

Remington Arms Co., Inc.
Product Service
Legal Case #:6506

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
240403	9/12/2011	8/29/2011	9/13/2011				X

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Cedric	Christensen	Box 87 11804 State Hwy 68	Milroy	MN	56263		H 507-261-9600

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S	Fired without pulling trigger	Concern:1006	Unexplained Discharge Safe OFF	Unknown
C				

8/29/11 Per call from Cedric, about 2-3 yrs ago he was hunting prairie dogs and it was about 90 degrees, very hot day. He believes his rifle fired without him pulling the trigger. He wants to have it checked as he is unsure if he pulled it or it fired on it's own. The safety was off at the time. He has shot it since without issues but does not let anyone else because he's scared it is unsafe. He bought it 2nd hand.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	SPT 78/223 WIN	n/a	B6856747	KH	5/29/1987
Date Purchased	Where Purchased	Accessories	Original Owner			
	CENTRAL STORES	TWO PIECE BASE	N			

CONCERN: FOS

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/SPT 78/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Per Ilion, offer to replace TPA, clean and test fire at 1/2 normal cost						

Repair/Replacement Cost	Repair/Replacement Date

8/29/11 Sending box and label from Corporate.cm 9/15/11 Per Ilion, could not duplicate concern. Trigger assm set screws altered. Can offer to replace TPA, clean and test fire at 1/2 normal cost.cm 9/15/11 Christensen called and approved.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS
	Exam Date		9/13/2011

Examination	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 223 REM
	Date Code		KH
	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; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.012
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	2.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

Sold. Receipt from gun - From Robert Kaufman
 # 1041-203-1049
 Attn: Bill Fulcher
 Consumer Affairs Admin

ure the hammer block safety button is
 etely closed (bolt closed), your rifle is
 y from the trigger and be sure the gun

ie factory. However, due to individual
 verified.

the rear sight in the direction in which
 If you are shooting low, raise the rear
 ear sight to the left.

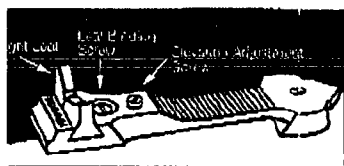
Open Rear Sights

made by gently tapping the dovetail

rear sight base to the left. To move
 ht base to the right.

o lower the point of impact, lower the
 ed by moving the stepped elevator

Rear Sights



-adjustable rear sight

turn the elevation adjustment screw
 otting high) turn the elevation adjust-
 ; and firing until your shots are verti-

. They are made by Tasco, Weaver
 un dealer. You may also order direct-
 for more information.

ie may result in facial injury. **Always**
ve to avoid contact from recoil. Be
 tions for correct mounting and use.
 : moved during use.

PLACE
 FIRST-CLASS
 STAMP
 HERE

Please do not send products or other
 correspondence to the address below.

NO RETURNS AFTER 14 DAYS
 PLEASE COME AGAIN
 THANK YOU
 CASH \$473.81
 TAX 1 6% \$28.82
 TAX-AMT 1 \$446.99
 TL \$473.81
 FA ACCESS \$438.00
 FA ACCESS \$10.89

REG 07-30-2011 13:13
 0001-000013

lin®
 RANTY REGISTRATION

27025-0130

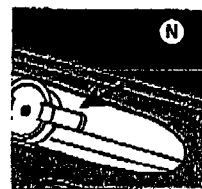
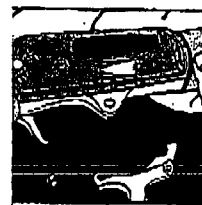
615-243-7123
 DES MOINES, IA 50315
 1202 ARMY POST ROAD
 POST SUPPLY
 BETTS ARMY

rm.

, read the label care-
 f this firearm.

corrosion-resistant, it
 ing, wipe down metal

otch-Brite™ Very Fine™



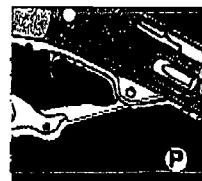
alignment

ll cartridges from the
 ecting your rifle.

n the lever half way,
 the breech bolt from
 side the receiver —
 in the left side of the

SEAL WITH TAPE BE

osition after the bolt
 ap forward, because



6506

COPY

2711
KASH
2.54
012

August 29, 2011

Cedric Christensen
11804 State Hwy 68
Milroy, MN 56263

Subject: Case # 6506, Model Sportsman 78

Dear Mr. Christensen,

Thank you for your patience. Enclosed is the UPS ground prepaid shipping label to cover shipment of the firearm for inspection at our factory. 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 boxes with "Product Service".

I apologize for the inconvenience and I hope that these actions will keep you a loyal Remington customer.

Sincerely,

Christy Mitchell
Consumer Affairs Administrator
Phone: 800-243-9700, ext 8684
christy.mitchell@remington.com

RECEIVED
SEP 15 2011

BY:.....

Serial Number:

B6856747

Model: 78-SPORTSMAN



RE00240403

could not duplicate concern.
T.A. sets screws altered.
can offer to replace TPA;
clean & test Rifle at 1/2 normal
cost.

Quote

NOTE: Please complete and print this form, and then include it with your firearm.

Model Number: Sportsman 78 223		Serial Number: B6856747	
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: Cedric Christensen		Date of Purchase:	
Address (no PO Boxes): 11804 St. Hwy 68			
City: Milroy		State: MN	Zip: 56263
Phone (Daytime): 507-261-9600		Fax:	
E-mail Address:(if e-mail address is provided, notification of receipt and shipment will be sent) cednpat@hotmail.com			
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: After rifle has shot many many rounds in hot summer (90° plus) It sent one down the tube. I do not believe that I touched the trigger			
500 characters left			
Ammunition Information:			
Manufacturer: Ultramax		Type: ? 223 Rem 52GR HP	
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:	



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	8/29/2011	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE:			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	
DESCRIPTION: Sptsman 78			

LABEL INFORMATION

MAIL LABEL TO:	Cedric Christensen 11804 State Hwy 68 Milroy, MN 56263 507-261-9600
RETURN ITEM TO:	Rem Prod Serv Case # 6506

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

4XX596 AUG 30, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969065850481
REF 1: CEDRIC CHRISTENSEN/CD/CM
REF 2: SPTSMAN 78/CASE#6506

HANDLING CHARGE 0.00		SVC T/P USD	
SINGLE-PIECE PUB RATE CHRGS:			
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 9.66	PUB+HANDLING	9.66	



