

Remington Arms Co., Inc.
Product Service
Legal Case #:5396

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
214035	12/10/2010	12/13/2010	12/13/2010				X

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		R.	Rodreiz	2513 Xemps	McAllen	TX	78504		H 956-655-5254 E rrodr825@yahoo.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S	Concern:1025	Unexplained Discharge - No Mention of Safety Position	Unknown	
C	Gun fired own its own			

Customer sent gun in w/letter. He stated that he was cleaning gun & it went off by itself. No damage, No injury. Wants trigger changed. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	78 Sportsman/223 REM	n/a	C6231101	LI	2/3/1988
Date Purchased	Where Purchased	Accessories	Original Owner			
	LESLIE EDELMAN		U			

CONCERN:FBC

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
Per Ilion - Repair @ n/c						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$114.90	1/6/2011				

Per Ilion - Could not duplicate concern. Hard off safety. Replace TA, clean & test fire @ n/c. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/13/2010
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 223 REM
	Date Code		LI
	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	
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	ACTION ONLY
	Stock Condition	---Select---	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	Slightly Worn; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.015
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	HARD OFF SAFETY
	Pull	---Select---	4#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

Selection Criteria

frmREInquiry - Repair Inquiry

Repair Number: RE00214035

Serial: C6231101 Model
78-SPORTSMAN Center

Repairman:

Verify Repair High Priority

Status: New 12/12/2010 4:45:09 AM

ADDRESS INFORMATION

Customer:

Received from

Return To

Received from

Name: R. RODREIZ

R. RODREIZ

Address 1: 2513 XEMPS

2513 XEMPS

Address 2:

PO Box:

PO Box:

City: MC ALLEN

MC ALLEN

State: TX

Zip Code: 78504

Country: US

TX

Zip Code: 78504

Country: US

FEL:

Contact / Condition Problems Estimate History / Status Shipping / Billing

Date	Code	User ID	Desc1	Desc2
12/12/2010 4:...	New	valentds	Repair Added	
12/12/2010 4:...	Expedite	valentds	From: Check In	To:
12/12/2010 5:...	Update	valentds	Repair information change	
12/12/2010 12:...	EmailSent	ArmEmail	Repair Received	RRODRE
12/12/2010 12:...	EmailVerified	ArmEmail	Receipt	RRODRE

- ☐ Shipping Hold
☐ Interface Hold
☐ Estimate Sent
☐ Parts Received
☐ Passed Inspection
☐ Return as Received
☐ Has Been Approved
☐ Internal Repair
☐ Exclude TATC

Current Status

New

12/12/2010 4:45:09 AM

valentds

Repair Bench

Repair Location

ILN

Current Location

ILN

Transfer Number

Repair Search

Refresh

Close

RECEIVED
DEC 17 2010

BY:

2513 Xenops

Mc Arlen TV 78584

11/29/10

Email rodr825

TO: Remington Service

@yahoo.com

5396

On 11/23/10 I spoke with JB at

800-243-9700 ext 8722

I explained to him that I was concerned about my model 78 as while I was cleaning it, I closed the action and it fired on

its own. I thought I had accidentally pulled

the trigger while closing the bolt but after

reading about the news report about the model

700 problems I am sure I did not pull the trigger.

JB instructed me to send the rifle in

and you would check it out. I would like

to have the trigger replaced with the Mark V

pro trigger. I have no confidence with the

trigger it has now. I have not used the

rifle for fear of it firing a live round when

I close the bolt. Please call me at

956-655-5254 if you have any

questions

Paul Rodriguez

24"
LIZ/SS
4#
015

C6231101

Model: 78-SPORTSMAN



RE00214035

could not duplicate concern.
Hand off safety. Replace TPA,
clean & Test Rifle AT N/C

#230145





