

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: Customer 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	BOM
Remington	CF/BA	788/243 WIN	n/a	B6031938	LV	2/26/1979
Date Purchased	Where Purchased	Accessories	Original Owner			
	LEBOW WILSE DIST HOUSTON TX	TWO PIECE BASE	Y			

CONCERN:FSO

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	
	Condition	Slightly Worn; Functioning	
Extractor	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
	Block Condition	---Select---	
Locking	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
	Exterior Condition	Worn; Not Functioning	
Overall	Stock Condition	Worn; Functioning	
	Fore End Condition	---Select---	
	Condition	Worn; Functioning	RUSTED
Receiver	Bulged	False	
	Description		M/788 SAFETY
Safety	Function	Like new; functioning	
	Sub-Assembly	Non-ISS	
	Lift	---Select---	N/A
Sear	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

1102 03 NVT
LATE

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.

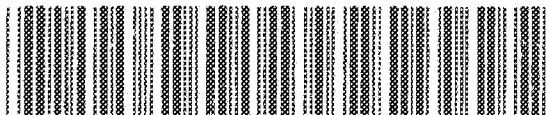
TO
Sincerely,
D. Fulcher
Consumer Affairs Administrator
Remington, H&R, Marlin
Phone: 1-800-243-9700
Fax: 336-548-7872

RECEIVED
JAN 10 2011

BY: _____

B6031958

Model: 788



RE00217080

T.A. & Action Rusted, Trig
13 BINDING. Check over
clean Act. & TPA, Polish
chamber & Test Fire
w/SLAVE mag. At 1/2
Normal cost Good-Will
Guarantee. Can only chan rusted parts
best possible. Quote

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

Print

Reset

Model Number: <u>788</u>		Serial Number: <u>B6031958</u>	
Are you the original owner? ☒ YES ☐ NO			
Name: <u>Robert L. Kennedy</u>		Date of Purchase: <u>NOV 1979</u>	
Address (no PO Boxes): <u>5 RAB Court Angleton TX 77515</u>			
City: <u></u>		State: <u>TX</u>	Zip: <u>77515</u>
Phone (Daytime): <u>281932 9981</u>		Fax: <u>281 519 9904</u>	
E-mail Address: (If e-mail address is provided, notification of receipt and shipment will be sent) <u>WKennedy@KennedyResource.com</u>			
E-mail Address: ☒ I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: DEC 6 the rifle fired unexpectedly while on safety trigger & safety lever don't have the "throw" they should safety is unclear as to how much travel there should be			
500 characters left			
Ammunition Information:			
Manufacturer: <u></u>		Type: <u></u>	
Other (i.e. bullet weight/type, shot size, powder): <u>X</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:	
How often do you clean the bore? (Months or Number of rounds)	APPROX 10 Rounds
How often do you clean the action? (Months or Number of rounds)	APPROX 10 Rounds
How often do you clean the trigger assembly? (Months or Number of rounds)	10 yrs
Brand of lubricant used:	Rem oil
How often do you lubricate the bore? (Months or Number of rounds)	10 Rounds
How often do you lubricate the action? (Months or Number of rounds)	10 yrs
How often do you lubricate the trigger assembly? (Months or Number of rounds)	10 yrs
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?) <u>Never</u>	
What were the services performed?) <u>None</u>	
Ship your INSURED 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	

Remington.

Emailed to customer

December 10, 2010

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

Ref: # 5385

Dear Mr. Kennedy,

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

enclosure

COPY

December 10, 2010

Robert Kennedy
5 Rab Ct.
Angleton, TX 77515
Ph: 281-932-9981
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Consumer Affairs Administrator
Remington, H&R, Marlin
Phone: 1-800-243-9700
Fax: 336-548-7872

enclosure

Model		Serial	
Number:		Number:	
Are you the original owner? ☐ YES ☐ NO			
Name:		Date of Purchase:	
Address (no PO Boxes):			
City:		State:	Zip:
Phone (Daytime):		Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent)			
E-mail Address: ☐ I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: 500 characters left			
Ammunition Information:			
Manufacturer:		Type:	
Other (i.e. bullet weight/type, shot size, powder):			
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	
Firearms Care (Cleaning and Lubrication):			

Brand of cleaning solution used:
How often do you clean the bore? (Months or Number of rounds)
How often do you clean the action? (Months or Number of rounds)
How often do you clean the trigger assembly? (Months or Number of rounds)
Brand of lubricant used:
How often do you lubricate the bore? (Months or Number of rounds)
How often do you lubricate the action? (Months or Number of rounds)
How often do you lubricate the trigger assembly? (Months or Number of rounds)
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?
What were the services performed?
Ship your INSURED 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 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

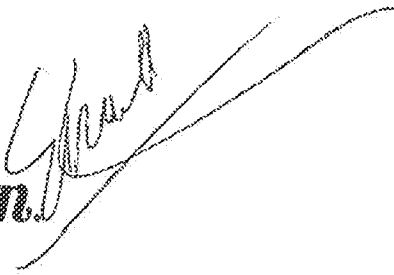
From: wkennedy@kennedyresource.com
Sent: Friday, December 10, 2010 11:47 AM
To: Fulcher, Dell Marie
Subject: Delivered: Robert Kennedy - Ref# 5385
Attachments: ATT00001

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
PLEASE CHECK ONE			
MEDIA			
COORDINATOR XXXXXX			
TO MAIL			
DESCRIPTION:	Ref # 5385 rifle	4XX586 DEC 13, 2010 ALL CURR USD 1 OF 1 SVC GND COM ACT WT 10.0 LBS TRACKING# 124XX5969055575604 REF 1: ROBERT KENNEDY/CO/DRF REF 2: 5385/RIFLE HANDLING CHARGE 0.00 SINGLE-PIECE PUB RATE CHRG: SVC T/P USD DV 0.00 CDD 0.00 RS 1.00 DC 0.00 DGD 0.00 SD 0.00 RH 0.00 PR 0.00 SP 0.00 TOT PUB CHG 11.04 PUB+HANDLING 11.04	

LABEL II

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

