

Remington Arms Co., Inc.  
Product Service  
Legal Case #:3242

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
162167	2/17/2009	2/18/2009	2/18/2009				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		James	Bucci	1037 Frosty Hollow Rd	Penndel	PA	19047		H 215-757-5671 E thewall239@aol.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI PD S fired after releasing safety C	Cause: <i>Improper Maintenance</i> Concern: 1007 Fired on Safe Release		Unknown	

2/19/09 per letter with rifle, sometimes when pushing the safety to "off" position automatically auses gun to fire without touching trigger & sometimes pushing safety to "on" position & then to the "off" position locks up the trigger & the gun can not be fired.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	788/6MM REM	20000	6007737	DC	9/1/1982
Date Purchased	Where Purchased	Accessories	Original Owner			
	CHARLES SCOTT SCRANTON PA		U			

CONCERN:FSR

Ammunition Information

Mfg.	Type	Cal./Ga.	SKU	UPC	DOM	Mfg. Code
unknown	BTSP Honady /					
Concern	Other	Factory	Reload			
0:		N	Y			

H4831 powder, 46.0 gn, brass is REM RP, primer is CC1250

Other Products Information - None Defined

Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
repair at 1/2 normal charges as goodwill gesture		Remington/788/CF/BA				
	Repair/Replacement Cost	Repair/Replacement Date				

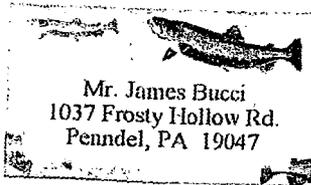
2/19/09 per Bruce, will follow down. Trig assm loose in action. Trig assm dirty & sticky, sear works sluggish. Remove TPA, disassm & clean, function test, at 1/2 normal charges.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		2/18/2009
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4015	Improper Maintenance	
	Description		21" 6MM REM

	Date Code		DC
Barrel	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	Worn; Functioning	
	Stock Condition	Worn; Functioning	
	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; Not Functioning	LOOSE IN ACTION DIRTY, STICKY
	Pull	--Select--	10#
	Altered	False	
	Sub-Assembly	Other Remington	

Repair Form



Factory Rep:

Return to Previous Page

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

DC 91  
21"  
104

Model Number: <b>788</b>		Serial Number: <b>6007737</b>	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <b>JAMES BUCCI</b>		Date of Purchase: <b>AROUND 1969</b>	
Address (no PO Boxes): <b>1037 FROSTY HOLLOW ROAD</b>			
City: <b>PENNDL</b>		State: <b>PA</b>	Zip: <b>19047</b>
Phone (Daytime): <b>215-757-5671</b>		Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <b>thewall239@aol.com</b>			
E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: <b>DECEMBER 1, 2008</b> <b>SOMETIMES PUSHING SAFETY TO "OFF" POSITION AUTOMATICALLY CAUSES GUN TO FIRE WITHOUT TOUCHING TRIGGER AND SOMETIMES PUSHING SAFETY TO "ON" POSITION AND THEN TO THE "OFF" POSITION LOCKS UP THE TRIGGER AND THE GUN CAN NOT BE FIRED.</b>			
500 characters left			
Ammunition Information:			
Manufacturer:		Type:	
Other (i.e. bullet weight/type, shot size, powder):			
Handload Information:			
Powder Used: <b>H4831</b>		Powder Weight: <b>46.0 GN</b>	
Case/Hull Used: <b>REM RP</b>		Primer Used: <b>CC1250</b>	
Bullet Type/Shot Size: <b>BTSP HORQUADY</b>		Reloader Used:	
Firearms Care (Cleaning and Lubrication):			
Brand of cleaning solution used: <b>HOPPE'S No. 9</b>			
How often do you clean the bore? (Months or Number of rounds) <b>AFTER EVERY USE</b>			
How often do you clean the action? (Months or Number of rounds) <b>AFTER EVERY USE</b>			

RECEIVED  
FEB 19 2009  
BY:

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

Brand of lubricant used: *HOPPE'S*

How often do you lubricate the bore? (Months or Number of rounds) *AFTER EVERY CLEANING*

How often do you lubricate the action? (Months or Number of rounds) *AFTER EVERY CLEANING*

How often do you lubricate the trigger assembly? (Months or Number of rounds) *ONCE A YEAR*

Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?   
YES  NO

When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? *MARCH 25, 1977*

What were the services performed? *SECURED LOOSE BOLT HANDLE*

NOTE: In order to better service our customers some firearms/parts are sent to a certified Remington Premier Authorized Repair Center.

Ship your ENSURED firearm by either UPS or Parcel Post to:

**Remington Arms Co., Inc.**  
**Attn: Arms Service Division**  
**14 Hoefler Avenue**  
**Ilion, NY 13357**

**Ⓢ WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. THIS IS A VIOLATION OF FEDERAL LAW. IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM.**

- :: Record the serial number of your firearm before sending it.
- :: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.)
- :: Remove all accessories from your firearm to prevent loss or damage.
- :: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.
- :: Ship your ENSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.

*\* REFERENCE LETTER ATTACHED.*

Charge repairs will be processed using the following guidelines:

- :: Repairs \$75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)
- :: For Repairs over \$75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over \$75.00 by setting a pre-authorized amount that can be billed to your credit card. We process checks electronically through Check21.

All Rights Reserved

Visit Our Other V

Other Sites

**6007737**

Model: **788**



**RE00162167**

*will follow down...  
TRIP ASSM loose in action. Trigger.  
ASSM. Dirty & sticky, SEAL WORKS  
SLUGGISH. REMOVE TPA, DISASSM & CLEAN  
& function test, AT 1/2 NORMAL COST.*

pair\_form.asp

*Quote*

12/9/2008

**MIKE'S SPORTING GOODS INC.  
DISCOUNT MARINE SUPPLIES**

8010 Mill Creek Rd.  
LEVITTOWN, PA 19054  
(215) 946-2621

CUSTOMER'S ORDER NO.		PHONE	DATE
		215-7575671	2-7-09
NAME			
James Bucci			
ADDRESS			
1057 Frosty Hollow RQ Pennel, PA 19047			
SOLD BY	CASH	C.O.D.	CHARGE
Stan			
QTY.	DESCRIPTION		PRICE
	<input type="checkbox"/> NEW <input type="checkbox"/> USED <input type="checkbox"/> TRANSFER <input type="checkbox"/> PURCHASE <input type="checkbox"/> REMAN.		AMOUNT
	NO RETURNS ON FIREARMS		
	CUSTOMER RECEIVED FIREARM SAFETY INSTRUCTIONS		
	PA SURCHARGE		10.00
	Remington factory repair		50.-
	Shipping Model 785		30.-
	Serial # 6007737		
	pd Debit Card		
	cas 0023		
CREDIT CARD #	PLEASE SEE MANUFACTURER FOR ANY WARRANTY WORK		TAX
RECEIVED BY			TOTAL
			80.00

C PRODUCT 810 All claims and returned goods must be accompanied by this bill.

3367

Thank You