

Remington Arms Co., Inc.
Product Service
Legal Case #5609

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
220120	1/21/2011	1/11/2010	1/24/2011				X

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Terry	Nixon	4333 Brookmont Rd	Pulaski	VA	24301		H 540-357-2147 E tnixon@vt.edu

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern		Unknown	
S	Fired on safe release Concern:1007 Fired on Safe Release			
C				

1/11/11 Per email sent to Remington.com, incid # 101213-000052, I have a model 788 Remington .243 rifle that would fire when you took the safety off; Without touching the trigger. VERY, VERY, VERY dangerous. If it had been loaded when I discovered this I could have shot my wife or precious grandson inadvertently. I saw a special on t.v. last night that let me know you are aware of this problem, but refuse to address it as a safety issue. I demand your response to my e-mail. I now own a gun I am afraid to even pick up. That is not what I purchased. I took it to a gun smith when I discovered this, he told me it was the type of oil you used to lube the rifles when they were made. It had broken down and turned to wax and froze the trigger mechanism where it would not function properly. He cleaned it up but said this could happen again, because the way the mechanism is made. Since seeing the show and experiencing this I want rid of it. WHAT DO YOU suggest?"cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	788/243 WIN	n/a	B6072120	OA	7/21/1980
Date Purchased	Where Purchased	Accessories	Original Owner			
	JW MURCHISON WILMINGTON NC	SCOPE BASE	<i>AS Y</i>			

CONCERN:FSR

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 flion, check over, repair, clean, test fire at 1/2 normal cost						

Repair/Replacement Cost	Repair/Replacement Date

1/11/11 Mailing ARS.cm 1/30/11 Per flion, could not duplicate concern. Trigger assm loose on action. Check over, repair, clean, test fire at 1/2 normal cost.cm *Emaild quote, inspect.cm*

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/24/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
	Description		18.5" 243 WIN
	Date Code		OA
	Bore Plugged	False	

Barrel	Bulged	False	
	Fired	False	
	Fired while Obstructed		
Bolt	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
Extractor	Stop	Slightly Worn; Functioning	
	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
Locking	Ext/Eject Test	False	
	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
Magazine	Notch Condition	---Select---	
	Condition	---Select---	
	Box Condition	Slightly Worn; Functioning	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		M/788 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Scar	Lift	---Select---	N/A
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	LOOSE ON ACTION
	Pull	---Select---	4#
	Altered	False	
	Sub-Assembly	Other Remington	
Non-Remington Components	Description		SCOPE BASE

Remington.

18.5"
0A 7/8"
4B

5609

January 11, 2011

Terry Nixon
4333 Brookmont Rd
Pulaski, VA 24301

Subject: #5609, Model 788

Dear Mr. Nixon,

Thank you for your patience. Enclosed is the UPS ground prepaid shipping label to cover shipment of the firearm for inspection at our factory. 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 boxes with "Product Service".

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

Sincerely,

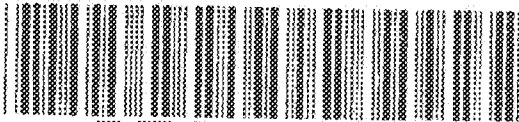
Christy Mitchell
Consumer Affairs Administrator
Phone: 800-243-9700, ext 8684
christy.mitchell@remington.com

RECEIVED
JAN 25 2011

BY:

Serial Number
B6072120

Model: 788



RE00220120

could not duplicate concern.
T.A. loose on action. check
over, repair, clean + test fire
at 1/2 normal cost.

Quote

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

Model Number: 788	Serial Number: B6072120
Are you the original owner? ☒ YES ☐ NO	
Name: Jerry Nixon	Date of Purchase: 1981 I think
Address (no PO Boxes): 4333 Brookmont Rd.	
City: Pulaski	State: VA Zip: 24301
Phone (Daytime): 540-357-2147	Fax:
E-mail Address: (If e-mail address is provided, notification of receipt and shipment will be sent) TINIXON@VERIZON.NET	
E-mail Address: ☒ I would like to receive future e-mail updates from Remington.	
Please describe your problem and date of occurrence: Rifle would Fire when you took Safety off. Has since been repaired. But would like it. Checked out. Do not feel comfortable with Walker trigger.	
500 characters left	
Ammunition Information:	
Manufacturer: Remington	Type: .243
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:	Remington Cleaner/Protectant
How often do you clean the bore? (Months or Number of rounds)	10 Rounds
How often do you clean the action? (Months or Number of rounds)	10 Rounds
How often do you clean the trigger assembly? (Months or Number of rounds)	Never / Too Hard to get to
Brand of lubricant used:	Remington Cleaner/Protectant
How often do you lubricate the bore? (Months or Number of rounds)	10 Rds
How often do you lubricate the action? (Months or Number of rounds)	10 Rds
How often do you lubricate the trigger assembly? (Months or Number of rounds)	Never
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?	
NEVER	
What were the services performed?	
Fixed Trigger assembly	
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.	

Reference #
101213-000052

Status
Updated

Assigned To
Administrators
Christy -

Product
Ammunition

SLA
Not specified

Queue
CSR

Date Created
12/13/2010 12:56 PM

Initial Response
01/06/2011 08:44 AM

Last Updated
01/06/2011 09:26 AM

Customer SmartSense
0 (on -3 to +3 scale)

Staff SmartSense
+1 (on -3 to +3 scale)

FW: Model 788 rifle fires without pulling trigger**Discussion Thread**

Customer (Terry Nixon)

01/06/2011 09:26 AM

Chris,

Thank you for responding, I had taken the gun to a gun smith and he repaired it. But I'm still leary of the gun. If you could check it out I would feel safer. All I need is a label, I have a box to ship it.

Thanks again, terry nixon

4333 brookmont rd.

Pulaski, va. 24301

540-357-2147

From: Remington Information [mailto:info@remington.com]

Sent: Thursday, January 06, 2011 8:44 AM

To: Nixon, Terry

Subject: FW: Model 788 rifle fires without pulling trigger

[Incident: 101213-000052]

Response (Christy -)

01/06/2011 08:44 AM

Terry, I apologize for the delay in responding. I can send you a prepaid shipping label by fax, email or mail that would pay for shipment of the rifle to our factory for inspection of the problem you described. After inspection I could call you with what they are finding and how they recommend resolving. Let me know which way you prefer and if you have a box to ship the rifle in as well.

Sincerely,

Christy Mitchell

Customer (Terry Nixon)

12/13/2010 12:56 PM

From: Nixon, Terry

Sent: Tuesday, November 30, 2010 9:46 AM

To: 'webmaster.vdacs@vdacs.virginia.gov'

Cc: 'info@remington.com'; McDaniel, James

Subject: Model 788 rifle fires without pulling trigger

Dear Remington,

I have a model 788 Remington .243 rifle that would fire when you took the safety off. Without touching the trigger. VERY, VERY, VERY dangerous. If it had been loaded when I discovered this I could have shot my wife or precious grandson inadvertently. I saw a special on t.v. last night that let me know you are aware of this problem, but refuse to address it as a safety issue. I demand your response to my e-mail. I now own a gun I am afraid to even pick up. That is not what I purchased. I took it to a gun smith when I discovered this, he told me it was the type of oil you used to lube the rifles when they were made. It had broken down and turned to wax and froze the trigger mechanism where it would not function properly. He cleaned it up but said this could happen again, because the way the mechanism is made. Since seeing the show and experiencing this I want rid of it. WHAT DO YOU suggest? And please don't brush this off, man up and do something that is right in the sight of human safety.

Thanks, terry nixon

4333 brookmont rd

Pulaski, va. 24301

Primary Contact

First Name: Terry

Last Name: Nixon

Organization:

Login: tnixon@vt.edu

Title:

Contact Type:

Email: tnixon@vt.edu

Email - Alternate #1:

Email - Alternate #2:

Office Phone:

Mobile Phone:

Fax:

Assistant Phone:

Home Phone:

Street

City

State/Province

Postal Code

Country

Additional Information



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	1/11/2011	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE:			
MEDIA		xx	
COORDINATOR			
TO MAIL		I WILL MAIL	
DESCRIPTION:			
700			

LABEL INFORMATION

MAIL LABEL TO:	Terry Nixon 4333 Brookmont Rd Pulaski, VA 24301
RETURN ITEM TO:	Rem Product Service

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

4XX596 JAN 12, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969065275335
REF 1: TERRY NIXON/CD/CM
REF 2: 700

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG:
DV 0.00 COO 0.00 SVC T/P USD
DC 0.00 DCD 0.00 RS 0.50
AH 0.00 PR 0.00 SD 0.00
TOT PUB CHC 8.80 PUB+HANDLING 8.80

QUOTATION

Parts/Repairs 800-243-9700
Fax 336-548-7801

Remington Arms Company, Inc.

870 Remington Dr. P.O. Box 700
Madison, NC 27025-0700
www.remington.com info@remington.com

ESTIMATING REPORT

ALL PRICES QUOTED ARE IN EXCHANGE FOR REPLACED PARTS.

THIS IS NOT AN INVOICE. THIS IS AN ESTIMATE TO REPAIR, RECONDITION, OR REPLACE THE ITEM(S) DESCRIBED BELOW. IF THIS IS SATISFACTORY, PLEASE APPROVE BY SIGNING BELOW AND RETURNING TO THE ABOVE ADDRESS. REPAIR TO TAKE APPROXIMATELY (4) WEEKS AFTER RECEIPT OF APPROVAL. IF WE DO NOT RECEIVE YOUR APPROVAL IN 15 DAYS, WE SHALL RETURN THE ITEM(S) AS RECEIVED POSTAGE DUE.

Repair Order Number RE00220120 Account # - R-	Description/Serial Number B6072120	Date Received - 1/22/2011 Estimate Date - 1/25/2011 Current Date - 1/25/2011
Customer TERRY NIXON 4333 BROOKMONT ROAD PULASKI, VA 24301 US		Return To TERRY NIXON 4333 BROOKMONT ROAD PULASKI, VA 24301 US
Phone (H) (540)-357-2147 Phone (W)	Fax Email TINIXON@VERIZON.NET	

Please Circle One
VISA MC AMEX DISCOVER Card No. Check Enclosed Exp. Date _____
PO Number _____
Daytime Phone (540) 357-2147 Time To Call Any Open Acct. R
Approval: Customer Signature Terry Nixon Date 1-28-2011
☐ If You Desire Any Change Please Use The Reverse Side For Your Comments And Mark This Box
Notice: We process checks electronically through Check 21

Reported		Problems Found	
M123	FORWARD TO PRODUCT SERVICE FOR INSPECTIO	M123	FORWARD TO PRODUCT SERVICE F

Technician's Comments
ProblemNotes could not duplicate concern.trigger assm is loose on action.check over,repair,clean and test fire at 1/2 normal cost.

Estimate **C.O.D./Shipping and Handling Charges are NOT Included in this Quote

Material #	Material Description	Qty	Warranty Y/N	Price/Unit	Discount Percent	Extended Amt
Service						
4000114	GR-SHIPING & HANDLING (GUN REPAIR)	1	N	\$17.00	0%	\$17.00
4000118	GR-CLEAN	1	N	\$28.00	50%	\$14.00
4000119	GR-TEST	1	N	\$23.00	50%	\$11.50
Sub Total:						\$42.50
Est. Sales Tax:						
Grand Total:						\$42.50

1-28-2011
cl approve, Terry Nixon
Check Enclosed

