

Remington Arms Co., Inc.

Product Service

Legal Case #:5422

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
216185	12/27/2010	12/14/2010	1/5/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		John	Vadjunc	525 Wilkinson Ave	Youngstown	OH	44509		E iroll525@sbcglobal.net

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015 Improper Maintenance		Unknown	
S	Fires on safety release Concern:1007 Fired on Safe Release			
C				

12/7/10 Per email sent to Remington.com, incid #101205-000068, "have a 700 ser# 6397639 that mis fires when you release the safety. can i still send it to the Ilion ny. factory for repairs."cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/243 WIN	n/a	6397639	XT	12/1/1970
Date Purchased	Where Purchased	Accessories	Original Owner			
	DAYTON GUN HQTERS DAYTON OH		U			

CONCERN:FSR

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
Per Ilion, replace TPA, clean and test fire at BLSM price						
	Repair/Replacement Cost	Repair/Replacement Date				
	76.00	1/17/2011				

12/14/10 Rec'd address by phone call. Will mail ARS.cm 1/17/11 Per Ilion, trigger assm very dirty and sticky causing parts to work sluggish. Replace TPA, clean and test fire under BLSM program price of \$20 + shipping.cm 1/18/11 Emailed quote/inspection info. Awaiting reply.cm 1/18/11 Owner emailed that he has mailed the check for approval.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/5/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4015	Improper Maintenance	
Barrel	Description		22" 243 WIN
	Date Code		XT
	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	SLUGGISH
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; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.008
	Notch	Slightly Worn; Functioning	SLUGGISH
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY,STICKY PARTS WORK SLUGGISH
	Pull	---Select---	4#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	

5422

22"
KT 12/14/10
4#
008

December 14, 2010

John Vadjunec
525 Wilkinson Ave
Youngstown, OH 44509

Subject: #5422, Model 700

Dear Mr. Vadjunec,

Thank you for your patience. Enclosed is a UPS ground prepaid shipping label to cover shipment of the firearm for inspection at our factory. Please include a copy of this letter with the firearm. 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. Please mark the ends of the box with "Product Service".

I apologize for the inconvenience that this incident has caused and I hope that these actions will keep you a loyal Remington customer.

Sincerely,

Christy Mitchell
Consumer Affairs Administrator
Phone: 800-243-9700, ext 8684
christy.mitchell@remington.com

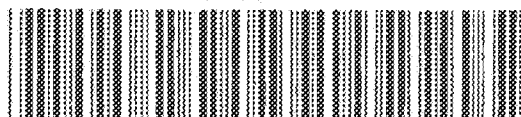
RECEIVED
JAN 06 2011

BBY: _____

Serial Number

6397639

Model: 700



RE00216185

T.A. very dirty & sticky causing
parts to work sluggish.
Replace TPA, clean & test fire
under BLP for \$20.00 +
ship Q note

Remington		Product Registration	
Model Number: 700		Serial Number: 6397639	
Are you the original owner?:			
Name: JOHN S. Vadiunec		Date of Purchase: 1970's	
Address (no PO Boxes): 525 WILKINSON AVE.			
City: YOUNGSTOWN		State: OHIO	Zip: 44509
Phone (Daytime): 330-799-6756 Fax:			
E-mail Address: jroll525@jbcglobal.net			
☒ I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: ON GOING PROBLEM			
GUN WILL FIRE WHEN SAFETY IS RELEASED			
PLEASE CHECK TRIGGER ASSEMBLY & DO A			
BOLT- LOCK SAFETY MODIFICATION → FIRED ONLY			
5 TIMES SINCE I OWNED THIS GUN			
Manufacturer:		Type:	
Other (i.e. bullet weight/type, shot size, powder):			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size: 243		Reloader Used:	
Brand of cleaning solution used:			
How often do you clean the bore? (Months or Number of rounds)			
How often do you clean the action? (Months or Number of rounds)			
How often do you clean the trigger assembly? (Months or Number of rounds)			
Brand of lubricant used:			
How often do you lubricate the bore? (Months or Number of rounds)			
How often do you lubricate the action? (Months or Number of rounds)			
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? ☐ YES ☐ NO			
Comments: # ATTENTION BL SAFETY PROGRAM			

Reference #
101205-000068

Status
Solved

Assigned To
Administrators
Christy -

Product
Firearms
Centerfire Rifles

SLA
Not specified

Queue
CSR

model 700 safety

5422

Discussion Thread**Response (Christy -)**

12/07/2010 10:19 PM

John, I apologize for the delay in responding. Yes, you can send it to the factory. I can send you a prepaid shipping label to cover shipment to our factory for inspection of the problem you had with the Model 700. We will contact you after inspection regarding the results.

If you would like me to send the label, forward the mailing address and the serial number of the rifle.

Sincerely,
Christy Mitchell

Customer (john vadjunec)

12/05/2010 08:44 PM

have a 700 ser# 6397639 that mis fires when you release the safety. can i still send it to the Ilion ny. factory for repairs thank you, john

Date Created
12/05/2010 08:44 PM

Initial Response
12/07/2010 10:19 PM

Last Updated
12/11/2010 03:27 AM

Date Closed
12/11/2010 03:27 AM

Primary Contact

First Name: john
Last Name: vadjunec
Organization:

Login: johnnyveg
Title:

Contact Type:

Email: imit525@sbcglobal.net

Email - Alternate #1:

Email - Alternate #2:

Office Phone:

Mobile Phone:

Fax:

Assistant Phone:

Home Phone:

Street

City

State/Province

Postal Code

Country

Customer SmartSense
+1 (on -3 to +3 scale)

Staff SmartSense
0 (on -3 to +3 scale)

Additional Information



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	12/14/2010	REQUESTED BY:	chrsty
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE:			
MEDIA			
COORDINATOR		xx	
TO MAIL		I WILL MAIL	
DESCRIPTION:			
700 6397639			

LABEL INFORMATION

MAIL LABEL TO:	John Vadjunec 525 Wilkinson Ave Youngstown, OH 44509
RETURN ITEM TO:	Rem Prod Serv

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

4XX596 DEC 14, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT UT 10.0 LBS
TRACKING 124XX5969067509481
REF 1: JOHN VADJUNEC/CD/CM
REF 2: 700/6397639

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG: SVC T/P USD
DV 0.00 COD 0.00 RS 0.00
DC 0.00 DCD 0.00 SD 0.00
AH 0.00 PR 0.00 SP 0.00
TOT PUB CHG 7.42 PUB+HANDLING 7.42

