

Remington Arms Co., Inc.
Product Service
Legal Case #:1246

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
128768	5/1/2007	5/2/2007					X

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Royce Gun Repair, LLC	James	Royce	431 Ivy Tech Drive	Madison	IN	47250		H 812-273-2369

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4013 Broken or Missing Parts		Unknown	
S	Concern:1007 Fired on Safe Release			
C	Clevis pin broken on trigger			

5/4/07-correspondence from repair-rifle will fire when the safety is pushed to the off position. Upon inspection, the roll pin clevis on the underside of the receiver is broken. the allen screw is the only thing holding the trigger in place.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	788/22-250 REM	20000	6026246	RT	11/1/1970
Date Purchased	Where Purchased	Accessories	Original Owner			
	JERRYS OLYPHANT PA	TWO PIECE SCOPE 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
	Repair/Replacement Cost	Repair/Replacement Date				

5/3/07- Fred mailed letter to customer. Gun is not under warranty, we can repair for \$100 or exchange for a M/ 700 SPS for \$312.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		5/2/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4006	Altered Adjustments or Components	TRIG ASSM REC STUD BROKEN TRIG PLATE ALTERED
Barrel	Description		24" 22-250 REM
	Date Code		RT
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Worn; Functioning	

(PS 9301)

Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	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	Worn; Functioning	
	Stock Condition	Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/788 BOLT LOCK SAFETY
	Function	Slightly Worn; Not Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	N/A
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	
	Pull	---Select---	N/A
	Altered	True	PLATE ALTERED
	Sub-Assembly	Other Remington	
Non-Remington Components	Description		TWO PIECE SCOPE BASE

(PS 9302)

ROYCE GUN REPAIR, L.L.C.
431 IVY TECH DRIVE
MADISON, IN 47250
(812) 273-2389

RT 11/70

1244

04-23-07

5/3/07
Loren,
I mailed
a letter
with a couple
options on this
concern.
Fred

This rifle will fire when the
safty is pushed to the off
position.

upon inspection, I found
the roll pin clevis on the under
side of the receiver is broken.

The screw (allen) is the only
thing holding the trigger
assembly in place.

Please advise status as
to repair and approx. cost
if no warranty.

Thank you
James R. Royce

TRIG. ASSM. REC. STUD BROKEN.

(PS 9303)

Number: 6026246

Model: 788



RE00128768

RECEIVED
MAY 04 2007

BY: [Signature]



03 May 2007

James Royce
Royce Gun Repair, Inc.
Madison, IN 47250

RE: Model 788 Serial #: 6026246
Repair #: 128768
Our file #: 1246

Dear Mr. Royce,

I have made several attempts to contact you on 812-273-2369 and allowed the phone to ring up to 10 times with no answer; so, I am sending this letter concerning the firearm mentioned above. The firearm was produced in November of 1970 and there is no warranty to cover any repairs. In fact, parts for the repair of the model 788 are few and far between. That being said, we do have a few of the trigger assembly receiver studs – the one on the rifle is broken. The repairman looking at this rifle said that he may be able to get the old stud out and attach a new stud. We would also have to replace the trigger assembly. The repair would run approximately \$100; however, we would not know if the repair would take until we tried it, and future repairs are questionable.

Another option is that we would exchange this rifle for a Model 700 SPS Varmint (Synthetic Varmint Stock 26" barrel) for a cost of \$300 plus \$12 shipping for a total of \$312. Please contact your customer and let me know how you would like us to proceed. If you have any questions please feel free to contact me directly.

Sincerely,

Fred Supry, Manager
Product Service and Law Enforcement Training
Remington Arms Company
14 Hoefler Avenue
Ilion, NY 13357

Phone: 315-895-3606
E-mail: fred.supry@remington.com

Remington Arms Co., Inc.
Product Service
Legal Case #:1304

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
129453	5/24/2007	5/25/2007	5/25/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Sportsman's Den			201 N Gamble St SR 61N	Shelby	OH	44875		W 419-347-3007
Incident		Steve	Morris	2976 Hanville Corners Rd	Monroeville	OH	44847		H 567-224-0435

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015 Improper Maintenance		Unknown	
S	Concern:1008 Fired on Bolt Closing			
C	Gun goes off when bolt is closed			

5/31/07-correspondence from repair-gun goes off when bolt is closed. lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	788/222 REM	20000	B6134987	AC	3/30/1982
Date Purchased	Where Purchased	Accessories	Original Owner			
	FABER BROS CHICAGO ILL TWO PIECE SCOPE BASE,TRIGGER SHOE		U			

CONCERN:FBC

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
Repair at 1/2 cost						
	Repair/Replacement Cost	Repair/Replacement Date				

5/31/07-quote sent for \$41.48, cust approved.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		5/25/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4015	Improper Maintenance	TRIG ASSM VERY DIRTY STICKY
Barrel	Description		22" 222 REM
	Date Code		AC
	Bore Plugged	False	
	Bulged	False	

PS 9305

	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Worn; Functioning	RING FROM PRIMERS LEAKING
	Handle	Slightly Worn; Functioning	
	Stop	---Select---	
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	Worn; Functioning	METAL RUSTY
	Stock Condition	Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/788 SAFETY
	Function	Slightly Worn; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	N/A
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY/STICKY
	Pull	---Select---	7# WORKS SLUGGISH
	Altered	False	
	Sub-Assembly	Other Remington	
Non-Remington Components	Description		TWO PIECE SCOPE BASE, TRIGGER SHOE

(PS 9306)



129453 SPORTSMAN'S DEN, Inc.

201 N. Gamble St. (S.R. 61N.) • Shelby, OH 44875
Phone (419) 347-3007 • Fax (419) 347-8000



BUY
SELL
TRADE

HUNTING & RELOADING SUPPLIES • CLOTHING

BOOTS • FISHING TACKLE • ARCHERY SUPPLIES

Lay-aways must be picked up within 60 days. • Deposit is non-refundable.

DATE	5-3-07	SOLD BY	JEFF	CASH	☐	CHARGE	☐	LAY-AWAY	☐
Name	STEVE MORRIS								
Street	2976 HANVILLE CORNERS RD								
City	MUNDOVILLE, OH 44847			Telephone		567-2241-0135			
QTY.	DESCRIPTION				PRICE		AMOUNT		
1	Remington 788 222 CAL								
	GUN GOES OFF WHEN BOLT IS CLOSED								
	PLEASE CALL FIRST IF THERE IS A COST								
	FOR REPAIR.								
	THANK YOU								
	RICH								
	T210. ASSM. CONTAMINATED WITH A PARTIALLY								
	DRIED AND STICKY LUBRICATION RESIDUE								
	CAUSING PARTS TO STICK/BIND. REMOVE TPA								
	CHECK OVER, CLEAN FUNCTION TEST. AT								
	1/2 NORMAL COST.								
	Quote				TOTAL				
RECEIVED BY:		Thank You!		TAX					
All Claims and Returned Goods Must Be Accompanied By This Bill.				TOTAL AMOUNT DUE					

Serial Number:

B6134987

Model: 788

(PS 9307)



RE00129453

RECEIVED
MAY 31 2007

BY: *[Signature]*

Arms Services Repair & Estimate System

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: **RE00129453** Serial: 86134967 Model: 788 Center Fire Caliber: 222 Produced: 03/30/1982 Repairman: **Bruce Travis**
 Verify Repair Status: **Approval Hold 5/25/2007 7:52:54 AM**

Address Information

Customer: **SPORTSMAN'S DEN** Received From: **SPORTSMAN'S DEN** Return To: **SPORTSMAN'S DEN** Received From:

Address 1: **201 N GAMBLE ST** Address 2: **201 N GAMBLE ST**
 City: **SHELBY** PO Box: City: **SHELBY** PO Box:
 State: **OH** Zip Code: **44875** Country: **US** State: **OH** Zip Code: **44875** Country: **US**

FEL:

Contact / Condition	Problems	Estimate	History / Status	Shipping / Billing
Date	Code	UserID	Desc01	Current Status
5/17/2007 11:34	New	donovends	Repair Added	Approval Hold
5/24/2007 11:21	Update	valenids	Repair information change	5/25/2007 7:52:54 AM
5/24/2007 11:22	Update	valenids	Repair information change	Travisbw
5/24/2007 11:23	Update	valenids	Repair information change	Repair Bench
5/24/2007 11:24	Expedite	valenids	From: Check In	Repair Location
5/25/2007 7:17:5	Expedite	Travisbw	From: Product Services	ILN
5/25/2007 7:52:5	Estimate	Travisbw	Estimate Update	Current Location
				ILN
				Transfer Number

☐ Shipping Hold
☐ Interface Hold
☐ Estimate Sent
☐ Parts Received
☐ Passed Inspection
☐ Return As Received
☐ Has been Approved
☐ Internal Repair

Repair Search **Refresh** **Close**

suprill 5/25/2007 8:12 AM CAPS NUM INS SCPL

start Inbox - Microsoft Out... Arms Services Repair 8:12 AM

PS 9308