

Remington Arms Co., Inc.
Product Service
Legal Case #:9353

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
325333	10/25/2013	10/28/2013	10/28/2013				X

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Morris	Gray	1330 Grove Rd.	Greenville	SC	29605		H 864-295-3809 E gray@wplawinc.com

Incident Information

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

Service Request # 64688 - Service Request Section: "Going off when he goes from safe to fire, without pulling the trigger". df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	788/243 WIN	n/a	B6117024	WB	8/26/1981
Date Purchased	Where Purchased	Accessories	Original Owner			
	SPORTS SOUTH SHREVEPORT LA		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 - Quote
to repair @ a
discount

Repair/Replacement Cost	Repair/Replacement Date

10/29/13: Per Ilion - TA has a partially dried lube residue causing parts to work sluggish. Remove trigger, disassemble & clean, check over & test at 1/2 normal cost - quote. I called customer, went over exam & he apprvd and pd quote w/CC#. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS

Examination	Exam Date	10/28/2013	
	Product Type	RF	
	Action Type	A	
	Assigned To	S.NICHOLS	
Cause	4015	Improper Maintenance	
Barrel	Description	18.5" 243 WIN	
	Date Code	WB	
	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	
	Description	STANDARD SAFETY	

Safety	Function	Like new; Functioning	
Sear	Lift	---Select---	N/A
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	HAS A PARTIALLY DRIED LUBE RESIDUE, TRIG RETURNS VERY SLOW WILL FOLLOW DOWN
	Pull	---Select---	5.5#
	Altered	False	
	Sub-Assembly	Other Remington	

Quotation

Remington Service

PO Box 700

Madison, NC 27025-0700

Estimating Report

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

www.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 (6) WEEKS AFTER RECEIPT OF APPROVAL. IF WE DO NOT RECEIVE YOUR APPROVAL IN 21 DAYS, WE WILL RETURN THE ITEM(S) AS RECEIVED, POSTAGE DUE.

Repair Number RE00325333	Serial Number / Description B6117024 Model 788 Center Fire Caliber: 243 WIN	Date Received: 10/25/2013 Estimate Date: 10/28/2013 Date Printed: 10/29/2013
Customer: MORRIS GRAY 1330 GROVE RD. GREENVILLE, SC 29605 US		Return To: MORRIS GRAY 1330 GROVE RD. GREENVILLE, SC 29605 US

Please Circle One:
 VISA MC DISCOVER Card No. _____ Exp. Date _____
 Open Account: R _____ PO Number: _____

Approval Signature: _____ Date: _____
 Daytime Phone: (____) _____ Time to Call: _____

☐ If you desire any change, please use the reverse side for your comments and mark this box.

Problems	
Reported	Found
M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION	M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Technician Comments
 trigger assembly has a partially dried lubrication residue causing parts to work sluggish. remove trigger assembly, disassemble and clean trigger assembly, check over and test fire at 1/2 cost. good will gesture.

ESTIMATE (note: C.O.D./Shipping and Handling Charges are NOT Included in this Quote.)								
Material	Type	Description	Qty Needed	Warranty	Qty From Inv	Price	Disc	Amount
4000114	Service	GR-SHIPING & HANDLING (GUN REPAIR)	1	Billable	1	17.00	0	17.00
4000118	Service	GR-CLEAN	1	Billable	1	28.00	50	14.00
4000119	Service	GR-TEST	1	Billable	1	23.00	50	11.50

paid
10/29/13

Sub Total: 42.50

Est Sales Tax: .00

Grand Total: \$42.50

Service Request

Marlin Service
PO Box 1871

Madison, NC 27025-1871



Parts and Repairs: P:800-544-8892 F:336-548-7801

www.marlinfirearms.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.

Service Request Number SR00064688	Serial Number / Description B6117024 Model 9812	Date of Request: 10/17/2013 Date Printed: 10/17/2013
Customer: MORRIS GRAY 1330 GROVE RD. GREENVILLE, SC 29605 US	Destination: Arms Services 14 Hoedler Ave Heron, NY 12537 US	
Email: gray@aplavinc.com	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 FORWARD TO PRODUCT SERVICE FOR INSPECTION		
Service Request Section Going off when he goes from safe to fire, without pulling the trigger.		
Parts And Service Details		
Material	Type	Description
Qty	Warranty	Price Disc Amount
THIS IS NOT AN INVOICE. This is a pre-estimate to repair, recondition, or replace the		
Sub Total:		.00
Est Sales Tax:		.00
Grand Total:		\$.00

Serial Number:

B6117024

Model: 788



RE00325333

RECEIVED
OCT 20 2013

BY:

T.A. has a partially dried lube residue causing parts to work slug. remove disasm. & clean T.A., check out test at 1/2 cost.

Q





