

Remington Arms Co., Inc.  
Product Service  
Legal Case #:5216

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
214941	12/16/2010	11/29/2010	12/17/2010				X

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Tom	Cascio	16261 State Hwy 13	Butternut	WI	54514		C 715-661-0094

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S	Fired on closing bolt	Cause:4038 Could Not Duplicate Concern Concern:1008 Fired on Bolt Closing	Unknown	
C				

11/29/10 Per call from Cascio, he bought his Spts 78 30-06 new years ago. About 10 yrs ago he was target practicing and the gun went off as he closed the bolt. A local gunsmith checked it out and found nothing wrong. Recently when he closed the bolt it fired.cm

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	SPT 78/30-06 SPR	n/a	B6642896	EE	10/1/1984
Date Purchased	Where Purchased	Accessories	Original Owner			
	FABER BROS CHICAGO IL		Y			

CONCERN:FBC

Ammunition Information - None Defined

Other Products Information - None Defined

## Settlement

Remington/SPT 78/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Per Ilion, replace TPA, clean, test at 1/2 normal cost						
Repair/Replacement Cost	Repair/Replacement Date					

11/29/10 Mailing ARS and box.cm 12/30/10 Per Ilion, could not duplicate concern. Trigger assm dirty and rusty. Trig pin rusty. Replace TPA, clean and test fire at 1/2 normal cost. Cascio approved through Consumer Dept call on 12/22.cm

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/17/2010
	Product Type		RF
	Action Type		A

	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPR
	Date Code		EE
	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	BINDS
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---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.014
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY,RUSTY TRIG PIN RUSTY
	Pull	---Select---	7#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

22"  
EE 10/84  
7#  
1014

5216

November 29, 2010

Tom Cascio  
16261 State Hwy 13  
Butternut, WI 54514

Subject: #5216, Model Spts 78

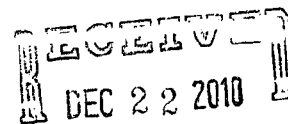
Dear Mr. Cascio,

Enclosed is the prepaid UPS ground shipping label. Please include a copy of this letter with the firearm. **The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly.** Please mark the ends of the box with "Product Service". Apply the label to your box and take it to a UPS terminal or driver for shipping.

I apologize for the inconvenience that this incident has caused and I hope that these actions will keep you as a loyal Remington customer.

Sincerely,

Christy Mitchell  
Consumer Affairs Administrator  
Phone: 800-243-9700, ext 8684  
[christy.mitchell@remington.com](mailto:christy.mitchell@remington.com)



BY:.....

enclosure

could not duplicate concern  
T.A. dirty + rusty. Trigger pin  
rusty. Replace TPA, clean  
test fire at 1/2 normal cost.

Quote

Model: B6642896  
78-SPORTSMAN



RE00214941

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025  
Phone 800-243-9700 • [www.remington.com](http://www.remington.com)

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

Model Number: <u>B Sportsman 78</u>	Serial Number: <u>B6642896</u>
Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
Name: <u>Thomas A Cascio</u>	Date of Purchase: <u>1/87</u>
Address (no PO Boxes): <u>10261 State Hwy 13</u>	
City: <u>Bullerut</u>	State: <u>WI</u> Zip: <u>54514</u>
Phone (Daytime): <u>715 769-9429</u>	Fax: <u></u>
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>Tomaccon labs @ Yahoo.com</u>	
E-mail Address: <u></u>	
<input type="checkbox"/> I would like to receive future e-mail updates from Remington.	
Please describe your problem and date of occurrence: <u>Gun fired 2 times this year when I closed the bolt, sighting in for Deer Season, gun also fired during season, when I turned the safety off to shoot a deer it was a 8pt didn't get it. I did shoot a 5pt. though, we tried get it to fire again but it didn't, just glad nobody got hurt. this also happened 10 yrs ago twice and never has happened again till this year</u>	
500 characters left	
Ammunition Information:	
Manufacturer: <u>Federal Premium</u>	Type: <u>Nosler PART</u>
Other (i.e. bullet weight/type, shot size, powder): <u>180 grains</u>	
Handload Information:	
Powder Used: <u></u>	Powder Weight: <u></u>
Case/Hull Used: <u></u>	Primer Used: <u></u>
Bullet Type/Shot Size: <u></u>	Reloader Used: <u></u>

Firearms Care (Cleaning and Lubrication):	
Brand of cleaning solution used:	Hoppe's
How often do you clean the bore? (Months or Number of rounds)	1 x a year
How often do you clean the action? (Months or Number of rounds)	every year
How often do you clean the trigger assembly? (Months or Number of rounds)	1 x a year
Brand of lubricant used:	Remington Oil
How often do you lubricate the bore? (Months or Number of rounds)	1 x a year
How often do you lubricate the action? (Months or Number of rounds)	1 x a year
How often do you lubricate the trigger assembly? (Months or Number of rounds)	1 x a year
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?	
<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	
10 yrs ago	
What were the services performed?	
Erv's Sports Hales Corners, WI No Longer Open	
Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Illion, NY 13357	
<p>Ⓢ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.</p> <p>:: Record the serial number of your firearm before sending it.</p> <p>:: 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.)</p> <p>:: Remove all accessories from your firearm to prevent loss or damage.</p> <p>:: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.</p>	



www.remington.com

Remington Arms Company, Inc.  
870 Remington Drive  
P. O. Box 700  
Madison, NC 27025-0700

## ARS LABEL REQUEST FORM

DATE:	11/29/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE: MEDIA COORDINATOR TO MAIL	xx  I WILL MAIL		
DESCRIPTION:  Spts 78			

## LABEL INFORMATION

MAIL LABEL TO: Tom Cascio 16261 State Hwy 13 Butternut, WI 54514
RETURN ITEM TO: Rem Prod Service

PLEASE COMPLETE ALL PARTS OF THIS FORM AND SEND TO THE MEDIA COORDINATOR

4XX596 NOV 29, 2010 ALL CURR USD 1 OF 1  
SVC GND COM ACT WT 10.0 LBS  
TRACKING# 1Z4XX5969066484223  
REF 1:TOM CASCIO/CD/CM  
REF 2:SPTS 78  
HANDLING CHARGE 0.00  
SINGLE-PIECE PUB RATE CHRG:  
DV 0.00 COD 0.00 SVC T/P USD  
DC 0.00 DGD 0.00 RS 0.50  
AH 0.00 PR 0.00 SD 0.00  
TOT PUB CHG 8.74 PUB+HANDLING 8.74 SP 0.00

