

Remington Arms Co., Inc.  
Product Service  
Legal Case # 5799

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
223107	2/14/2011	2/1/2011	2/15/2011	12/4/2010			X

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Dale	Pauley	150 Little Mountain Rd.	Hot Springs	VA	24445		H 540-962-8144 E dale.pauley@yahoo.com

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015 Improper Maintenance		Unknown	
S	Concern:1008 Fired on Bolt Closing			
C FBC				

Customer sent in an email. He stated that after firing the rifle and bolting another round in the chamber he could not reset the safety. He stated he raised the bolt to be sure it was locked down & when he lowered it the gun discharged. He stated he did not touch the trigger. df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	788/243 WIN	n/a	A6165426	WO	8/23/1977
Date Purchased	Where Purchased	Accessories	Original Owner			
	GUNNING WHLSE WICHITA KAN	TWO PIECE BASE	N			

## CONCERN:FBC

Ammunition Information - None Defined

Other Products Information - None Defined

## Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Per Ilion - Quote to repair						

## Repair/Replacement Cost Repair/Replacement Date

Emailed letter & form. Media Coord. will email ARS. df 2/27/11: Per Ilion - TA very dirty & trigger will not return properly. Remove TA, disassmb, clean & check over. Send for test firing @ 1/2 normal cost - quote. Customer apprvd repair & pd by credit card. df

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B TRAVIS
	Exam Date		2/15/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4015	Improper Maintenance	
Barrel	Description		22" 243 WIN
	Date Code		WO
	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	Slightly Worn; Not 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	
Sear	Lift	---Select---	N/A
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	VERY DIRTY, STICKY TRIG NOT RETURNING PROPERLY
	Pull	---Select---	6#
	Altered	False	
	Sub-Assembly	Other Remington	
Non-Remington Components	Description		TWO PIECE BASE

# Remington.

22"  
W 08/77  
6\*

5799

Dale Pauley  
150 Little Mountain Rd.  
Hot Springs, VA 24445  
Ph: 540-962-8144  
Email: dale.pauley@yahoo.com

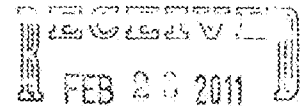
Ref: # 5799

Dear Mr. Pauley,

You will receive a shipping label for UPS by email in 2-3 business days. 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.

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

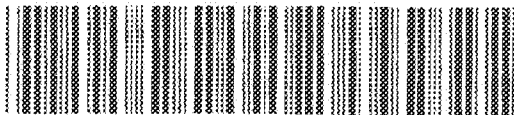


BY:.....

enclosure

A6165426

Model: 788



RE00223107

T.A. very dirty + T&T. will not  
return properly. Remove TPA,  
DISASSM, clean + check over.  
Send for test firing at 1/2  
normal cost.

Quote

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)

Print

Reset

Model Number: <u>788</u>		Serial Number: <u>A6165426</u>	
Are you the original owner? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: <u>Dale Pawley</u>		Date of Purchase: <u>2 1993</u>	
Address (no PO Boxes): <u>150 Little Mt. Rd.</u>			
City: <u>Hot Springs</u>		State: <u>VA</u>	Zip: <u>24445</u>
Phone (Daytime): <u>540-762-8144</u>		Fax: <u></u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>dale.pawley@yahoo.com</u>			
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; padding: 5px;"> <p>ON 12/4/10 I tried to shoot a coyote. I clicked the safety off and the trigger was so hard to pull, I missed. I bolted another round in chamber but the coyote was long gone. I couldn't get it back on safety no matter how hard I tried, so I raised the bolt and when I closed it the gun discharged, I was not touching the trigger. Thank God I had it pointed in a safe direction.</p> </div>			
500 characters left			
Ammunition Information:			
Manufacturer: <u>Remington</u>		Type: <u>Premier Accu-P</u>	
Other (i.e. bullet weight/type, shot size, powder): <u>95 GR.</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:	<u>Hoppe's</u>
How often do you clean the bore? (Months or Number of rounds)	<u>10-20</u>
How often do you clean the action? (Months or Number of rounds)	<u>10-20</u>
How often do you clean the trigger assembly? (Months or Number of rounds)	<u>Not Sure</u>
Brand of lubricant used:	<u>Remington Rem Oil</u>
How often do you lubricate the bore? (Months or Number of rounds)	<u>10-20</u>
How often do you lubricate the action? (Months or Number of rounds)	<u>10-20</u>
How often do you lubricate the trigger assembly? (Months or Number of rounds)	<u>Not Sure</u>
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? > <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? <u>Not Since I've owned</u>	
What were the services performed?) <u></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	
<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>  :: 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.

5799

Reference #  
110111-000033

Status  
Updated

Assigned To  
Administrators  
Dell

Product  
History

SLA  
Not specified

Queue  
CSR

## model 788

## Discussion Thread

Customer (Dale Pauley)

01/21/2011 10:12 AM

Dell,  
I appreciate your response. My mailing address is: 150 Little Mountain Road  
Hot Springs, VA 24445  
Thanks again,  
Dale

From: Remington Information  
To: dale.pauley@yahoo.com  
Sent: Wed, January 19, 2011 2:53:53 PM  
Subject: model 788 [Incident: 110111-000033]

Date Created  
01/11/2011 10:57 AM

Initial Response  
01/19/2011 02:53 PM

Last Updated  
01/21/2011 10:12 AM

Response (Dell -)

01/19/2011 02:53 PM

Dear Dale,  
We would like to have the firearm come into our Product Services Department at our factory for examination. Please reply back to me with your mailing address. We would like to send you a pre-paid shipping label for UPS to have the firearm come in. I will also include a form that you can fill out to let the examiner know exactly what happened, and when this occurred.

Sincerely,  
Dell

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

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

Customer (Dale Pauley)

01/11/2011 10:57 AM

Dear Sirs,  
I have a model 788 serial #a6165426 in 243 win. I have experienced a very serious safety concern and need to know what I need to do about it.  
After firing the rifle and boiling another round in the chamber I could not reset the safety, no matter how much pressure I applied. I raised the bolt to be sure that it was locked down, and when I lowered back into firing position, the gun discharged. I did not touch the trigger. Thank God I had it pointed in a safe direction as my 16 year old daughter was with me. The thought of what could have happened still scares me.  
Please help me correct this problem! My phone #'s are (540)962-8144 or (540)968-1010.

Sincerely thankful,  
Dale Pauley

## Primary Contact

First Name: Dale  
Last Name: Pauley  
Organization:  
Login: dale.pauley@yahoo.com  
Title:  
Contact Type:

Email: dale.pauley@yahoo.com  
Email - Alternate #1:  
Email - Alternate #2:

Office Phone:  
Mobile Phone:  
Fax:  
Assistant Phone:  
Home Phone:

Street  
City  
State/Province  
Postal Code  
Country

## Additional Information

*Remington* Emailed to cust.

Dale Pauley  
150 Little Mountain Rd.  
Hot Springs, VA 24445  
Ph: 540-962-8144  
Email: dale.pauley@yahoo.com

Ref: # 5799

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Remington, H&R, Marlin  
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Fax: 336-548-7872

enclosure

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)



[copy]

Dale Pauley  
150 Little Mountain Rd.  
Hot Springs, VA 24445  
Ph: 540-962-8144  
Email: dale.pauley@yahoo.com

Ref: # 5799

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

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			
<b>Name:</b> <input type="text"/>		<b>Date of Purchase:</b> <input type="text"/>	
<b>Address (no PO Boxes):</b> <input type="text"/>			
<b>City:</b> <input type="text"/>		<b>State:</b> <input type="text"/>	<b>Zip:</b> <input type="text"/>
<b>Phone</b> (Daytime): <input type="text"/>		<b>Fax:</b> <input type="text"/>	
<b>E-mail Address:</b> (if e-mail address is provided, notification of receipt and shipment will be sent) <input type="text"/>			
<b>E-mail Address:</b> <input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
<b>Please describe your problem and date of occurrence:</b> <div style="border: 1px solid black; height: 150px; width: 100%;"></div> <div style="text-align: right;">500 characters left</div>			
<b>Ammunition Information:</b>			
<b>Manufacturer:</b> <input type="text"/>		<b>Type:</b> <input type="text"/>	
<b>Other (i.e. bullet weight/type, shot size, powder):</b> <input type="text"/>			
<b>Handload Information:</b>			
<b>Powder Used:</b> <input type="text"/>		<b>Powder Weight:</b> <input type="text"/>	
<b>Case/Hull Used:</b> <input type="text"/>		<b>Primer Used:</b> <input type="text"/>	
<b>Bullet Type/Shot Size:</b> <input type="text"/>		<b>Reloader Used:</b> <input type="text"/>	
<b>Firearms Care (Cleaning and Lubrication):</b>			

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? > <input type="checkbox"/> YES <input type="checkbox"/> 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:  <b>Remington Arms Co., Inc.</b> <b>Attn: Arms Service Division</b> <b>14 Hoefler Avenue</b> <b>Illion, NY 13357</b>
<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>  :: 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

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**Fulcher, Dell Marie**

---

**From:** postmaster@remington.com  
**To:** dale.pauley@yahoo.com  
**Sent:** Tuesday, February 01, 2011 12:03 PM  
**Subject:** Relayed: Message relayed (dale.pauley@yahoo.com)

**Delivery to these recipients or distribution lists is complete, but delivery notification was not sent by the destination:**

[dale.pauley@yahoo.com](mailto:dale.pauley@yahoo.com)

**Subject:**

**Remington.**

www.remington.com

*[Handwritten Signature]*

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

## ARS LABEL REQUEST FORM

DATE:	2/1/2011	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
<b>PLEASE CHECK ONE</b>			
MEDIA			
COORDINATOR XXXXXX			
TO MAIL			
DESCRIPTION: Ref # 5799 rifle			

### LABEL IN

dale.pauley@yahoo.com

MAIL LABEL TO: Dale Pauley 150 Little Mountain Rd. Hot Springs, VA 24445 Ph: 540-962-8144 Email: dale.pauley@yahoo.com	Email ARS to customer
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY	

**PLEASE COMPLETE ALL PARTS OF THIS**

4XX596 FEB 2, 2011 ALL CURR USD 1 OF 1  
SVC GND COM ACT WT 10.0 LBS  
TRACKING 1Z4XX5969068327250  
REF 1:DALE PAULEY/CD/DNF  
REF 2:5799/RIFLE

HANDLING CHARGE 0.00  
SINGLE-PIECE PUB RATE CHRG:  
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 9.30 PUB+HANDLING 9.30





