

Remington Arms Co., Inc.
Product Service
Legal Case #:5361

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
213194	12/8/2010	12/9/2010	12/9/2010				X

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Frank	Jones	10907 Chalkley Rd	Chester	VA	23831		H 804-748-8190 C 804-513-6617

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S	Fired when it fell off golf cart	Concern:1005 Unexplained Discharge Safe ON	Unknown	
C				

12/19/10 Per letter with rifle, the rifle fell off his golf cart and discharged and the safety was on before and after it fell off.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	788/308 WIN	n/a	B6013122	OQ	7/1/1978
Date Purchased	Where Purchased	Accessories	Original Owner			
	GREEN TOP SP GD GLEN ALLEN VA	SCOPE,BASE,RINGS	U			

CONCERN:FELL OFF CART AND FIRED

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, repair as needed, clean, test at 1/2 normal charges						
Repair/Replacement Cost	Repair/Replacement Date					

12/19/10 Per Ilion, could not duplicate concern. Trig assm dirty, bolt stop broken. Check over, repair as needed, clean and test fire at 1/2 normal charges.cm 12/23/10 Left voice message for Jones with quote/inspect info. Awaiting reply.cm 1/11/11 Approved by A. Harper by a letter sent to Corporate.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/9/2010
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 308 WIN
	Date Code		OQ
	Bore Plugged	False	
	Bulged	False	
	Fired	False	

	Fired while Obstructed		
	Muzzle/Crown Condition	Abused; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Abused; Functioning	BROKEN
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; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/788 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	N/A
	Notch	Slightly Worn; Functioning	
Pull	Trigger	Condition	Slightly Worn; Functioning
Altered		---Select---	4.5#
Sub-Assembly		False	
		Other Remington	
Non-Remington Components	Description		SCOPE,BASE,RINGS

Remington

Attn: Arms Service Division 5361

11-29-10

22"
09 7/78
45th

My rifle fell off my golf cart the other day and discharged a bullet. The safety was on before and after it fell. The barrel fell in the leaves first and muffled the blast (as evidenced by residual gunpowder on barrel and dirt in scope. Please check the safety mechanism and do any repairs necessary so I can be assured it will not go off again. Thank you.

FRANK JONES

10907 CHALKLEY RD.

CHESTER VA. 23831

(804) 748-8190 (H)

(804) 513-6617 (C)

Serial
Number:

B6013122

Model: 788



RE00213194

could not duplicate concern. T.A. DIRTY.
Bolt stop BROKEN. check over, repair as
needed, CLEAN + test fire AT 1/2 NORMAL
charges. Quote

(Muzzle DAMAGED)

frmREInquiry - Repair Inquiry

Repair Number: RE00213194

Serial: B6013122 Model 788 Center Fire Caliber: 308

Repairman:

Verify Repair

Status: New 12/8/2010 7:53:53 AM

ADDRESS INFORMATION

Customer

Received from

Return To

Received from

Name: FRANK JONES

FRANK JONES

Address 1: 10907 CHALKLEY RD

10907 CHALKLEY RD

Address 2: PD Box:

PD Box:

City: CHESTER

CHESTER

State: VA Zip Code: 23831 Country: US

VA Zip Code: 23831 Country: US

FFL

Contact / Condition Problems Estimate History / Status Shipping / Billing

Date	Code	User ID	Desc1	Desc2
12/8/2010 7:5...	New	lopatafl	Repair Added	
12/8/2010 7:5...	Expedite	lopatafl	From: Check In	To:
12/9/2010 2:3...	Maint	Travisbw	Repair Maintenance	Status: New

- ☐ Shipping Hold
- ☐ Interface Hold
- ☐ Estimate Sent
- ☐ Parts Received
- ☐ Passed Inspection
- ☐ Return as Received
- ☐ Has Been Approved
- ☐ Internal Repair
- ☐ Exclude TATC

Current Status

New
12/8/2010 7:53:53 AM
lopatafl
Repair Bench
Repair Location
ILN
Current Location
ILN
Transfer Number

Repair Search

Refresh

Close

RECEIVED
DEC 10 2010

BY:.....





