

Remington Arms Co., Inc.
Product Service
Legal Case #:5025

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
210822	11/18/2010	11/9/2010	11/19/2010				X

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Francis/Jack	Thompson	111 W. Sheraton Park Rd.	Greensboro	NC	27406		H 336-674-5769

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S	Concern:1007	Fired on Safe Release	Unknown	
C	FSR			

11/9/10: Customer called in. She was very angry & accusatory. Her husband experienced a FSR 20 yrs ago & she stated they would have never known we had a problem if it hadn't been for CNBC airing their show. She spoke about a 5 cent fix that was on the show. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial Bbl.	DOM
Remington	CF/BA	788/30-30 WIN	n/a	037050 EP	10/1/1967

Date Purchased	Where Purchased	Accessories	Original Owner
		SCOPE BASE,BOTTOM HALF OF RINGS	U

CONCERN:JUST WENT OFF

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 - Quote
to repair

Repair/Replacement Cost	Repair/Replacement Date

11/9/10: Sending ARS, ltr, form. df 11/29/10: Per Ilion - Could not duplicate concern. Rifle has the o/s safety. Can update to the n/s safety for discounted price, clean, & test fire - quote. df 11/29/10: CSR has already contact customer & repair was aprvd. & paid for. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/19/2010
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE

Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 30-30 WIN
	Date Code		EP
	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---	
Magazine	Condition	---Select---	
	Box Condition	Slightly Worn; Functioning	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/788 SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	N/A
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	5#
	Altered	False	
	Sub-Assembly	Other Remington	
Non-Remington Components	Description		SCOPE BASE,BOTTOM HALF OF RINGS

frmREInquiry - Repair Inquiry

Repair Number: RE00210622

Serial: 037050 Model: 788 - Center Fire Caliber: 3030 WIN

Repairman:

Status: Repairing 11/19/2010 3:14:06 PM

Verify Repair

ADDRESS INFORMATION

Customer

Received from

Return To

Received from

Name: FRANCIS THOMPSON

Address 1: 111 W. SHERATON PARK RD.

Address 2:

City: GREENSBORO

State: NC Zip Code: 27406 Country: US

Name: FRANCIS THOMPSON

Address 1: 111 W. SHERATON PARK RD.

Address 2:

City: GREENSBORO

State: NC Zip Code: 27406 Country: US

FFL:

Contact / Condition

Problems

Estimate

History / Status

Shipping / Billing

Date	Code	User ID	Desc1	Desc2
11/18/2010 9...	New	llopattll	Repair Added	
11/19/2010 3...	Maint	Travisbw	Repair Maintenance	Status: Rep...

Shipping Hold

Interface Hold

Estimate Sent

Parts Received

Passed Inspection

Return as Received

Has Been Approved

Internal Repair

Exclude IATC

Current Status

Repairing

11/19/2010 3:14:06 PM

llopattll

Repair Bench

Repair Location

ILN:

Current Location

CSI

Transfer Number

Repair Search

Refresh


Close

RECEIVED
 NOV 22 2010
 BY:

Print

Reset

22"
EP 10/67
5#

Model Number: <u>788</u>		Serial Number: <u>037050</u>	
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO <u>FATHER</u>			
Name: <u>JACK B THOMPSON</u>		Date of Purchase: <u>7</u>	
Address (no PO Boxes): <u></u>			
City: <u>GREENSBORO</u>	State: <u>N.C.</u>	Zip: <u>27406</u>	
Phone (Daytime): <u>674-5769</u>		Fax: <u></u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u></u>			
E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: <div style="border: 1px solid black; padding: 5px; min-height: 100px;"> <p>WALKING TO TRY OUT SCOPE I MOUNTED, GUN JUST WENT OFF. COULD HAVE SHOT ME OR MY SON. THE GUN WAS PUT UP FOR YEARS. BOLT OR TRIGGER NEVER WORKED RIGHT. I HAVE NEVER SHOT THIS GUN, TO DANGEROUS</p> </div>			
500 characters left			
Ammunition Information:			
Manufacturer: <u></u>		Type: <u>could not duplicate concern.</u>	
Other (i.e. bullet weight/type, shot size, <u>rifle has the o/s safety that</u> <u>goes to the off position as</u> <u>Bolt is closed. cap update</u> <u>to the N/S for 20.00 tsh</u> <u>clean & test fire.</u>			
Serial Number: <u>037050</u>		Information: <u>Quote</u>	
Model: <u>788</u>		Powder Weight: <u></u>	
		Primer Used: <u></u>	
<u>RE00210822</u>		Reloader Used: <u></u>	
Firearms Care (Cleaning and Lubrication):			

Serial Number:

Brand of cleaning solution used: <input type="text"/>
How often do you clean the bore? (Months or Number of rounds) <input type="text"/>
How often do you clean the action? (Months or Number of rounds) <input type="text"/>
How often do you clean the trigger assembly? (Months or Number of rounds) <input type="text"/>
Brand of lubricant used: <input type="text"/>
How often do you lubricate the bore? (Months or Number of rounds) <input type="text"/>
How often do you lubricate the action? (Months or Number of rounds) <input type="text"/>
How often do you lubricate the trigger assembly? (Months or Number of rounds) <input type="text"/>
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? > <input type="checkbox"/> YES <input type="checkbox"/> NO
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? <input type="text"/>
What were the services performed?) <input type="text"/>
Ship your INSURED firearm by either UPS or Parcel Post to: Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357
<input type="checkbox"/> 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.

:: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.

Charge repairs will be processed using the following guidelines:

:: Repairs \$75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)

:: For Repairs over \$75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over \$75.00 by setting a pre-authorized amount that can be billed to your credit card. We process checks electronically through Check21.

Remington.

www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	11/9/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PACKAGE:	10 lbs
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Ref# 5025 Rifle			

LABEL INFORMATION

MAIL LABEL TO: Francis Thompson
111 W. Sheraton Park Rd.
Greensboro, NC 27406
Ph: 336-674-5769

RETURN ITEM TO Remington Arms
Attn: Product Service
Ilion, NY

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

4XX596 NOV 9, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 124XX5969067549750
REF 1: FRANCIS THOMPSON/CD/DMF
REF 2: 5025/RIFLE

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG:
DV 0.00 COD 0.00 RS 0.50
DC 0.00 DGD 0.00 SD 0.00
AH 0.00 PR 0.00 SP 0.00
TOT PUB CHG 8.20 PUB+HANDLING 8.20