

Remington Arms Co., Inc.
Product Service
Legal Case #:5675

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
224621	2/28/2011	1/17/2011	3/1/2011				X

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Charles	Tribie	5151 Edlo St. Apt. 5101	Houston	TX	77005		C 858-449-0093 E charlestribe@yahoo.com

Incident Information

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

1/17/11: Customer called in. He stated that last hunting season he took the gun off safe & it fired. He wants his dealer in NY to send it in for him for exam. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	788/308 WIN	n/a	B6140037	OC	7/15/1982
Date Purchased	Where Purchased	Accessories	Original Owner			
	SOUTHERN GUN OPA LOCKA FLA	TWO PIECE BASE	Y			

CONCERN:FSR

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 Bion - Quote
to repair

Repair/Replacement Cost	Repair/Replacement Date

1/17/11: Sending customer's dealer (Discoveries USA in NY) an ARS, letter, form, df 3/8/11: Per Bion - Could not duplicate concern. TA is loose on mount. Can offer to remove TA, clean, check over completely & test fire @ 1/2 normal cost - quote. I called dealer & they asked me to fax over quote. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		3/1/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE

Cause	4038	Could Not Duplicate Concern	
Barrel	Description		18.5" 308 WIN
	Date Code		OC
	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---	
Magazine	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	
Sear	Lift	---Select---	N/A
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	LOOSE FIT
	Pull	---Select---	4#
	Altered	False	
	Sub-Assembly	Other Remington	
Non-Remington Components	Description		TWO PIECE BASE

QUOTATION**Remington Arms Company, Inc.**

870 Remington Dr. P.O. Box 700

Madison, NC 27025-0700

www.remington.com info@remington.com

**ESTIMATING
REPORT**Parts/Repairs 800-243-9700
Fax 336-548-7801**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 RE00224621 Account # - R-	Description/Serial Number B6140037	Date Received - 2/28/2011 Estimate Date - 3/3/2011 Current Date - 3/8/2011
Customer DISCOVERIES USA M/F: CHARLES TRIBIE 4498 STATE RT 9 WARRENSBURG, NY 12885 US	Return To DISCOVERIES USA M/F: CHARLES TRIBIE 4498 STATE RT 9 WARRENSBURG, NY 12885 US	
Phone (H) (518)-623-4567 Phone (W)	Fax (518)-623-4400 Email CHARLESTRIBIE@YAHOO.COM	

Please Circle One
 VISA MC AMEX DISCOVER Card No. _____ Exp. Date _____
 PO Number _____
 Daytime Phone () _____ Time To Call _____ Open Acct. R _____
 Approval: Customer Signature _____ Date _____
☐ 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

Problem/Notes could not duplicate concern, trigger assm is loose on mount. can offer to remove, disassm, check over trigger plate assm, 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:						\$2.98
Grand Total:						\$45.48

TRANSMISSION VERIFICATION REPORT

TIME : 03/08/2011 17:46
NAME :
FAX : 3365487823
TEL :
SER.# : BRO00J148005

DATE, TIME 03/08 17:46
FAX NO./NAME 15186234480
DURATION 00:00:24
PAGE(S) 01
RESULT OK
MODE STANDARD
ECM

QUOTATION

Remington Arms Company, Inc.

ESTIMATING REPORT

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

870 Remington Dr. P.O. Box 700
Madison, NC 27025-0700

www.remington.com info@remington.com

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Phone (H) (518)-623-4567 Phone (W)	Fax (518)-623-4400 Email CHARLESTRIBIE@YAHOO.COM	

Please Circle One
VISA MC AMEX DISCOVER Card No. _____ Exp. Date _____
PO Number _____
Daytime Phone (_____) _____ Time To Call _____ Oper. Acct. R _____
Approval: Customer Signature _____ Date _____
☐ 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.

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

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Print

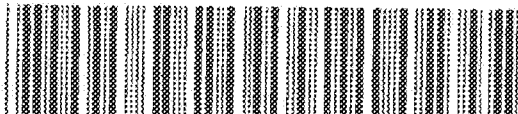
Reset

Model Number: <u>788 .308 Bolt</u>		Serial Number: <u>B 614 0037</u>	
Are you the original owner? ☒ YES ☐ NO <i>purchased used in 1984</i>			
Name: <u>CHARLES TRIBIE c/o DISCOVERIES</u>		Date of Purchase: <u>1984</u>	
Address (no PO Boxes): <u>4498 State Route 9</u>			
City: <u>WARRENSBURG</u>		State: <u>NY</u>	Zip: <u>12885</u>
Phone (Daytime): <u>858-449-0093</u>		Fax: <u></u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>CHARLESTRIBIE@YAHOO.COM</u>			
E-mail Address: ☐ I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: <u>September 5, 2010 loaded rifle to fire and as I released the safety rifle fired - this occurred 2 more times. I took rifle to local gun shop and had safety replaced, not being sure of problem. Did not try to reset as I was concerned if problem fixed.</u> <u>Oct 2010 saw documentary on issue similar to mine with these rifles and decided to call in Jan 2011 & ask Remington to look at rifle to ensure it is safe to use.</u> <u>Could not duplicate concern.</u> <u>T.A. is loose on mount. CAN often to remove T.A. clean, check over completely & test fire AT</u>			
500 characters left			
Ammunition Information: <u>1/2 N on m41 cost</u>			
Manufacturer: <u></u>		Type: <u>Quote</u>	
Other (i.e. bullet weight/type, shot size, powder): <u></u>			

Serial Number:

B6140037

Model: 788



RE00224621

Information:

Powder Weight: Primer Used: Reloader Used: Cleaning and Lubrication: BY:

Brand of cleaning solution used: <u>Hoppe</u>
How often do you clean the bore? (Months or Number of rounds) <u>after each test fire</u>
How often do you clean the action? (Months or Number of rounds) <u>same</u>
How often do you clean the trigger assembly? (Months or Number of rounds) <u>?</u>
Brand of lubricant used: _____
How often do you lubricate the bore? (Months or Number of rounds) <u>After test fire & cleaning</u>
How often do you lubricate the action? (Months or Number of rounds) <u>same</u>
How often do you lubricate the trigger assembly? (Months or Number of rounds) <u>?</u>
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>Oct 2010</u>
What were the services performed? <u>Replaced safety</u>
Ship your INSURED firearm by either UPS or Parcel Post to: Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoeffler 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.



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	1/17/2011	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL XXXXXX	
DESCRIPTION: Ref # 5675 S# B6140037 rifle			

LABEL INFORMATION

MAIL LABEL TO:	Discoveries USA Charles Tribie's M/788 4498 State Rt 9 Warrensburg, NY 12885 Ph: 518-623-4567
RETURN ITEM TO	Remington Arms Attn: Product Service Ilion, NY

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

4XXS96 JAN 18, 2011 ALL CURR USD 1 OF 1
SVC CND COM ACT WT 10.0 LBS
TRACKING# 1Z4XXS969867178633
REF 1: DISCOVERIES USA/C. TRIBIE/CD/DNF
REF 2: 5675/B6140037/RIFLE

HANDLING CHARGE 0.00		
SINGLE-PIECE PUB RATE CHRG:		SVC T/P USD
OV 0.00	COD 0.00	RS 0.50
DC 0.00	DGD 0.00	SD 0.00
AW 0.00	PR 0.00	SP 0.00
TOT PUB CHG 7.74	PUB+HANDLING	7.74



