Remington Arms Co., Inc. Product Service Legal Case #:4995

220050 1/21/2011 11/5/2010 1/24/2011 X ustomer Information Type Business First Name Last Name Street City State Zip Age Contact Reporter Cathy Dodson Incident Watson Sizemore 479 Sardis Ch Rd Madison NC 27025 H 336-427.3456 Acident Information Claims Codes Repair Medical Medical Both Cause:4012 Improper Headspace Rifle fires on it's Concern:1025 Unexplained Discharge - No Mention of Safety Unknown own Cause:4025 Unexplained Discharge - No Mention of Safety Unknown 1/5/10 Per email from Cathy, her Dad's 788 fires on it's own.cm irearm Information Mfg. Type Model/Ga. SKU Serial Bbl. DOM Remington CF/BA 788/22-250 REM n/a 6189205 CY 4/1/197 Date Purchased Accessories Original Owner SOUTHERN GUN MIAMI FL SCOPE BASE U ONCERN:FIRES ON IT'S OWN mmunition Information - None Defined ther Products Information - None Defined therefore the Products Information - None Defined the Products Information - None Defined the Products Information - None Defined the Products Informati					Degui Cuse n.4995						
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Repair/Replacement Repair/Replacement Cost Date											
1/5/10 Mailing ARS.cm 1/30/11 Per Ilion. Trigger assm dirty and rusty and trigger is binding back. Can remove disassemble, clean TPA.	-										
	1/5/10 Mail	ing ARS.cm	n 1/30/11 Per Il	ion, Trigger assm di	rty and rusty and trigger	is binding l	back. Can	n remov	e disass	semble, clo	an TPA,

remove bolt lock feature and test fire at 1/1 normal cost. Owner approve repair 1/27.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS
	Exam Date		1/24/2011
Examination	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4012	Improper Headspace	
	Description		24" 22-250 REM
	Date Code		СҮ
Barrel	Bore Plugged	False	
	Bulged	False	
	Fired	False	······

http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=4995&Type=Case

1/30/2011

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	Fired while Obstructed]	
	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning]
Bolt	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	BINDS
	Condition	Slightly Worn; Functioning	
Extractor	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
	Block Condition	Select	
Locking	Lug Condition	Slightly Worn; Functioning	
_	Notch Condition	Select	
	Condition	Select	
Magazine	Box Condition	Missing	
	Exterior Condition	Slightly Worn; Not Functioning	METAL FINISH CHANGED
Overall	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	Select	
	Condition	Slightly Worn; Functioning	
Receiver	Bulged	False	
	Description		M.788 BOLT LOCK SAFETY
Safety	Function	Slightly Worn; Functioning	
	Sub-Assembly	Non-ISS	
	Lift	Select	N/A
Sear	Notch	Slightly Worn; Functioning	
		Test Fired	False
Feeding Test	Tests	False	
	Condition	Slightly Worn; Not Functioning	DIRTY,RUSTY,TRIG BINDS BACK WILL FOLLOW DOWN
Trigger	Pull	Select	10+#
	Altered	False	
	Sub-Assembly	Other Remington	
Non-Remington Components	Description		SCOPE BASE



November 5, 2010

Watson Sizemore 479 Sardis Ch Rd Madison, NC 27025

Subject: #4995, Model 788

Dear Mr. Sizemore,

Per my conversation with Cathy Dodson, enclosed is a prepaid UPS ground shipping label for shipment of the firearm to our factory for inspection. 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. <u>Please mark the ends of</u> the box with "Product Service".

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

Sincerely,

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

白いいいという JAN 25 BY:----

enclosure



T.A. DIRTY + ILUSTY + TRig is BINDING BACK. CAN REMOVE DISASSM + CLEAN TPA, REMOVE BOLT LOCK feature + T-EST Fine At 1/2 NORMA (LOST.

Quote

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025 Phone 800-243-9700 • www.remington.com NOTE: Please complete and print this form, and then include it with your firearm.

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Model Number: 788	Serial Number: 6189205
Are you the original owner?: YES NO	
Name: Watson Sizemore	Date of Purchase: Around 1999
Address (no PO Boxes): 479 Soudi	is Ch. Pd
city: Madison	State: NC Zip: 27025
Phone (Daytime): 336 - 427 - 3456	Fax: 336-548-2801 (Cathy)
E-mail Address:(if e-mail address is provided, notificatio	
sent) Cathy, dodson@ven	nington com (daughter-
E-mail Address:	Madison
1 would like to receive future e-mail updates from Re	mington.
Please describe your problem and date of occurrence	3:
Firearm goes off B	by itself-
	×
500 characters left	
Ammunition Information:	
Manufacturer:	Туре:
Other (i.e. bullet weight/type, shot size, powder):	
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: Hopps #9	
How often do you clean the bore? (Months or Number of rounds) Couple of times flu	ylaj
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: Hopps	
How often do you lubricate the bore? (Months or Number of rounds)	
How often do you lubricate the action? (Months or Number of rounds)	
How often do you lubricate the trigger assembly? (Months or Number of rounds)	
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?	
VYES NO	
When was the last time that your firearm was serviced by a Remington authorized Armiw instructor &	
repairman/gunsmith?); DIWAUNE IIIUWAE - Ken. MADIGULE - IDICUL	ct
What were the services performed?) 6 mths ago- + throughly cleaned about	6 Hhs
Remington Arms Co., Inc.	9 D
Attn: Arms Service Division 14 Hoefler Avenue	
Ilion, NY 13357	É.
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.	

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PS 15166

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From: Dodson, Cathy Sent: Friday, November 05, 2010 11:50 AM To: Mitchell, Christy Subject: MY DAD HAS A 788 BOLT ACTION HIGH POWER RIFLE

HE SAYS IT FIRES ON ITS ON...HE DOES NOT KNOW ABOUT THE 700 SHOW.... I EVEN BROUGHT IT OVER ONCE AND DWAYNE MOUNCE TOOK IT HOME AND LOOKED AT IT BUT HE SAYS IT IS STILL DOING THE SAME THING. HIS SERIAL # 6189205. WHAT COULD WE DO FOR HIM? IF ANYTHING[©] THANKS, AS ALWAYS!!!

Sincerely, Cathy Dodson | Media Coordinator Remington Arms Company, Inc.

870 Remington Dr., PO Box 700, Madison, NC 27025-0700 Phone: 336.548.8739 |

Freedom Group Family of Companies

Remington | Bushmaster Firearms | DPMS / Panther Arms | Marlin | H&R | Dakota Arms

Parker Gun | L.C. Smith | EOTAC | INTC | Advanced Armament Corp | Barnes Bullets

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

ARS LABEL REQUEST FORM

DATE:	11/5	5/2010 REQUESTED BY:	christy	
QUANTITY:	1	WEIGHT PER PACK	AGE:	10
PLEASE CHECK ONE:				
MEDIA COORDINATOR			xxxxx	
TO MAIL		I WILL MAIL		
DESCRIPTION:				
	61	788 89205		

LABEL INFORMATION

MAIL LABEL TO: Watson Sizemore 479 Sardis Ch. Rd Madison, NC 27025

RETURN ITEM TO: Rem Product Service

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PLEASE COMPLETE ALL PARTIS OF THIS FORM AND SEND TO THE MEDIA COORDINATION

1 OF 1 NOV 8, 2010 ALL CUR ACT UT 10.0 LBS ALL CURR USD 4XX596 SVC GNDCOM TRACKINCH 124XX5969066542473 REF 1: WATSON SIZEMORE/CD/CM REF 2:788/6189205 HANDLING CHARGE 0.00 SVC T/P USD . SINGLE-PIECE PUB RATE CHRGS: RS 0.50 00.00 00.00 DV 0.00 SD 0.00 DGD 0.00 DC 0.00 SP 0.00 0.00 AH 0 00 PR PUB+HANDLING 8 20 101 PUB CHG 8.20





