

January 15, 1988

TO OUR GUNSMITHS:

Remington has uncovered a potential trigger assembly problem with a small quantity of Model 700 series rifles produced and shipped between July 29 - December 11, 1987. The involved models include Models 700, Seven, 40XB, 40XC and Sportsman 78 rifles. You have already been informed of the problem restated below and elected to assist Remington in replacing these trigger assemblies in the field.

During routine test firing, Remington discovered the possibility that an improperly manufactured trigger part may have been assembled in a number of Model 700 series rifles. Although unlikely, the improperly produced part could possibly break and allow the rifle to fire when the safety is moved from the safe position to the fire position without the trigger being pulled.

Since the safety and quality of our firearms is of our utmost concern, Remington will replace the trigger assemblies in all rifles which possibly contain the impacted part. To accomplish this, a trigger assembly replacement program has been instituted.

We are currently contacting all distributors, dealers and consumers who have purchased these rifles requesting they have their guns up-dated by a Remington New Gun Repair Station in their area.

Under separate cover, we are sending you ten (10) replacement trigger assemblies at no charge, along with a supply of a form you're to complete and promptly return for each repair. You will find that the replacement assemblies will have a prick punch mark on the left side of the trigger piece for easy determination in the future of trigger assembly replacement.

IMPORTANT: To assist you, we have enclosed a detailed explanation of the trigger assembly replacement process. Please review that information carefully before beginning any replacement.

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*Tsachalis v. Remington Arms
Inc., et al.*, Supreme Court of
the State of New York, County of
Westchester, Index No. 9344/95"



After the trigger assembly has been replaced, the following procedures must be followed:

- 1) Complete the repair form, being sure to provide all information listed, especially YOUR IDENTIFICATION NUMBER, customer's FULL name, address, telephone number, if known, and the serial number of the rifle. Additional forms and trigger assemblies may be obtained by calling 800-634-2459.

NOTE: YOUR CUSTOMER NUMBER IS _____

2) Your total fee is not to exceed \$22.00 per gun. This includes labor, postage, shipping and handling. However, we will reimburse any incurred incoming C.O.D. shipping charges which you should add to the \$22.00 total and specify on the form.

- 3) Send the complete replaced trigger assemblies to:

Remington Arms Company, Inc.
14 Hoefer Ave.
Ilion, NY 13357
Attn: J. Kast

NOTE: All parts of the replaced trigger assemblies such as sear safety cam and slave pins, etc., must be returned.

- 4) Send the fully completed invoice form to:

Remington Arms Company, Inc.
Department RP
14 Hoefer Ave.
Ilion, NY 13357

- For technical assistance, call our Arms Service Division at (315) 895-7791.
- For all other Model 700 series trigger assembly replacement information, you may use our toll free number (800) 634-2459 (8:00 - 4:30 EST).

IMPORTANT NOTE: If you have purchased any Model 700 series trigger assemblies since July 29, 1987, return them to Remington and notify us at the toll free number for free replacement. If you installed any of these triggers in any of your customers' guns, please contact that customer and replace the trigger assembly and send us the form as usual.

NOTE: WHEN REPORTING THIS TYPE OF TRIGGER ASSEMBLY REPLACEMENT, PLEASE EXPLAIN FULLY ON FORM SINCE THE SERIAL NUMBER WOULD NOT NORMALLY SHOW UP ON OUR RECORDS.

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We apologize for whatever inconvenience this may cause you. However, we feel our mutual customers deserve our very best combined efforts in repairing the involved rifles.

Rifles involved in this replacement program will be marked with one of the following barrel codes:

OH July 1987
WH August 1987
DH September 1987
EH October 1987
RH November 1987
XH December 1987

We appreciate your assistance in this replacement program and wish you every business success in 1988.

Sincerely,

F. D. Emhof
FDE

F.D. Emhof
Field Service

FDE:tpp

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Remington Arms Company, Inc.