

Remington Arms Co., Inc.
Product Service
Legal Case #:8267

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
291241	12/3/2012	12/4/2012	12/4/2012				X

Customer Information

Type	Business First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident	Brian	Bennett	129 North Buckfield Rd	Buckfield	ME	04220		E photoqueen8@yahoo.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015	Improper Maintenance		
S	Fired on safety release	Concern:1007 Fired on Safe Release	Unknown	
C				

12/21/12 Per note on SR, consumer state that the firearm went off when they moved the safety to fire from safety.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	788/222 REM	n/a	6194465	KY	5/1/1974
Date Purchased	Where Purchased	Accessories	Original Owner			
		TWO PIECE BASE	U			

CONCERN:FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/788/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Per Ilion, offer to remove, tear down and clean TPA and test fire at 1/2 normal cost.						

Repair/Replacement Cost	Repair/Replacement Date

12/21/12 Per Ilion, trigger assm is contaminated with a partially dried and sticky lube residue. Can offer to remove, tear down and clean TPA and test fire at 1/2 normal cost.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/4/2012
	Product Type		RF
	Action Type		A
	Assigned To		J.BALIO
Cause	4015	Improper Maintenance	

Barrel	Description		24" 222 REM
	Date Code		KY
	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; Not Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		BOLT LOCK SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	N/A
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	HAS A DRIED LUBE RESIDUE BINDING PARTS, WILL FOLLOW DOWN
	Pull	---Select---	N/A
	Altered	False	

	Sub-Assembly	Other Remington	
Non-Remington Components	Description		TWO PIECE BASE

Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700



Parts and Repairs: P:800-243-9700/F:336-548-7801

www.Remington.com

This document is a summary of your request for service. Please review the document for accuracy and to insure the services you are requesting are noted. This information will serve as a guideline for our Service Department to address your specific concerns and provide you with accurate and complete service. **ENCLOSE THIS DOCUMENT WITH YOUR RETURN.**

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Service Request Number SR00035534	Serial Number / Description 6194465 Model	Date of Request: 11/19/2012 Date Printed: 11/19/2012
Customer: BRIAN BENNETT 129 NORTH BUCKFIELD ROAD BUCKFIELD, ME 04220 US Email: photoqueen8@yahoo.com		Destination: Arms Services 14 Hoefler Ave Ilion, NY 13357 US Email:

8267

Your request for service on the item(s) will be evaluated by our repairman to determine if it is covered under our warranty policy. If it is your firearm will be repaired and returned. If not, you will be contacted with an estimate before work is performed.

Reason For Return
M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Service Request Section
Consumer stated that the firearm went when they moved the safety to fire from safe.

OFF

Serial Number:

6194465

Model: 788



RE00291241

Qty Needed	Warranty	Price	Disc	Amount
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RECEIVED
DEC 05 2012

BY:.....

T.A. is contaminated w/ a partially dried + sticky lube residue. Can offer to remove tear down + c/b w/ TPA + Test Fire AT 1/2 normal cost.

Q

THIS IS NOT AN INVOICE. This is a pre-estimate to repair, recondition, or replace the item(s) being sent based on the conversation with our representative.

Sub Total:	.00
Est Sales Tax:	.00
Grand Total:	\$.00