

Remington Arms Co., Inc.

Product Service

Legal Case #:4995

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
220050	1/21/2011	11/5/2010	1/24/2011				X

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Cathy	Dodson						
Incident		Watson	Sizemore	479 Sardis Ch Rd	Madison	NC	27025		H 336-427-3456

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4012 Improper Headspace			
S Rifle fires on it's own	Concern:1025 Unexplained Discharge - No Mention of Safety Position		Unknown	
C				
11/5/10 Per email from Cathy, her Dad's 788 fires on it's own.cm				

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	788/22-250 REM	n/a	6189205	CY	4/1/1974
Date Purchased	Where Purchased	Accessories	Original Owner			
	SOUTHERN GUN MIAMI FL	SCOPE BASE	U			

CONCERN:FIRES ON IT'S OWN

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 Hion, clean, remove bolt lock, test at 1/2 normal cost						
	Repair/Replacement Cost	Repair/Replacement Date				

11/5/10 Mailing ARS.cm 1/30/11 Per Hion, Trigger assem dirty and rusty and trigger is binding back. Can remove disassemble, clean TPA, remove bolt lock feature and test fire at 1/1 normal cost. Owner approve repair 1/27.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	4012	Improper Headspace	
Barrel	Description		24" 22-250 REM
	Date Code		CY
	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---	
Magazine	Condition	---Select---	
	Box Condition	Missing	
Overall	Exterior Condition	Slightly Worn; Not Functioning	METAL FINISH CHANGED
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		M.783 BOLT LOCK SAFETY
	Function	Slightly Worn; 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	DIRTY, RUSTY, TRIG BINDS BACK WILL FOLLOW DOWN
	Pull	---Select---	10-#
	Altered	False	
	Sub-Assembly	Other Remington	
Non-Remington Components	Description		SCOPE BASE

Remington.

24"
CY4/74
10+ #

4995

November 5, 2010

Watson Sizemore
479 Sardis Ch Rd
Madison, NC 27025

Subject: #4995, Model 788

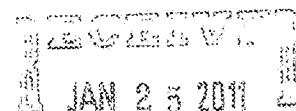
Dear Mr. Sizemore,

Per my conversation with Cathy Dodson, enclosed is a prepaid UPS ground shipping label for shipment of the firearm to our factory for inspection. 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".**

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



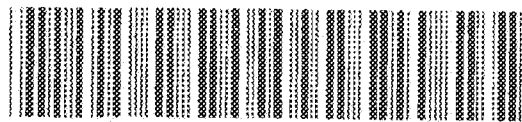
BY:

enclosure

Serial Number:

6189205

Model: 788



RE00220050

T.A. DIRTY + RUSTY + TRIG IS
BINDING BACK. CAN REMOVE
DISASSM + CLEAN TPA, REMOVE
BOLT LOCK Feature + 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:	6189205
Are you the original owner? ☐ YES ☒ NO			
Name: Watson Sizemore		Date of Purchase: Around 1999	
Address (no PO Boxes): 479 Sardis Ch. Rd			
City: Madison	State: NC	Zip: 27025	
Phone (Daytime): 336-427-3456	Fax: 336-648-7801 (Cathy)		
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) Cathy.dodson@remington.com (daughter - office in Madison)			
☒ I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence:			
Firearm goes off. R. itself-			
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:	Hopps #9
How often do you clean the bore? (Months or Number of rounds)	Couple of times per year
How often do you clean the action? (Months or Number of rounds)	Same
How often do you clean the trigger assembly? (Months or Number of rounds)	Same
Brand of lubricant used:	Hopps
How often do you lubricate the bore? (Months or Number of rounds)	Same
How often do you lubricate the action? (Months or Number of rounds)	Same
How often do you lubricate the trigger assembly? (Months or Number of rounds)	Same
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?	Dewayne Mounie - Rem. employee - looked at + Armon. instructions*
What were the services performed?	6 mths ago - + thoroughly cleaned about 6 mths ago
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.	

4995

Mitchell, Christy

From: Dodson, Cathy
Sent: Friday, November 05, 2010 1:09 PM
To: Mitchell, Christy
Subject: RE: MY DAD HAS A 788 BOLT ACTION HIGH POWER RIFLE

That would be GREAT!!!!
Thanks,
Cathy

Watson Sizemore
479 Sardis Ch. Rd.
Madison, NC 27025
Ph: 336-427-3456

From: Mitchell, Christy
Sent: Friday, November 05, 2010 1:06 PM
To: Dodson, Cathy
Subject: RE: MY DAD HAS A 788 BOLT ACTION HIGH POWER RIFLE

Send me his address and I'll do a case on him and I can send an ARS request. We can let Sandra do that one if you'd rather and then after inspect I could call you with the details.

Christy Mitchell

Consumer Affairs Administrator/Field Armorer's School Administrator

PO Box 700

870 Remington Dr.

Madison, NC 27025-0700

Phone: 336.548.8684

Fax: 336.548.7872 or 336-548-7784

Freedom Group Family of Companies

Remington, Bushmaster Firearms, DPMS / Panther Arms, Marlin, H&R,
NEF, Dakota Arms, Parker Gun, L.C. Smith, EOTAC, Advanced
Armament Corp., Barnes Bullets, INTC

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From: Dodson, Cathy
Sent: Friday, November 05, 2010 11:50 AM
To: Mitchell, Christy
Subject: MY DAD HAS A 788 BOLT ACTION HIGH POWER RIFLE

HE SAYS IT FIRES ON ITS ON...HE DOES NOT KNOW ABOUT THE 700 SHOW...
I EVEN BROUGHT IT OVER ONCE AND DWAYNE MOUNCE TOOK IT HOME AND LOOKED AT IT BUT HE SAYS IT IS STILL
DOING THE SAME THING.
HIS SERIAL # 6189205.
WHAT COULD WE DO FOR HIM? IF ANYTHING☺
THANKS, AS ALWAYS!!!

Sincerely,
Cathy Dodson | Media Coordinator
Remington Arms Company, Inc.

870 Remington Dr., PO Box 700, Madison, NC 27025-0700
Phone: 336.548.9739 |

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Parker Gun | L.C. Smith | EOTAC | INTC | Advanced Armament Corp | Barnes Bullets

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www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	11/5/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
☒ PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		XXXXX	
DESCRIPTION:		I WILL MAIL	
788 6189205			

LABEL INFORMATION

MAIL LABEL TO:	Watson Sizemore 479 Sardis Ch. Rd Madison, NC 27025
RETURN ITEM TO:	Rem Product Service

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

XXXX05 NOV 01 2010 ALL CURR USD 1 OF 1
SVC ONDCOR ACT WT 10.0 LBS
TRACKING /Z4XX596/0056542473
REF 1 1307500 01200000/00/00
REF 2 788 6189205

HANDLING CHARGE 0.00 SVC 1.00 USD
1 THIS E-PIECE RATE CHRG.
CV 0.00 CDB 0.00 RS 0.00
DC 0.00 CDB 0.00 SD 0.00
DN 0.00 PR 0.00 SP 0.00
TOT PUS 3.00 0.20 SUB-HANDLING 0.20

