

Remington Arms Co., Inc.
Product Service
Legal Case #:7042

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
258553	2/14/2012	12/12/2011	2/15/2012				X

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident	c/o Industrial Contractors Inc	Ricky	Sims	136 East James Campbell Blvd	Columbia	TN	38401		H 931-215-7944 W 931-388-2882 E rsimsici@gmail.com

Incident Information

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

12/12/11: Customer called in & sent an email. He stated his Model 788 had a FBC, no damage, no injury reported. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl	DOM
Remington	CF/BA	788/243 WIN	n/a	A6111127	EI	10/1/1976
Date Purchased	Where Purchased	Accessories	Original Owner			
		TWO PICECE BASE	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 check over & clean @ 1/2 normal cost						

Repair/Replacement Cost	Repair/Replacement Date

12/12/11: Mailing ARS & forms. df 2/20/12: Per Ilion - TA very dirty & sticky. Parts work sluggish. Can offer to completely clean TA, check over & test @ 1/2 normal cost - quote. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		2/15/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4015	Improper Maintenance	
Barrel	Description		22" 243 WIN
	Date Code		EI
	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	Missing	
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	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY,STICKY.PARTS SLUGGISH WILL FOLLOW DOWN
	Pull	---Select---	5#
	Altered	False	
	Sub-Assembly	Other Remington	
Non-Remington Components	Description		TWO PIECE BASE

7092

224
EII 10/2
5#
COPY

December 12, 2011

Ricky Sims
c/o Industrial Contractors Inc.
136 East James Campbell Blvd
Columbia, TN 38401
Phone: 931-215-7944

Ref: # 7042, Model 788, Serial # A6111127

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination and service request.

Please include a copy of this letter and service request to put inside the shipping container. The letter and service request inside are 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 will contact you once I get the report.

I hope this action will keep you a loyal Remington customer.

Sincerely,
Dell Fulcher
Consumer Affairs Administrator
Remington Arms Co., LLC
Phone: 1-800-243-9700 press 0 and ask for ext 8686
Fax: 336-548-7872

enclosure

Serial Number:
A6111127

Model: 788



RE00258553

RECEIVED
FEB 20 2012

BY:

T.A. very dirty & sticky. parts
work sluggish. can offer to
completely clean TPA, check over
rest at 1/2 normal cost.

Quote

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

Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700

[illegible]

ATTN: Product Service

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. **PLEASE RETAIN THIS COPY FOR YOUR RECORDS.**

[illegible]

7042

Fulcher, Dell Marie

From: Ricky Sims [rsimsici@gmail.com]
Sent: Monday, December 12, 2011 2:00 PM
To: Fulcher, Dell Marie
Subject: Re: Ricky Sims

Serial Number A6111127 mailing address is as follows.

Industrial Contractors Inc.
136 East James Campbell Blvd.
Columbia, TN. 38401
ATTN: Ricky Sims

m/788 FBC

931-215-7944 (day)
931-388-2882

On Tue, Dec 6, 2011 at 1:21 PM, Fulcher, Dell Marie <Dell.Fulcher@remington.com> wrote:

Good afternoon,

I received your phone message.

We would like to have the firearm come into our Product Services Department at our factory for examination. Please reply back to me with the serial number of the firearm, caliber, your mailing address and phone number. We would like to send you a pre-paid shipping label for UPS to have the firearm come in. I will also include a form that you can fill out to let the examiner know exactly what happened and when this occurred.

Sincerely,

Dell Fulcher | Consumer Affairs Administrator

Remington Arms Company, LLC

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

Phone: [1.800.243.9700](tel:1.800.243.9700) | Phone: [336.548.8686](tel:336.548.8686) | Fax: [336.548.7872](tel:336.548.7872) or [336.548.7883](tel: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

Confidentiality/Proprietary Note: This e-mail and any files transmitted with it are intended solely for the use of the individual or entity to which they are addressed. If you are not the intended recipient or the person responsible for delivering the e-mail to the intended recipient, be advised that you have received this e-mail in error and that any use, dissemination, forwarding, printing or copying of this e-mail is strictly prohibited. If you have received this e-mail in error, please reply back to sender advising that you have received the e-mail in error and delete this e-mail from your system.

Ricky Sims
Industrial Contractors Inc.
Columbia, TN. 38401
Phone 931-388-2882 office
931-215-7944 cell

ARS LABEL REQUEST FORM

DATE: 12/12/2011	Service Request # SR00006457
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: fulcherdm email address: I WILL MAIL LABEL	

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

MAIL LABEL TO:	RICKY SIMS C/O INDUSTRIAL CONTRACTORS INC 136 E. JAMES CAMPBELL BLVD SR00006457 COLUMBIA, TN 38401 US Email:
RETURN ITEM TO:	ILN Arms Services



4XX698 DEC 12, 2011 ACT WT 10.0 LBS #PK 1
 SVC GND COM BL WT 10.0 LBS
 TRACKING# 124XX6989067162000 ALL CURRENCY USD
 REF 1: SR00006457
 REF 2:
 HANDLING CHARGE 0.00 FRT: 3RD
 SHIPMENT PUB RATE CHARGES: SVC T/P USD
 DV 0.00 COD 0.00 RS 0.60
 DC 0.00 DGD 0.00
 AH 0.00 PR 0.00 ROD 0.00
 TOT PUB CHG 9.61 PUB+HANDLING 9.61

ATTN: Product Service