

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
220233	1/21/2011	12/7/2010	1/24/2011				

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.r.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S	Fired when lifting the bolt Cause:4005 Defective Trigger Assembly 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	700/243 WIN	n/a	196760	LN	1/1/1966
Date Purchased	Where Purchased	Accessories	Original Owner			
		AFT MKT TPA	N			

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 Hion, replace TPA, clean, test fire at 1/2 normal cost						

Repair/Replacement Cost	Repair/Replacement Date

1/7/11 Mailing box and ARS from Corporate due to the delay in sending to Vannoy.cm 1/30/11 Per Hion, TPA not of Rem manufacturing. Can offer to replace TPA, clean, test fire at 1/2 normal cost. Will return after market TPA. Emailed quote/inspection info to Vannoy.cm

Examination[Remington/CF/BA]

1/31 Left another message for him.

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/24/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4005	Defective Trigger Assembly	AFT MKT TPA FAILING TO CONNECT
	Description		22" 243 WIN
	Date Code		LN
	Bore Plugged	False	

Barrel	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	
	Bulged	False	
Safety	Description		NOT OF REM MFG
	Function	--Select--	
Tests	Test Fired	False	
	Feeding Test	False	
Trigger	Condition	--Select--	NOT OF REM MFT FAILING TO CONNECT
	Pull	--Select--	
	Altered	False	
Non-Remington Components	Description		AFT MKT TPA

Remington.

22"
LN2/66

5582
January 7, 2011

Ronald Vannoy
403 3rd Ave
Nutter Fort, WV 26301

Subject: #5582, Model 700

Dear Mr. Vannoy,

Thank you for your patience. Enclosed is the 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 boxes 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.

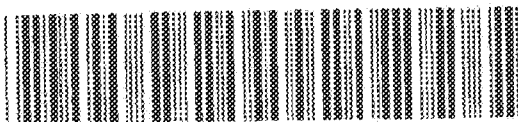
Sincerely,

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

RECEIVED
JAN 25 2011

BY:

196760
Model: 700



RE00220233

TPA not of Rem.mfg.
can offer to replace TPA,
clean & test fire at 1/2
normal cost

Quote
will return all mfg TPA

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

PS 18837

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

Model Number:	700 BDL		Serial Number:	196760	
Are you the original owner? ☐ YES ☒ NO					
Name:			Ronald E. Vannoy		
Date of Purchase:			1974 or 1975		
Address (no PO Boxes): 403 3rd. Ave.					
City:		Nutter Fort		State:	WV
Zip:		26301			
Phone (Daytime):			304-623-1740		
Fax:					
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) ryannoy@ma.rr.com					
E-mail Address: ☒ I would like to receive future e-mail updates from Remington.					
Please describe your problem and date of occurrence:					
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 or when lifting the bolt to empty the chamber of a live round. 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.					
500 characters left					
Ammunition Information:					
Manufacturer:			Various factory loads		
Type:			Remington & Federal Premium		
Other (i.e. bullet weight/type, shot size, powder): 100 Grain spitzer					
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:	Hoppes
How often do you clean the bore? (Months or Number of rounds)	After every hunting season
How often do you clean the action? (Months or Number of rounds)	After every hunting season
How often do you clean the trigger assembly? (Months or Number of rounds)	Same as above
Brand of lubricant used:	Hoppes
How often do you lubricate the bore? (Months or Number of rounds)	Same as above
How often do you lubricate the action? (Months or Number of rounds)	Same as above
How often do you lubricate the trigger assembly? (Months or Number of rounds)	Never
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?	
☒ YES ☐ NO	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	
Don't know	
What were the services performed?	
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.	

