

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				X

Customer Information

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

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S	Fired on safety release	Cause:4079 Other - Unexamined 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	Serial	Bbl.	DOM
Remington	CF/BA	788/	n/a	B6118269		9/2/1981
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	Reim. Date APV	Cash Date APV
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

Mitchell, Christy

From: Watkins, Derek L.
Sent: Monday, June 25, 2012 4:42 PM
To: Mitchell, Christy
Subject: 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 rifle 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

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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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7767

6-21-12

Sir

I have a Remington mod. 788 ser.# B6118269. I bought this gun new, and have fired less than twenty rounds through it. IT is in as new condition. I have a ritual that I go through with every firearm before I use it. I open and close the bolt on bolt action rifles, apply the safety and pull the trigger to make sure the safety is working, then I release the safety. On this rifle, as soon as I release the safety, the gun fires. NOT 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 remedy this problem, as I now have a gun that I can

neither use, sell or trade. I have used
your products for years without a single
problem. Is this a problem with this gun
and if so, why haven't you notified the
public?

I am awaiting your reply.

THANKS

Merlin J. Edwards

Merlin J. Edwards

651 Idaho

ARNOLD mo.

63010



Melvin Edwards
651 Idaho Dr.
Arnold, MO 63010-2324

SAINT LOUIS MO 630

21 JUN 2012 PM 41



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