

Remington Arms Co., Inc.
Product Service
Legal Case #:7185

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
259859	2/24/2012	1/3/2012	2/27/2012				X

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Tim	Randall	4471 Sir Lancelot Circle	Midlothian	TX	76065		C 817-209-4292

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015 Improper Maintenance			
S	Fired on safety release	Concern:1007 Fired on Safe Release		Unknown
C				

1/3/12 Per call from Randall, his 788 has fired when releasing the safety. His daughter has a 722 that has a bolt lock that he would like to send also for the bolt lock removal.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	788/22-250 REM	n/a	B6040512	KV	5/19/1979
Date Purchased	Where Purchased	Accessories	Original Owner			
	W TEX WHLSE ABILENE TX	TWO PIECE BASE	U			

CONCERN: FSR

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, offer to remove, clean, check and test at 1/2 normal cost						
	Repair/Replacement Cost	Repair/Replacement Date				

1/3/12 Mailing ARS for the 788 to be inspected by Product Service and another for the 722 to have the bolt lock removed.cm 3/5/12 Per Ilion, trigger assm is contaminated with a partially dried and sticky lube residue causing parts to bind. Can offer to remove, clean, check and test at 1/2 normal cost.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		2/27/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4015	Improper Maintenance	
Barrel	Description		22" 22-250 REM
	Date Code		KV
	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	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; Not Functioning	DIRTY STICKY,PARTS BIND TRIG NOT RETURNING
	Pull	--Select--	N/A
	Altered	False	
	Sub-Assembly	Other Remington	
Non-Remington Components	Description		TWO PIECE BASE

22"
12/5/79

7185

COPY

January 3, 2012

Tim Randall
4471 Sir Lancelot Circle
Midlothian, TX 76065

Subject: Case # 7185, Model 788, SR# 8279

Dear Mr. Randall,

Please include a copy of this letter with the firearm as well as the Service Request form.
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 small ends of the box "Product Service".

I apologize for the inconvenience that this incident has caused 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
MAR 02 2012

BY:

Order
Number:

B6040512

Model: 788



RE00259859

T.A. is contame w/a partially
dried + sticky lube residue
causing part to BIND. can
offer to remove disasm +
clean TPA, check over + test
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

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

Model Number:	788	Serial Number:	B 6040512
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name:		Date of Purchase:	
TIM RANDALL		DO NOT REMEMBER MANY YEARS AGO	
Address (no PO Boxes):			
4471 SIA LANCELOT CIR			
City:	State:	Zip:	
Middleburg	TX	76085	
Phone (Daytime):		Fax:	
817-888 4292			
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent)			
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:			
Gun Fires when safety is taken off			
500 Characters left			
Ammunition Information:			
Manufacturer:		Type:	
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:	

Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700



ATTN: Prod Serv #7185

Parts and Repairs: P:800-243-9700/F:336-548-7801

www.Remington.com

This document is a summary of your request for service. Please review the document for accuracy and to insure the services you are requesting are noted. This information will serve as a guideline for our Service Department to address your specific concerns and provide you with accurate and complete service. **ENCLOSE THIS DOCUMENT WITH YOUR RETURN.** - WITH THE PRODUCT

Service Request Number SR00008279	Serial Number / Description	Date of Request: 01/03/2012 Date Printed: 01/03/2012
Customer: TIM RANDALL 4471 SIR LANCELOT CIRCLE MIDLOTHIAN, TX 76065 US	Destination: Arms Services 14 Hoefer Ave Ilion, NY 13357 US	
Email: Christy	Email:	
Your request for service on the item(s) will be evaluated by our repairman to determine if it is covered under our warranty policy. If it is your firearm will be repaired and returned. If not, you will be contacted with an estimate before work is performed.		

Reason For Return

M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Service Request Section

Fired on safety release.cm

Parts And Service Details

Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount
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THIS IS NOT AN INVOICE. This is a pre-estimate to repair, recondition, or replace the item(s) being sent based on the conversation with our representative.

Sub Total: .00
Est Sales Tax: .00

ARS LABEL REQUEST FORM

DATE: 01/03/2012	Service Request # SR00008279
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: mitchelcs	email address: Christy.Mitchell@remington.com

Business:	Remington Service PO Box 700 Madison, NC 27025-0700 www.Remington.com
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LABEL INFORMATION

MAIL LABEL TO:	TIM RANDALL 4471 SIR LANCELOT CIRCLE MIDLOTHIAN, TX 76065 US SR00008279 Email: Christy
RETURN ITEM TO:	ILN Arms Services



4XX098 JAN 4, 2012 ACT WT 10.0 LBS #PK 1
 SVC GND COM BL WT 10.0 LBS
 TRACKING# 124XX5989087726498 ALL CURRENCY USD
 REF 1: SR00008279
 REF 2:

HANDLING CHARGE 0.00	FRT: 3RD
SHIPMENT PUB RATE CHARGES:	SVC T/P USD
DV 0.00	COD 0.00 RS 0.50
DC 0.00	DGD 0.00
AH 0.00	PR 0.00 ROD 0.00
TOT PUB CHG 10.27	PUB + HANDLING 10.27

ARS LABEL REQUEST FORM

DATE: 01/03/2012	Service Request # SR00008279
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: mitchelcs	email address: Christy.Mitchell@remington.com

Business:

Remington Service
PO Box 700
Madison, NC 27025-0700
www.Remington.com

LABEL INFORMATION

MAIL LABEL TO:	TIM RANDALL 4471 SIR LANCELOT CIRCLE MIDLOTHIAN, TX 76065 US SR00008279 Email: Christy
RETURN ITEM TO:	ILN Arms Services



4XX596 JAN 3, 2012 ACT WT 10.0 LBS #PK 1
SVC GND COM BL WT 10.0 LBS
TRACKING# 1Z4XX5968088201340 ALL CURRENCY USD
REF 1:SR00008279
REF 2:

HANDLING CHARGE 0.00	FRT: 3RD
SHIPMENT PUB RATE CHARGES:	SVC T/P USD
DV 0.00	RS 0.50
DC 0.00	
AH 0.00	ROD 0.00
TOT PUB CHG 10.27	PUB + HANDLING 10.27

ATTN: Prod Serv #7185