

Remington Arms Co., Inc.  
Product Service  
Legal Case #:4741

## Case Information

| RE#    | Date Opened | Date Opened(PS) | Date Closed | Incident Date | Pre Lit | Lit | Obsolete |
|--------|-------------|-----------------|-------------|---------------|---------|-----|----------|
| 202883 | 9/17/2010   | 9/20/2010       | 9/20/2010   |               |         |     | X        |

## Customer Information

| Type     | Business | First Name | Last Name | Street            | City   | State | Zip   | Age | Contact                                      |
|----------|----------|------------|-----------|-------------------|--------|-------|-------|-----|----------------------------------------------|
| Reporter |          | Gary       | Bartkoski | 3487 Farm Rd 2040 | Monett | MO    | 65708 |     | H 417-476-2461<br>E pbartkoski@jackhenry.com |

## Incident Information

| Claims | Codes                                           | Repair Est.                                           | Medical Treatment | Medical Status |
|--------|-------------------------------------------------|-------------------------------------------------------|-------------------|----------------|
| PI     |                                                 |                                                       |                   |                |
| PD     | Cause:4038                                      | Could Not Duplicate Concern                           |                   |                |
| S      | Concern:1025                                    | Unexplained Discharge - No Mention of Safety Position | Unknown           |                |
| C      | Trigger goes off by itself, safety malfunctions |                                                       |                   |                |

Customer wrote on our repair form: The trigger has a tendency to go off by itself &amp; safety malfunctions. dmf

## Firearm Information

| Mfg.           | Type                         | Model/Ga.   | SKU            | Serial   | Bbl. | DOM       |
|----------------|------------------------------|-------------|----------------|----------|------|-----------|
| Remington      | CF/BA                        | 788/223 REM | n/a            | B6129934 | BC   | 1/19/1982 |
| Date Purchased | Where Purchased              | Accessories | Original Owner |          |      |           |
|                | WALLS GEN STOR BLAIRSTOWN MO |             | U              |          |      |           |

CONCERN:TRIG GOES OF BY ITSELF

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 - repair @ n/c |                         |                         |               |                 |                |               |
|                          | Repair/Replacement Cost | Repair/Replacement Date |               |                 |                |               |
|                          | \$27.04                 | 9/21/2010               |               |                 |                |               |

9/21/10: Per Fred S. - Could not duplicate concern. Trigger spring out of position. Safety contacting trigger cross pin. Repair as needed at n/c. dmf

## Examination[Remington/CF/BA]

| Part        | Sub-Part     | Code                        | Comment     |
|-------------|--------------|-----------------------------|-------------|
| Examination | Examiner     |                             | B.TRAVIS    |
|             | Exam Date    |                             | 9/20/2010   |
|             | Product Type |                             | RF          |
|             | Action Type  |                             | A           |
|             | Assigned To  |                             | F.SUPRY     |
| Cause       | 4038         | Could Not Duplicate Concern |             |
| Barrel      | Description  |                             | 24" 223 REM |
|             | Date Code    |                             | BC          |
|             | 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 | SOME MARS/SCRATCHES                    |
|              | 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 | TRIG SPR AND CROSS PIN OUT OF POSITION |
|              | Pull                   | ---Select---               | 3.5#                                   |
|              | Altered                | False                      |                                        |
|              | Sub-Assembly           | Other Remington            |                                        |

4741

BCI/82  
3.5#  
24"**Remington.**

## Factory Repair Instructions -

(NOTE: Please print and complete this form, and then include it with your firearm.)

|                                                                                                                                              |                         |
|----------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|
| Model Number: 788                                                                                                                            | Serial Number: BE129934 |
| Are you the original owner? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO - Dealer                                     |                         |
| Name: G N P Guns                                                                                                                             | Date of Purchase:       |
| Address (no PO Boxes): 3487 Farm Road 2040                                                                                                   |                         |
| City: Monett                                                                                                                                 | State: MO Zip: 65708    |
| Phone (Daytime): 417-476-2461                                                                                                                | Fax:                    |
| E-mail Address: <input checked="" type="checkbox"/> pbarkoski@jackhenry.com<br>I would like to receive future e-mail updates from Remington. |                         |
| Please describe your problem: The trigger has a tendency to go off by itself & safety malfunctions.                                          |                         |
| could not duplicate <del>as</del> concern w                                                                                                  |                         |
| Trig. Spr. out of position.                                                                                                                  |                         |
| safety contacting Trig. cross pin.                                                                                                           |                         |
| repair as needed AT N/C                                                                                                                      |                         |
| #230145                                                                                                                                      |                         |
| Ammunition Information:                                                                                                                      |                         |

Type:

Powder Weight:

Primer Used:

Reloader Used:

Serial Number: B6129934

Model: 788



RE00202883

Brand of cleaning solvent:

How often do you clean the bore? (Months or Number of rounds)

How often do you clean the action? (Months or Number of rounds)

How often do you clean the trigger assembly? (Months or Number of rounds)

Brand of lubricant used: