

Remington Arms Co., Inc.  
Product Service  
Legal Case #:6305

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
234265	6/23/2011	6/24/2011	6/24/2011				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Dixie	Jones						
Reporter		Rich	Jones	300 North Washington	Auburn	KS	66402		W 785-339-4032 C 785-438-0798

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4031 Worn parts or components			
S	Trigger will fire no matter position of safety	Concern:1025 Unexplained Discharge - No Mention of Safety Position	Unknown	
C				

7/8/11 Per note with rifle, this is his mother's rifle, Dixie Jones, and she has been experiencing some trouble with the bolt sticking and this past deer season the trigger began to malfunction. The trigger will fire no matter position of safety.cm

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	788/308 WIN	n/a	B6141115	OC	7/1/1982
Date Purchased	Where Purchased	Accessories	Original Owner			
	GENE SEARS EL RENO OK	SCOPE BASE	U			

CONCERN:FOS

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, repair, clean at 1/2 normal cost						
Repair/Replacement Cost	Repair/Replacement Date					

7/8/11 Per Ilion, TPA is out of position, trigger plate is loose. Can offer to repair, clean at 1/2 normal cost.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		6/24/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4031	Worn parts or components	
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; Not Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		M/788 SAFETY
	Function	Slightly Worn; Not Functioning	
Sear	Lift	---Select---	N/A
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	TRIG PIN OUT OF POSITION TRIG ASSM VERY LOOSE
	Pull	---Select---	2#
	Altered	False	
	Sub-Assembly	Other Remington	
Non-Remington Components	Description		SCOPE BASE

6305

18.5"  
007/82  
2#

Remington Arms:  
Attn: Arms Service  
14 Hoefler Avenue  
Ilion, New York  
13257

6-14-11

TRIG. plate ASSM pin is out  
of position, TRIG plate is  
loose. CAN offer to disASSM  
TPA, CLEAN + REPAIR <sup>TEST FIRE</sup> AT 1/2  
Normal cost.

Quote

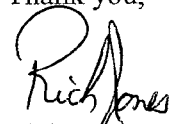
Hello,

My name is Rich Jones. My address is 300 North Washington  
Auburn, Kansas  
66402

My phone number is: Work 785-339-4032  
\*Cell 785-438-0798 \*(best contact)

I recently spoke with one of your representatives about my mother's (Dixie Jones)  
rifle. It is a Remington model 788 in .308 Winchester. Serial # B6141115. It is a  
great gun but she has been experiencing some trouble with the bolt sticking and this  
past deer season the trigger began to malfunction. The trigger will fire no matter  
what position the safety is in. This is very dangerous and has made her feel  
uncomfortable using the rifle. Your gentleman at the factory said that I should send it  
in with a note explaining what was happening with it. That is what I am doing.  
Please contact me if there is any difficulty.

Thank you,

  
Rich Jones

RECEIVED  
JUL 06 2011

Serial Number: B6141115  
Model: 788

BY: \_\_\_\_\_



RE00234265



