

Remington Arms Co., Inc.
Product Service
Legal Case #:9568

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
328695	11/25/2013	12/2/2013	12/2/2013				X

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Harold	Sharpe	1603 Racket Town Rd.	Lyons	GA	30436		H 478-588-1312 E sharpe@mclendonenterprises.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015	Improper Maintenance		Unknown
S FSO	Concern:1028	Fired With Safe ON		
C				

Service Request # 67652 - "smp = gun went off while on safety according to consumer. no injuries / no damages. 1975 gun". df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	788/308 WIN	n/a	A6071283	DZ	9/25/1975
Date Purchased	Where Purchased	Accessories	Original Owner			
	ACE HDWE CONYERS GEORGIA		U			

CONCERN: FSO

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 - Quote to repair @ a discount						
	Repair/Replacement Cost	Repair/Replacement Date				

12/4/13: Per Ilion - Trigger assembly very loose on receiver & trigger spring out of position. Can offer to repair as needed at 1/2 cost - quote. df 12/13/13: I called customer concerning quote. He apprvd & paid w/CC#. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

Examination	Examiner	B.TRAVIS	
	Exam Date	12/2/2013	
	Product Type	RF	
	Action Type	A	
	Assigned To	S.NICHOLS	
Cause	4015	Improper Maintenance	
Barrel	Description	22" 308 WIN	
	Date Code	DZ	
	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	Missing	
Overall	Exterior Condition	Slightly Worn; Not Functioning	
	Stock Condition	Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description	STANDARD SAFETY	
	Function	Like new; Functioning	
Sear	Lift	---Select---	N/A
	Notch	Slightly Worn; Functioning	
		Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	VERY LOOSE ON REC TRIG SPR OUT OF POSITION
	Pull	---Select---	4#
	Altered	False	

	Sub-Assembly	Other Remington
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Quotation

Remington Service

PO Box 700

Madison, NC 27025-0700

Estimating Report

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

www.Remington.com

All PRICES QUOTED ARE IN EXCHANGE FOR REPLACED PARTS.

THIS IS NOT AN INVOICE. THIS IS AN ESTIMATE TO REPAIR, RECONDITION, OR REPLACE THE ITEM(S) DESCRIBED BELOW. IF THIS IS SATISFACTORY, PLEASE APPROVE BY SIGNING BELOW AND RETURNING TO THE ABOVE ADDRESS. REPAIR TO TAKE APPROXIMATELY (6) WEEKS AFTER RECEIPT OF APPROVAL. IF WE DO NOT RECEIVE YOUR APPROVAL IN 21 DAYS, WE WILL RETURN THE ITEM(S) AS RECEIVED, POSTAGE DUE.

Repair Number	Serial Number / Description	Date Received:
RE00328695	A6071283	11/25/2013
	Model 788 Center Fire Caliber: 308 WIN	Estimate Date: 12/03/2013
		Date Printed: 12/13/2013

Customer:

HAROLD SHARPE
1603 RACKET TOWN RD
LYONS, GA 30436 US

Return To:

HAROLD SHARPE
1603 RACKET TOWN RD
LYONS, GA 30436 US

Please Circle One:

VISA MC DISCOVER Card No. _____ Exp.Date _____

Open Account: R _____ PO Number: _____

Approval Signature: _____

Date: _____

Daytime Phone: () _____ Time to Call: _____

☐ If you desire any change, please use the reverse side for your comments and mark this box.

Problems

Reported

M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION
M240 - BOLT LOCK SAFETY MODIFICATION

Found

M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Technician Comments

trigger assembly very loose on receiver and trigger spring is out of position. can offer to repair ans needed and test fire at 1/2 normal cost.

ESTIMATE (note: C.O.D./Shipping and Handling Charges are NOT Included in this Quote.)								
Material	Type	Description	Qty Needed	Warranty	Qty From Inv	Price	Disc	Amount
4000114	Service	GR-SHIPING & HANDLING (GUN REPAIR)	1	Billable	1	17.00	0	17.00
4000116	Service	GR-LABOR	35	Billable	35	1.00	50	17.50
4000119	Service	GR-TEST	1	Billable	1	23.00	50	11.50

PAID
12/13/13 df

Sub Total: 46.00

Est Sales Tax: .00

Grand Total: \$46.00

Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700

www.Remington.com

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

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.**



22
DZ9/
4#

Service Request Number SR00067652	Serial Number / Description A6071283 smp	Date of Request: 11/14/2013 Date Printed: 11/14/2013
Customer: HAROLD SHARPE 1603 RACKET TOWN RD LYONS, GA 30436 US	Destination: Arms Services 14 Hoefler Ave Ilion, NY 13357 US	
Email:	Email:	

9568

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
M240 - BOLT LOCK SAFETY MODIFICATION

Service Request Section
smp = gun went off while on safety according to consumer
no injuries / no damages
1975 gun

Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount
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Serial Number:

A6071283

Model: 788



RE00328695

RECEIVED
DEC 04 2013

BY:.....

T1219. ASSM. very loose on
rec. + T1219. spr. out of pos.
can often to rep. as will del. rt
1/2 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