Remington Arms Co., Inc. **Product Service** Legal Case #:5025

Case Information

Date Opened(PS) **Date Closed Incident Date** Pre Lit Lit Obsolete RE# **Date Opened** 11/18/2010 11/9/2010 11/19/2010 X 210822

Customer Information

Business First Name Last Name Street City State Zip Age Contact Type

111 W. Sheraton Park Rd. Greensboro NC 27406 H 336-674-5769 Reporter Francis/Jack Thompson

Incident Information

Repair Est. **Medical Treatment Medical Status** Claims Codes

PΙ

S

PD Cause:4038 Could Not Duplicate Concern

Concern:1007 Fired on Safe Release

Unknown

C FSR

11/9/10: Customer called in. She was very angry & accusatory. Her husband experienced a FSR 20 yrs ago & she stated they would have never known we had a problem if it hadn't been for CNBC airing their show. She spoke about a 5 cent fix that was on the show. df

Firearm Information

Remington

Mfg.

Type CF/BA Model/Ga.

SKU

Serial Bbl. DOM

037050 EP 10/1/1967 n/a

Date Purchased Where Purchased

788/30-30 WIN Accessories

Original Owner

SCOPE BASE, BOTTOM HALF OF RINGS

CONCERN:JUST WENT OFF

Ammunition Information - None Defined Other Products Information - None Defined Settlement

Remington/788/CF/BA

Settlement

Release of Claims

Release Date

Reimbursement

Cash Settlement

Cash Reim. Date Date

APV

APV

Per Ilion - Quote

to repair

Repair/Replacement

Repair/Replacement

Cost

Date

11/9/10: Sending ARS, ltr, form. df 11/29/10: Per Ilion - Could not duplicate concern. Rifle has the o/s safety. Can update to the n/s safety for discounted price, clean, & test fire - quote. df 11/29/10: CSR has already contact customer & repair was apprvd. & paid for. df

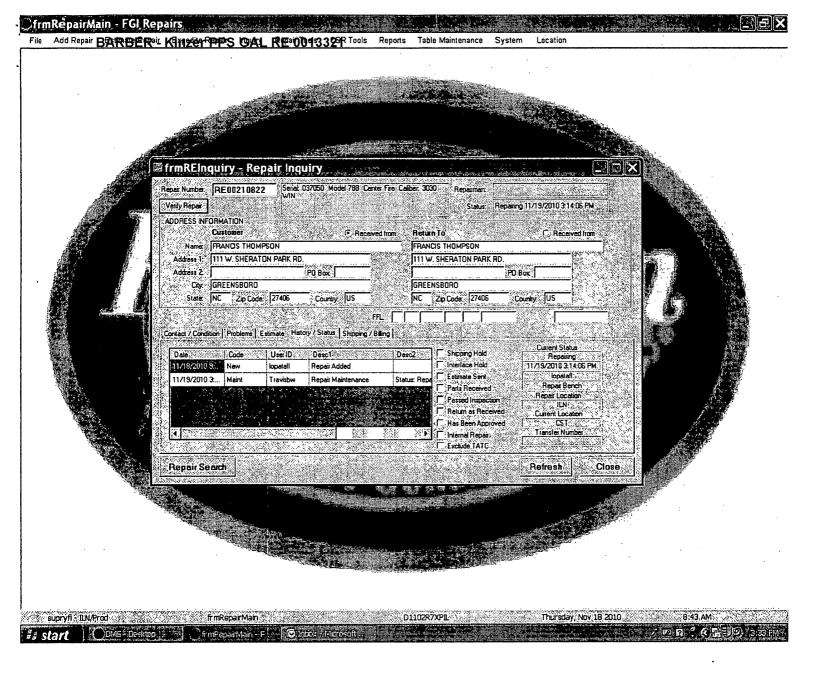
Examination[Remington/CF/BA]

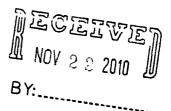
Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS
•	Exam Date		11/19/2010
Examination	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE

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BARBER - Kinzer PPS GAL RE 0013320

Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 30-30 WIN
	Date Code		EP
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		•
	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
Bolt	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	,
	Stop	Slightly Worn; Functioning	
	Condition	Slightly Worn; Functioning	
Extractor	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
	Block Condition	Select	
Locking	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	Select	
Magazina	Condition	Select	•
Magazine	Box Condition	Slightly Worn; Functioning	
	Exterior Condition	Slightly Worn; Functioning	
Overall	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	Select	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description]	STANDARD M/788 SAFETY
	Function	Like new; Functioning	
	Lift	Select	N/A
Sear	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test	16515	False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	Select	5#
	Altered	False	-
	Sub-Assembly	Other Remington	
Non-Remington Components	Description	,	SCOPE BASE,BOTTOM HALF OF RINGS





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Print_:_	Reset		E710/67
Model Number: 「7 ✓ ✓	Ser Number: <> 0.5	rial	5#
/	Number: 037		_
Name: SACK, B THOMPSON Date of Purchase:			
Address (no PO Boxes):			
City: GREENSBORD	State: N.C.	Zip: 27406	
Phone (Daytime): 674-5769	Fax:		
E-mail Address:(if e-mail address is provided, notification of receipt and shipment will be sent)			
E-mail Address: I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: WALKING TO TRY BUT SCOPE I MOUNTED, GUN JUST WENTOFF, COULD HAVE SHOTME OR MY SON, TH- GUN WAS PUT UP FOR YEAR'S, BOLT OR TRISGER NEVER WORKED RISHT. I HAJE NEVER SHOT THIS GUN, TO DANGER BUS			
Ammunition Information:			
Manufacturer:	Type:	Idnot cupliante	fety that
Other (i.e. bullet weight/type, shot size, 905c to the off position 130 It is closed. CAD a to the N/s foresto.			
7050 · · ·	formation:	Quale	=
: 788	Powder Weight:		
Primer Used: Reloader Used:			

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)
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?)
What were the services performed?)
Ship your INSURED 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 INSURED 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

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.



Remington Arms Company, Inc. 870 Remington Drive P. O. Box 700 Madison, NC 27025-0700

ARS LABEL REQUEST FORM

DATE:		11/9/2010	REQUESTED BY:	Dell
QUANTITY:	ITITY: 1 WEIGHT PER PACKA: 10 lbs		A(10 lbs	
PLEASE CHECKONE MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXX	
DESCRIPTION:	Ref# 5025 Rifle			

LABEL INFORMATION

MAIL LABEL TO: Francis Thompson

111 W. Sheraton Park Rd. Greensboro, NC 27406 Ph: 336-674-5769

RETURN ITEM TC Remington Arms

Attn: Product Service

Ilion, NY

PLEASE COMPLETE ALL PARTS OF THIS FORM AND SEND TO THE MEDIA COORDINATOR

AXX596 NOV 9, 2010 ALL CURR USD 1 OF 1 SVC GNDCOM ACT NT 10.0 LBS TRACKINGH 124X5969067549750 REF 1:FRANCIS THOMPSON/CD/DMF REF 2:5025/RIFLE HANDLING CHARGE 0.00 SINGLE-PIECE PUB RATE CHRGS: SVC T/P USD DV 0.00 COD 0.00 RS 0.50

 DV 0 00
 COD
 0 00
 RS
 0.50

 DC 0.00
 DGD
 0.00
 SD
 0.00

 AH 0.60
 PR
 0.00
 SP
 0.00

 TOT PUB CHG 8.20
 PUB+HANDLING
 8.20