

Remington Arms Co., Inc.  
 Product Service  
 Legal Case #:9568

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
328695	11/25/2013	12/2/2013	12/2/2013				X

Customer Information

Type	Business	First Name	Last Name	Street	City State	Zip	Age	Contact
Incident		Harold	Sharpe	1603 Racket Town Rd.	Lyons GA	30436		H 478-588-1312 E sharpe@mclendonenterprises.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015	Improper Maintenance		Unknown
S	FSO	Concern:1028	Fired With Safe ON	
C				

Service Request # 67652 - "smp = gun went off while on safety according to consumer. no injuries / no damages. 1975 gun". df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	788/308 WIN	n/a	A6071283	DZ	9/25/1975
Date Purchased	Where Purchased	Accessories	Original Owner			
	ACE HDWE CONYERS GEORGIA		U			

CONCERN: FSO

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

12/4/13: Per Ilion - Trigger assembly very loose on receiver & trigger spring out of position. Can offer to repair as needed at 1/2 cost - quote. df 12/13/13: I called customer concerning quote. He apprvd & paid w/CC#. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

Examination	Examiner		B.TRAVIS
	Exam Date		12/2/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4015	Improper Maintenance	
Barrel	Description		22" 308 WIN
	Date Code		DZ
	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	Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	N/A
	Notch	Slightly Worn; Functioning	
		Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	VERY LOOSE ON REC TRIG SPR OUT OF POSITION
	Pull	---Select---	4#
	Altered	False	

	Sub-Assembly	Other Remington
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# 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.

<b>Repair Number</b> RE00328695	<b>Serial Number / Description</b> A6071283 Model 788 Center Fire Caliber: 308 WIN	<b>Date Received:</b> 11/25/2013 <b>Estimate Date:</b> 12/03/2013 <b>Date Printed:</b> 12/13/2013
<b>Customer:</b> HAROLD SHARPE 1603 RACKET TOWN RD LYONS, GA 30436 US	<b>Return To:</b> HAROLD SHARPE 1603 RACKET TOWN RD LYONS, GA 30436 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 M240 - BOLT LOCK SAFETY MODIFICATION	M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

**Technician Comments**  
 trigger assembly very loose on receiver and trigger spring is out of position. can offer to repair ans needed and test fire at 1/2 normal cost.

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-SHIPPING & HANDLING (GUN REPAIR)	1	Billable	1	17.00	0	17.00
4000116	Service	GR-LABOR	35	Billable	35	1.00	50	17.50
4000119	Service	GR-TEST	1	Billable	1	23.00	50	11.50

**PAID**  
12/13/13 df

**Sub Total:** 46.00  
**Est Sales Tax:** .00  
**Grand Total:** \$46.00

# Service Request

Remington Service  
PO Box 700

Madison, NC 27025-0700

www.Remington.com



22  
DL9/  
4#

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

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.**

<b>Service Request Number</b> SR00067652	<b>Serial Number / Description</b> A6071283 <i>9568</i>	<b>Date of Request:</b> 11/14/2013 <b>Date Printed:</b> 11/14/2013
<b>Customer:</b> HAROLD SHARPE 1603 RACKET TOWN RD LYONS, GA 30436 US	<b>Destination:</b> Arms Services 14 Hoefler Ave Ilion, NY 13357 US	
<b>Email:</b>	<b>Email:</b>	

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  
M240 - BOLT LOCK SAFETY MODIFICATION

**Service Request Section**  
smp = gun went off while on safety according to consumer  
no injuries / no damages  
1975 gun

**Parts And Service Details**

Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount
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Serial Number: **A6071283**  
Model: **788**  
  
**RE00328695**

**RECEIVED**  
DEC 04 2013  
BY:.....

*T219. ASSM. very loose on  
rec. + T219. spr. out of pos.  
can't then to rep. as will del not  
1/2 cost.*

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.

<b>Sub Total:</b>	.00
<b>Est Sales Tax:</b>	.00
<b>Grand Total:</b>	\$ .00