

Remington Arms Co., Inc.  
Product Service  
Legal Case #:5396

## Case Information

| RE#    | Date Opened | Date Opened(PS) | Date Closed | Incident Date | Pre Lit | Lit | Obsolete |
|--------|-------------|-----------------|-------------|---------------|---------|-----|----------|
| 214035 | 12/10/2010  | 12/13/2010      | 12/13/2010  |               |         |     | X        |

## Customer Information

| Type     | Business | First Name | Last Name | Street     | City    | State | Zip   | Age | Contact                                |
|----------|----------|------------|-----------|------------|---------|-------|-------|-----|----------------------------------------|
| Incident |          | R.         | Rodreiz   | 2513 Xemps | McAllen | TX    | 78504 |     | H 956-655-5254<br>E rrodr825@yahoo.com |

## Incident Information

| Claims | Codes                 | Repair Est.                                           | Medical Treatment | Medical Status |
|--------|-----------------------|-------------------------------------------------------|-------------------|----------------|
| PI     |                       |                                                       |                   |                |
| PD     | Cause:4038            | Could Not Duplicate Concern                           |                   |                |
| S      | Concern:1025          | Unexplained Discharge - No Mention of Safety Position | Unknown           |                |
| C      | Gun fired own its own |                                                       |                   |                |

Customer sent gun in w/letter. He stated that he was cleaning gun & it went off by itself. No damage, No injury. Wants trigger changed. df

## Firearm Information

| Mfg.           | Type            | Model/Ga.            | SKU            | Serial   | Bbl. | DOM      |
|----------------|-----------------|----------------------|----------------|----------|------|----------|
| Remington      | CF/BA           | 78 Sportsman/223 REM | n/a            | C6231101 | LI   | 2/3/1988 |
| Date Purchased | Where Purchased | Accessories          | Original Owner |          |      |          |
|                | LESLIE EDELMAN  |                      | 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 |
|--------------------------|-------------------------|-------------------------|---------------|-----------------|----------------|---------------|
| Per Ilion - Repair @ n/c |                         |                         |               |                 |                |               |
|                          | Repair/Replacement Cost | Repair/Replacement Date |               |                 |                |               |
|                          | \$114.90                | 1/6/2011                |               |                 |                |               |

Per Ilion - Could not duplicate concern. Hard off safety. Replace TA, clean & test fire @ n/c. df

## Examination[Remington/CF/BA]

| Part        | Sub-Part               | Code                        | Comment     |
|-------------|------------------------|-----------------------------|-------------|
| Examination | Examiner               |                             | B.TRAVIS    |
|             | Exam Date              |                             | 12/13/2010  |
|             | Product Type           |                             | RF          |
|             | Action Type            |                             | A           |
|             | Assigned To            |                             | T.NAGLE     |
| Cause       | 4038                   | Could Not Duplicate Concern |             |
| Barrel      | Description            |                             | 24" 223 REM |
|             | Date Code              |                             | LI          |
|             | 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---               |                       |
| Overall      | Exterior Condition     | Slightly Worn; Functioning | ACTION ONLY           |
|              | Stock Condition        | ---Select---               |                       |
|              | Fore End Condition     | ---Select---               |                       |
| Receiver     | Condition              | Slightly Worn; Functioning |                       |
|              | Bulged                 | False                      |                       |
| Safety       | Description            |                            | STANDARD M/700 SAFETY |
|              | Function               | Slightly Worn; Functioning |                       |
|              | Sub-Assembly           | Non-ISS                    |                       |
| Sear         | Lift                   | ---Select---               | .015                  |
|              | Notch                  | Like new; Functioning      |                       |
|              | Tests                  | Test Fired                 | False                 |
| Feeding Test |                        | False                      |                       |
| Trigger      | Condition              | Slightly Worn; Functioning | HARD OFF SAFETY       |
|              | Pull                   | ---Select---               | 4#                    |
|              | Altered                | False                      |                       |
|              | Sub-Assembly           | M/700 Non-Bolt Lock        |                       |

frmRepairMain - FGI Repair

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Location

Selection Criteria

frmREInquiry - Repair Inquiry

Repair Number: RE00214035 Serial: C6231101 Model: 78-SPORTSMAN Center Repairman: Status: New 12/12/2010 4:45:09 AM

Verify Repair High Priority

ADDRESS INFORMATION

Customer: Received from Return To Received from

Name: R. RODREIZ R. RODREIZ

Address 1: 2513 XEMPS 2513 XEMPS

Address 2: PO Box: PO Box:

City: MC ALLEN MC ALLEN

State: TX Zip Code: 78504 Country: US TX Zip Code: 78504 Country: US

FEL:

Contact / Condition Problems Estimate History / Status Shipping / Billing

| Date              | Code          | User ID  | Desc1                     | Desc2  |
|-------------------|---------------|----------|---------------------------|--------|
| 12/12/2010 4:...  | New           | valentds | Repair Added              |        |
| 12/12/2010 4:...  | Expedite      | valentds | From: Check In            | To:    |
| 12/12/2010 5:...  | Update        | valentds | Repair information change |        |
| 12/12/2010 12:... | EmailSent     | ArmEmail | Repair Received           | RRODRE |
| 12/12/2010 12:... | EmailVerified | ArmEmail | Receipt                   | RRODRE |

Shipping Hold  
Interface Hold  
Estimate Sent  
Parts Received  
Passed Inspection  
Return as Received  
Has Been Approved  
Internal Repair  
Exclude TATC

Current Status  
New  
12/12/2010 4:45:09 AM  
valentds  
Repair Bench  
Repair Location  
ILN  
Current Location  
ILN  
Transfer Number

Repair Search Refresh Close

negletj - ILN/Prod frmRepairMain NAGLETJ Monday, Dec 13 2010 10:14 AM

start frmRepairMain - FGI ... 6 Microsoft Office E... NBC-WKTV News Cha... 11 Microsoft Office ... 11:13 AM

RECEIVED  
DEC 17 2010

BY: .....

2513 Xenops

Mc Arlen TX 78584

11/29/10

Email: rodrc825

TO: Remington Service

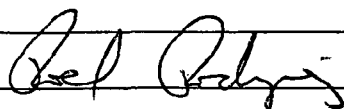
@yahoo.com

5396

On 11/23/10 I spoke with JB at

800-243-9700 ext 8722

I explained to him that I was concerned about my model 78 as while I was cleaning it, I closed the action and it fired on its own. I thought I had accidentally pulled the trigger while closing the bolt but after reading about the news report about the model 700 problems I am sure I did not pull the trigger. JB instructed me to send the rifle in and you would check it out. I would like to have the trigger replaced with the Mark V pro trigger. I have no confidence with the trigger it has now. I have not used the rifle for fear of it firing a live round when I close the bolt. Please call me at 956-655-5254 if you have any questions.



24"  
LIZ/SS  
4#  
015

could not duplicate concern.  
Hand off safety. Replace TPA,  
clean & Test Rifle at N/C

# 230145

C6231101

Model: 78-SPORTSMAN



RE00214035

