

Remington Arms Co., Inc.
Product Service
Legal Case #:6127

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
230651	5/6/2011	4/19/2011	5/9/2011				X

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		James W.	Sease	111 Rutledge Rd.	Greenwood	SC	29649		H 864-223-0194 E billdawn@embarqmail.com

Incident Information

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

4/19/11: Foster W. brought over a letter from consumer. Looks like the letter was received into Consumer Dept on 3/24/11. Customer stated he bought a M/788 in the early 1980's. He shot enough rounds to zero it & didn't fire again until 5 yrs ago. He took it out & when he chambered the 1st round & closed the bolt the rifle fired. He chambered a 2nd round & it happened again. He put it back in a case & it has been there ever since. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	788/308 WIN	n/a	B6082742	RA	11/1/1980
Date Purchased	Where Purchased	Accessories	Original Owner			
	GENE SEARS EL RENO OKLA		U			

CONCERN:FBC

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 - Quote to repair						

Repair/Replacement Cost Repair/Replacement Date

4/19/11: Mailing ARS, letter, form, box. Box order # 1212452. df 5/12/11: Per Ilion - TA is contaminated w/a dried & sticky lube residue causing parts to bind & work sluggish. Can offer it disassemble, clean & check TA and test fire @ 1/2 normal cost - quote. df Emailed quote to customer for review, approval & payment. df 5/13/11: Customer emailed & stated that he did not agree w/our findings but he is going to mail approval & payment soon. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		5/9/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4015	Improper Maintenance	
Barrel	Description		18.5" 308 WIN
	Date Code		RA
	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	VERY GOOD COND
	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	PARTS BIND, WORK SLUGGISH FROM A DRIED & STICKY LUBE RESIDUE
	Pull	---Select---	10+#
	Altered	False	
	Sub-Assembly	Other Remington	

Fulcher, Dell Marie

From: Bill & Dawn Sease [billdawn@embarqmail.com]
Sent: Thursday, May 12, 2011 8:36 PM
To: Fulcher, Dell Marie
Subject: RE: James W. Sease - Remington Repair # 230651

Dell,

I did receive the repair estimate today and I appreciate your help in this matter. I am a little skeptical about the assessment given by your technical people but I'm sure they know their business better than I. I intend to approve the quote and return payment this week; however, I still feel I did nothing to cause the rifle to malfunction as it did.

Regards,
James W. Sease

-----Original Message-----

From: Fulcher, Dell Marie [mailto:Dell.Fulcher@remington.com]
Sent: Thursday, May 12, 2011 4:41 PM
To: billdawn@embarqmail.com
Subject: James W. Sease - Remington Repair # 230651

Good afternoon,
Please review attached quote to repair.
I'm not sure if the factory mailed this to you.
If you would like for me to mail it to you - please contact me at 336-548-8686.

Sincerely,
Dell Fulcher | Consumer Affairs Administrator Remington Arms Company, Inc.
870 Remington Dr., PO Box 700, Madison, NC 27025-0700
Phone: 1.800.243.9700 | Phone: 336.548.8686 | Fax: 336.548.7872 or
336.548.7883 | Email: dell.fulcher@remington.com Freedom Group Family of
Companies: Remington | Marlin | Bushmaster Firearms | DPMS / Panther Arms | H&R | Barnes Bullets |
Advanced Armament Corp | Mountain Khakis | EOTAC | Dakota Arms | Parker Gun

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QUOTATION**Remington Arms Company, Inc.****ESTIMATING
REPORT**Parts/Repairs
Fax800-243-9700
336-548-7801870 Remington Dr. P.O. Box 700
Madison, NC 27025-0700www.remington.com info@remington.com**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	Description/Serial Number	Date Received -	5/6/2011
RE00230651	B6082742	Estimate Date -	5/9/2011
Account # - R-		Current Date -	5/12/2011

CustomerJAMES W SEASE
11 RUTLEDGE RD

GREENWOOD, SC 29649 US

Phone (H) (864)-223-0194
Phone (W)**Return To**JAMES W SEASE
11 RUTLEDGE RD

GREENWOOD, SC 29649 US

FaxEmail Billdawn@embarqmail.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

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

M123 FORWARD TO PRODUCT SERVICE F

Technician's Comments

ProblemNotes trigger assm is contaminated with a dried and sticky lube residue causing parts to bind and work sluggish.can offer to dissassm,check, clean trigger plate assm 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-SHIPPING & 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

Fulcher, Dell Marie

From: postmaster@remington.com
To: billdawn@embarqmail.com
Sent: Thursday, May 12, 2011 4:41 PM
Subject: Relayed: Message relayed (billdawn@embarqmail.com)

Delivery to these recipients or groups is complete, but no delivery notification was sent by the destination server:

billdawn@embarqmail.com

Subject:

6127

[COPY]

18.5
RA 11/8
10+4

April 19, 2011

James W. Sease
111 Rutledge Rd.
Greenwood, SC 29649
Ph: 864-223-0194

Ref: # 6127, Model 788

Dear Mr. Sease,

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination and a form to fill out. A box will arrive separately.

Please include a copy of this letter and form to put inside the shipping container. The letter and form 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,
Dell Fulcher
Consumer Affairs Administrator
Remington, H&R, Marlin
Phone: 1-800-243-9700 press 0 and ask for ext 8686
Fax: 336-548-7872

RECEIVED
MAY 12 2011

BY:

Number: **B6082742**

Model: **788**



RE00230651

*T.A. is contaminated w/ a dried
sticky lube residue causing parts
to bind & work sluggish. Can often
to disassm, clean & check TPA
& Test fire at 1/2 normal cost.*

Q note

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

PS 21927

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

15 March 2011

Attn: Quality Assurance/Regulatory Affairs

Dear Sir or Madam:

Three or four months ago I wrote you a letter concerning a problem I have with one of your rifles. Unfortunately, I have since bought a new computer and can't print a copy of the original letter and will have to give the whole story again.

In the early 1980's, I bought a cal. .308 model 788 rifle, SN 86082742. I put a scope on it, shot enough rounds to zero it and did not fire it again until about 5 years ago. (I normally hunt with my model 700.) My grandson was visiting and we were going hunting. I decided to use the Model 788 so I took it back to the range to sight it in again.

When I chambered the first round and closed the bolt, the rifle discharged. I checked the safety, etc. and chambered another round. The same thing happened. I put the rifle back in its case and it has been there ever since. I did, however, call Remington and reported the incident to a lady in Customer Service. She told me the model had been discontinued, there were no parts available and, basically, Remington would do nothing to help me.

When I read about reports of similar problems some people had with the Model 700, I decided to again try to get Remington to do something for me. Incidentally, I have two Model 700's and have had no problems with either of them.

I hope that Remington will take steps to make the rifle safe so I can use it or, at least, give me some kind of response. I am 72 years old and I can't imagine a worse legacy than to leave a defective and dangerous rifle for one of my grandsons to unknowingly try to use. It would be a much better solution for me to destroy the weapon; but if I have to do that, my opinion of Remington and its products won't be very good.

I look forward to hearing from you.



James W. Sease
111 Rutledge Road
Greenwood, SC 29649

Tel.: 864-223-0194

Print

Reset

Model Number: <u>788</u>		Serial Number: <u>86082742</u>	
Are you the original owner?: <input type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <u>James W. Sease</u>		Date of Purchase: <u>1991 or 1992</u>	
Address (no PO Boxes): <u>111 Rutledge Rd</u>			
City: <u>Greenwood</u>		State: <u>SC</u>	Zip: <u>29649</u>
Phone (Daytime): <u>864-223-0194</u>		Fax: <u></u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>Billidawn@emborgmail.com</u>			
E-mail Address: <input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: <u>See attached letter.</u> 500 characters left			
Ammunition Information:			
Manufacturer: <u>Remington</u>		Type: <u>Core-Lokt</u>	
Other (i.e. bullet weight/type, shot size, powder): <u>150 gr. Soft Pt. Lot No. P03 TD3001</u>			
Handload Information: <u>N/A</u>			
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: Hoppe's + WD-40

How often do you clean the bore? (Months or Number of rounds) After Firing + at approx 24 mo. intervals

How often do you clean the action? (Months or Number of rounds) Same as above.

How often do you clean the trigger assembly? (Months or Number of rounds) Same as above.

Brand of lubricant used: WD-40

How often do you lubricate the bore? (Months or Number of rounds) Same as above.

How often do you lubricate the action? (Months or Number of rounds) Same as above.

How often do you lubricate the trigger assembly? (Months or Number of rounds) Same as above.

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?

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**

☐ **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:	4/19/2011	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Ref# 6127 rifle			

LABEL INFORMATION

MAIL LABEL TO: James W. Sease 111 Rutledge Rd. Greenwood, SC 29649 Ph: 864-223-0194
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX596 APR 19, 2011 ALL CURR USD 1 OF 1
SVC GNDCOM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969067937170
REF 1: JAMES SEASE/CD/DMF
REF 2: 6127/RIFLE

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRGs: SVC T/P USD
DV 0.00 COD 0.00 RS 0.50
DC 0.00 DGD 0.00 SD 0.00
AH 0.00 PR 0.00 SP 0.00
TOT PUB CHG 9.53 PUB+HANDLING 9.53







