

Remington Arms Co., Inc.  
Product Service  
Legal Case #:5385

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
217080	1/3/2011	12/10/2010	1/6/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Robert	Kennedy	5 Rab Ct.	Angleton	TX	77515		C 281-932-9981 F 281-519-9904 E wkennedy@kennedyresource.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015	Improper Maintenance	Unknown	
S	Concern:1028	Fired With Safe ON		
C	Fired w/safe on			

12/10/10: Cusotmer called in. He stated that his gun is about 30 yrs old. The gun has fired on him in the past with the safe on. No damage, No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	788/243 WIN	n/a	B6031958	LV	2/26/1979
Date Purchased	Where Purchased	Accessories	Original Owner			
	LEBOW WHLSE DIST HOUSTON TX	TWO PIECE BASE	Y			

CONCERN:F50

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 - Quote to check over, clean, test fire						

Repair/Replacement Cost Repair/Replacement Date

12/10/10: I will email him the ltr & form. I will ask media coord to email ARS. df 1/19/11: Per Ilion - TA and action rusted, trigger is binding. Check over, clean action & TA, polish chamber & test fire w/slave mag. at 1/2 normal cost - goodwill gesture. Can only clean rusted parts best as possible - quote. I called customer. His wife mailed payment on 1/18/11. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/6/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4015	Improper Maintenance	
Barrel	Description		22" 243 WIN
	Date Code		LV
	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---	
Overall	Exterior Condition	Worn; Not Functioning	
	Stock Condition	Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Worn; Functioning	RUSTED
	Bulged	False	
Safety	Description		M/788 SAFETY
	Function	Like new; 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	RUSTED TRIG BINDING
	Pull	---Select---	7#
	Altered	False	
	Sub-Assembly	Other Remington	
Non-Remington Components	Description		TWO PIECE BASE

-----BY:-----  
RECEIVED  
JAN 10 2011

22  
6/2/217  
#6

5385

**COPY**

December 10, 2010

*From*

Robert Kennedy  
5 Rab Ct.  
Angleton, TX 77515  
Ph: 281-932-9981  
Email: wkennedy@kennedyresource.com

Ref: # 5385

Dear Mr. Kennedy,

**You will receive a pre-paid shipping label in a separate email within 24-48 hours. Please include a copy of this letter to put inside the shipping container. 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. Mark the ends of the box with "Product Service". Product Service will be inspecting the firearm and will contact me with the results.**

I hope that this action will keep you a loyal Remington customer.

*TO*

Sincerely,  
D. Fulcher  
Consumer Affairs Administrator  
Remington, H&R, Marlin  
Phone: 1-800-243-9700  
Fax: 336-548-7872

RECEIVED  
JAN 10 2011

BY:-----

*T.A. & ACTION RUSTED, TRIG  
IS BINDING. CHECK OVER,  
CLEAN ACT. & TPA, POLISH  
CHAMBER & TEST FIRE  
w/SLAVE MAG. AT 1/2  
NORMAL cost Good-Will  
GOSTUNE, CAN ONLY CLEAN RUSTED PARTS  
BEST POSSIBLE. QWOLE*

Serial Number:

**B6031958**

Model: **788**



**RE00217080**

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)

*243*

Print

Reset

Model Number: <input type="text" value="788"/>		Serial Number: <input type="text" value="B6031958"/>	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <input type="text" value="Robert Wayne Kennedy"/>		Date of Purchase: <input type="text" value="NOV 1979"/>	
Address (no PO Boxes): <input type="text" value="5 RAB Court Angleton TX 77515"/>			
City: <input type="text"/>		State: <input type="text" value="TX"/>	Zip: <input type="text" value="77515"/>
Phone (Daytime): <input type="text" value="2819329981"/>		Fax: <input type="text" value="2815199904"/>	
E-mail Address:(if e-mail address is provided, notification of receipt and shipment will be sent) <input type="text" value="WKennedy@KennedyResource.com"/>			
E-mail Address: <input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: <div style="border: 1px solid black; padding: 5px; min-height: 100px;"><p>DEC 6 the rifle fired unexpectedly while on safety trigger &amp; safety lever dont have the "throw" they should safety is unclear as to how much travel there should be</p></div>			
500 characters left			
<b>Ammunition Information:</b>			
Manufacturer: <input type="text"/>		Type: <input type="text"/>	
Other (i.e. bullet weight/type, shot size, powder): <input type="text" value="X"/>			
<b>Handload Information:</b>			
Powder Used: <input type="text"/>		Powder Weight: <input type="text"/>	
Case/Hull Used: <input type="text"/>		Primer Used: <input type="text"/>	
Bullet Type/Shot Size: <input type="text"/>		Reloader Used: <input type="text"/>	
<b>Firearms Care (Cleaning and Lubrication):</b>			

Brand of cleaning solution used: <input type="text"/>
How often do you clean the bore? (Months or Number of rounds) <input type="text" value="APPROX 10 ROUNDS"/>
How often do you clean the action? (Months or Number of rounds) <input type="text" value="APPROX 10 ROUNDS"/>
How often do you clean the trigger assembly? (Months or Number of rounds) <input type="text" value="10 YRS"/>
Brand of lubricant used: <input type="text" value="Rem Oil"/>
How often do you lubricate the bore? (Months or Number of rounds) <input type="text" value="10 ROUNDS"/>
How often do you lubricate the action? (Months or Number of rounds) <input type="text" value="10 YRS"/>
How often do you lubricate the trigger assembly? (Months or Number of rounds) <input type="text" value="10 YRS"/>
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? <input type="text" value="NEVER"/>
What were the services performed? <input type="text" value="NONE"/>
Ship your INSURED firearm by either UPS or Parcel Post to:  <p style="text-align: center;">Remington Arms Co., Inc.                  Attn: Arms Service Division                  14 Hoefler Avenue                  Ilion, NY 13357</p>
<p><input type="checkbox"/> <b>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.</b></p> <p>:: 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</p>

# Remington®

*Emailed to customer*

December 10, 2010

Robert Kennedy  
5 Rab Ct.  
Angleton, TX 77515  
Ph: 281-932-9981  
Email: [wkennedy@kennedyresource.com](mailto:wkennedy@kennedyresource.com)

Ref: # 5385

Dear Mr. Kennedy,

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Sincerely,  
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Consumer Affairs Administrator  
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enclosure

[COPY]

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Remington, H&R, Marlin  
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enclosure

<b>Model</b> Number: <input type="text"/>		<b>Serial</b> Number: <input type="text"/>	
Are you the original owner?: <input type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <input type="text"/>		Date of Purchase: <input type="text"/>	
Address (no PO Boxes): <input type="text"/>			
City: <input type="text"/>		State: <input type="text"/>	Zip: <input type="text"/>
(Daytime) Phone: <input type="text"/>		Fax: <input type="text"/>	
E-mail Address:(if e-mail address is provided, notification of receipt and shipment will be sent) <input type="text"/>			
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: <div style="border: 1px solid black; height: 150px; width: 100%;"></div>			
500 characters left			
<b>Ammunition Information:</b>			
Manufacturer: <input type="text"/>		Type: <input type="text"/>	
Other (i.e. bullet weight/type, shot size, powder): <input type="text"/>			
<b>Handload Information:</b>			
Powder Used: <input type="text"/>		Powder Weight: <input type="text"/>	
Case/Hull Used: <input type="text"/>		Primer Used: <input type="text"/>	
Bullet Type/Shot Size: <input type="text"/>		Reloader Used: <input type="text"/>	
<b>Firearms Care (Cleaning and Lubrication):</b>			

Brand of cleaning solution used: <input style="width: 90%;" type="text"/>
How often do you clean the bore? (Months or Number of rounds) <input style="width: 60%;" type="text"/>
How often do you clean the action? (Months or Number of rounds) <input style="width: 60%;" type="text"/>
How often do you clean the trigger assembly? (Months or Number of rounds) <input style="width: 60%;" type="text"/>
Brand of lubricant used: <input style="width: 90%;" type="text"/>
How often do you lubricate the bore? (Months or Number of rounds) <input style="width: 60%;" type="text"/>
How often do you lubricate the action? (Months or Number of rounds) <input style="width: 60%;" type="text"/>
How often do you lubricate the trigger assembly? (Months or Number of rounds) <input style="width: 60%;" type="text"/>
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? > <input type="checkbox"/> YES <input type="checkbox"/> NO
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?) <input style="width: 80%;" type="text"/>
What were the services performed?) <input style="width: 90%;" type="text"/>
<p>Ship your INSURED firearm by either UPS or Parcel Post to:</p> <p style="text-align: center;"><b>Remington Arms Co., Inc.</b>  <b>Attn: Arms Service Division</b>  <b>14 Hoefler Avenue</b>  <b>Ilion, NY 13357</b></p>
<p><input type="checkbox"/> <b>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.</b></p> <p style="text-align: center;">:: 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</p>

return address will be refused.

:: Ship your INSURED 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.

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.

**Fulcher, Dell Marie**

---

**From:** wkennedy@kennedyresource.com  
**Sent:** Friday, December 10, 2010 11:47 AM  
**To:** Fulcher, Dell Marie  
**Subject:** Delivered: Robert Kennedy - Ref# 5385  
**Attachments:** ATT00001

Your message was delivered to the recipient.

**Fulcher, Dell Marie**

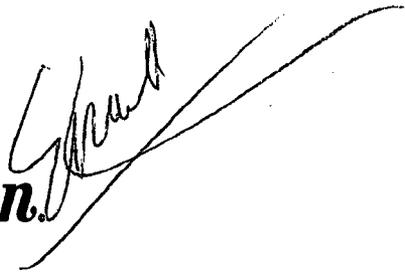
---

**From:** Wayne Kennedy [wkennedy@kennedyresource.com]  
**To:** Fulcher, Dell Marie  
**Sent:** Sunday, December 12, 2010 9:01 PM  
**Subject:** Read: Robert Kennedy - Ref# 5385

Your message was read on Sunday, December 12, 2010 9:01:03 PM (GMT-05:00) Eastern Time (US & Canada).

**Remington**

www.remington.com



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

### ARS LABEL REQUEST FORM

DATE:	12/10/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
<b>PLEASE CHECK ONE</b>			
MEDIA			
COORDINATOR XXXXXX			
TO MAIL			
DESCRIPTION:	Ref # 5385 rifle	4XX596 DEC 13, 2010 ALL CURR USD 1 OF 1 SVC GNDCOM ACT WT 10.0 LBS TRACKING# 1Z4XX5969065576804 REF 1:ROBERT KENNEDY/CD/DMF REF 2:5385/RIFLE	

LABEL II

HANDLING CHARGE 0.00		
SINGLE-PIECE PUB RATE CHRG:		SVC T/P USD
DV 0.00	COD 0.00	RS 1.00
DC 0.00	DGD 0.00	SD 0.00
AH 0.00	PR 0.00	SP 0.00
TOT PUB CHG 11.04	PUB+HANDLING	11.04

MAIL LABEL TO: Robert Kennedy  
5 Rab Ct.  
Angleton, TX 77515  
Ph: 281-932-9981  
Email: wkennedy@kennedyresource.com

Email ARS to customer

RETURN ITEM TO Remington Arms  
Attn: Product Service  
Ilion, NY

PLEASE COMPLETE ALL PARTS OF THIS FORM

wkennedy@kennedyresource.com

