

Remington Arms Co., Inc.
Product Service
Legal Case #:3227

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
159821	2/14/2009	2/16/2009	2/16/2009				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Colbert C	Lesley	398 Cooperwood Rd	Crawfordville	FL	32327		H 850-421-3119 E bamalesley@embarqmail.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4079 Other:Unexamined		Unknown	
S	Fires when closing bolt	Concern:1008 Fired on Bolt Closing		
C				

2/19/09 Repair form sent with rifle states, safety locked forward, move bolt into chamber (a bullet), it click (fires). I would also like to get an estimate on rebluing and refinishing the stock.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	788/222 REM		044463	DR	9/1/1968
Date Purchased	Where Purchased	Accessories	Original Owner			
			U			

CONCERN: FBC

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
repair at 1/2 normal charges as goodwill gesture						
	Repair/Replacement Cost	Repair/Replacement Date				

2/19/09 per Bruce, Trig assm is contaminated w/ a dried lubrication reidue and has bound the sear. Remove, disassm & clean TPA. Function test at 1/2 normal charges.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		2/16/2009
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4015	Improper Maintenance	
Barrel	Description		24" 222 REM
	Date Code		DR
	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	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	Worn; Functioning	
	Stock Condition	Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/788 SAFETY
	Function	Slightly Worn; Functioning	
Sear	Lift	Slightly Worn; Not Functioning	
	Notch	---Select---	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	VERY DIRTY AND STICKY,SEAR BOUND TO SIDE PLATES
	Pull	---Select---	N/A
	Altered	False	
	Sub-Assembly	Other Remington	

RECEIVED
FEB 18 2009

3227



DR 9/6Y
2Y"

BY:

Factory Repair Form

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

Model Number: 788		Serial Number: 044463	
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: CARBERT C. LESLEY		Date of Purchase: N/A	
Address (no PO Boxes): 398 Cooperwood Road			
City: CRAWFORDVILLE		State: FL	Zip: 32327
Phone (Daytime): 850-421-3119		Fax: NA	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) BAMA.LESLEY@EmbargoMail.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: Safety Locked Forward, move Bolt in To Chamber & Bullet, it click (fires). I would also like to get an estimate on Rebluing and Refinishing the stock.			
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:	
Firearms Care (Cleaning and Lubrication):			
Brand of cleaning solution used:			
How often do you clean the bore? (Months or Number of rounds):			
How often do you clean the action? (Months or Number of rounds):			
How often do you clean the trigger assembly? (Months or Number of rounds):			
Brand of lubricant used:			
How often do you lubricate the bore? (Months or Number of rounds):			
How often do you lubricate the action? (Months or Number of rounds):			

RIFLE
Purchased
By my
Father and
BEEN handed
DOWN TO ME.

How often do you lubricate the trigger assembly? (Months or Number of rounds) _____

Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? YES NO

When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? N/A

What were the services performed? N/A

NOTE: In order to better service our customers some firearms/parts are sent to a certified Remington Premier Authorized Repair Center.

Ship your ENSURED firearm by either UPS or Parcel Post to:

Remington Arms Co., Inc.
Attn: Arms Service Division
14 Hoefler Avenue
Ilion, NY 13357

WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. THIS IS A VIOLATION OF FEDERAL LAW. IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM.

- :: Record the serial number of your firearm before sending it.
- :: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.)
- :: Remove all accessories from your firearm to prevent loss or damage.
- :: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.
- :: Ship your ENSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.

Charge repairs will be processed using the following guidelines:

- :: Repairs \$75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)
- :: For Repairs over \$75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over \$75.00 by setting a pre-authorized amount that can be billed to your credit card. We process checks electronically through Check21.

044463

Model: 788



RE00159821

Visit Our Other Websites

Other Sites

TRIG. ASSM. IS CONTAMINATED WITH
 A DRIED LUBRICATION RESIDUE,
 AND HAS BOUND THE SEAR.
 REMOVE, DISASSM + CLEAN TPA.
 FUNCTION TEST AT 1/2 NORMAL
 CHANGES.

Quote