredictable when letting the safety off to the fire position. Does Remington have a fix for this? The gunsmith who installed the Canjar trigger is deceased and I would like to get this issue resolved."cm

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/	n/a	196760		1/1/1966
Date Purchased	Where Purchased	Accessories	Original Owner			
			U			

Ammunition Information - None Defined

Other Products Information - None Defined

## Settlement

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
	Repair/Replacement Cost	Repair/Replacement Date				

1/7/11 Mailing box and ARS from Corporate due to the delay in sending to Vannoy.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
------	----------	------	---------

**BARBER - Kinzer PPS GAL RE 0012642****A form was submitted on REMINGTON - PROD.****Reference #**  
101126-000039**Status**  
Solved**Assigned To**  
Administrators  
Christy -**Product**  
Firearms**SLA**  
Not specified**Queue**  
CSR**Date Created**  
11/26/2010 11:11 AM**Initial Response**  
12/07/2010 09:37 PM**Last Updated**  
12/11/2010 03:27 AM**Date Closed**  
12/11/2010 03:27 AM**Customer SmartSense**  
+1 (on -3 to +3 scale)**Staff SmartSense**  
0 (on -3 to +3 scale)**Discussion Thread****Response (Christy -)**

12/07/2010 09:37 PM

Mr. Vannoy, I apologize for the delay in responding. We can inspect the rifle at the factory. If you would like to send it, let me know what address you would like a UPS ground shipping label mailed to and we will contact you after inspection regarding the findings.

Sincerely,  
Christy Mitchell

**Customer (Dana Roberts)**

11/26/2010 11:11 AM

Hello,

A form was submitted on the site. Please see submitted information below:

Form Title: Contact UsFirst Name: RonaldLast Name: VannoyEmail: rvannoy@ma.rr.com

Address 1: 403 3Rd. Ave.

Address 2:

Telephone: 304-623-1740

City: Nutter Fort

State: WV.

Zip Code: 26301

Country: USA

**Comments:**

I have a model 700 BDL, (serial no. 196760) that has always been unsafe to use because it will discharge sometime when you lift the bolt handle to empty the chamber. I was told by a gunsmith to let him put a Canjar trigger in it and it seemed to work fine, but has again begun to be unpredictable when letting the safety off to the fire position. Does Remington have a fix for this? The gunsmith who installed the Canjar trigger is deceased and I would like to get this issue resolved.

**Primary Contact****First Name:** Dana**Last Name:** Roberts**Organization:****Login:** BRnWJXkzpdw18**Title:****Contact Type:****Email:** dana@947@remington.net**Email - Alternate #1:****Email - Alternate #2:****Office Phone:****Mobile Phone:****Fax:****Assistant Phone:****Home Phone:****Street****City****State/Province****Postal Code****Country****Additional Information**

**Remington.**

www.remington.com

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

## ARS LABEL REQUEST FORM

DATE:	1/7/2011	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE			
MEDIA			
COORDINATOR			
TO MAIL			
DESCRIPTION:			
700 196760			

## LABEL INFORMATION

MAIL LABEL TO:	Ronald Vannoy 403 3rd Ave Nutter Fort, WV 26301
RETURN ITEM TO:	Rem Product Service

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

4XX596 JAN 10, 2011 ALL CURR USD 1 OF 1  
 SVC GNDCOM ACT WT 10.0 LBS  
 TRACKING# 1Z4XX5969067504119  
 REF 1:RONALD VANNOY/CD/CM  
 REF 2:700/196760

HANDLING CHARGE 0.00  
 SINGLE-PIECE PUB RATE CHRGs: 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 8.24 PUB+HANDLING 8.24





