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> Remington Arms Co., Inc. **Product Service** Legal Case #:7767

Case Information

RE# **Date Opened** Date Opened(PS) **Date Closed Incident Date** Pre Lit Lit Obsolete 6/25/2012 6/28/2012 Х

Customer Information

Street **Business** First Name Last Name Type City State Zip Contact Age Incident Melvin Edwards 651 Idaho Arnold MO 63010 H 636-296-5840

Incident Information

Claims Codes Repair Est. Medical Treatment Medical Status

PΙ

PD Fired on safety

Cause: 4079 Other - Unexamined

S release Concern: 1007 Fired on Safe Release

Unknown

C

6/25/12 Per email from D. Watkins, he rec'd a letter from Edwards asking that I contact him to arrange for the rifle to come in for inspection. Mr. Edwards letter, dated 6/21, stated that he bought it new and it has had less than 20 rounds through it. He was testing it while unloaded and when releasing the safety the gun fired.cm

Firearm Information

Mfg.

Type

Model/Ga.

SKU n/a

Bbl. DOM Serial

B6118269

Remington CF/BA 788/ **Date Purchased** Where Purchased Accessories Original Owner

GAMBLE SKOGMO FREMONT NEBR

Y

Ammunition Information - None Defined Other Products Information - None Defined Settlement

Remington/788/CF/BA

Settlement Release of Claims Release Date

Reimbursement

Cash Settlement

Cash Reim. Date Date

APV

APV

9/2/1981

Owner found his use of improper lubricants was the cause

> Repair/Replacement Cost

Repair/Replacement Date

6/25/12 Per email from D. Watkins same afternoon as this ltr was forwarded to me, Edwards found his problem was the use of improper lubricants. Edwards had not cleaned or shot his rifle for 10 yrs. When he took it apart he found the oil had gelled and would not allow the trigger to return properly after being pulled. He cleaned the fire control and he said the gun was now working great. Watkins educated him on Rem Action Cleaner and Rem Oil and he was very appreciative of Derek's call. Close this file.cm

Examination[Remington/CF/BA]

Part Sub-Part Code Comment

http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=7767&Type=Case

6/28/2012

## Mitchell, Christy

From:

Watkins, Derek L.

Sent:

Monday, June 25, 2012 4:42 PM

To: Subject:

Mitchell, Christy Mr. Edwards 788

## Christy,

I just received a call from Mr. Edwards and he found the problem with his 788 to be the use of improper lubricants. Mr. Edwards had not cleaned or shot his rife for 10 years. When he took it apart he found the oil had gelled and would not allow the trigger to return properly after being pulled. He cleaned the fire control and he said the gun was now working great. I educated him with respect to Rem Action Cleaner and Rem Oil and he was very appreciative of our calling him. Please close out his file with this information.

Thanks,

**Derek L. Watkins** | Director, Product Technology Integration Remington Arms Company, LLC

315 W. Ring Road, Elizabethtown, KY 42701 Phone 270.769.7656 | Cell 336.698.5723 | Fax 270.737.9576 | <u>derek.watkins@remington.com</u>

Freedom Group Family of Companies: Remington | Marlin | Bushmaster Firearms | DPMS / Panther Arms | H&R | Barnes Bullets | Advanced Armament Corp | Mountain Khakis | EOTAC | Dakota Arms | Parker Gun

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7761

6-21-12

I have A Remington mod. 788

SER. # B6118269. I bought this gan new,

And have fixed Less than twenty Rounds

Through it. IT is in as new condition,

I have a ritual that I go through with

every fixearm before I use it. I open

And chose the bott on bott action rithes,

Apply the safety and pull the trigger To

make sare the safety is working, then I

kehease the safety on this rifle as

seen as I release the safety, the gan

fixes. Net for the faint of hearT.

I understand that some years ago

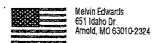
you had a similar problem with your

mod 700. I believe these guns have similar

bolts. I need to know how to remody this

problem, as I now have a gan that I can

gram matches among topon a representation of the contract of t
reither use sell or trade. I have used
your products for years without A single
anoblem. Is this A problem with this gan
and if so, why haven't you notified the
nublic?
and if so, why haven't you notified the  public?  I am swaiting your Reply
Thanks Mphein J. Edwards
Malein 9. Edwards
melvin J. Edwards 651 Idaho Bruold mo. 63010
651 Idaho
Bruold mo.
63010





Technical Center 315 Ring Road ELizabethtown Ky

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