

Remington Arms Co., Inc.
Product Service
Legal Case #:3113

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
159500	1/21/2009	1/22/2009	1/22/2009				X

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Richard A.	Hanlock	9061 S. Raymond Street	Pahrump	NV	89048		H unpublished

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S	Rifle fired when closing the bolt	Cause:4006 Altered Adjustments or Components	Unknown	
C	Concern:1008 Fired on Bolt Closing			

Model 600 Serial # 62509, Caliber .308 WIN. The rifle fired when closing the bolt. Would like to take care of this problem with a replacement. dmf

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	600/308 WIN		62509	BN	1/1/1966
Date Purchased	Where Purchased	Accessories	Original Owner			
			U			

CONCERN:FBC

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/600/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Repair at no charge under recall						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$48.09	1/26/2009				

1/26/09: Repair at no charge under recall. dmf

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/22/2009
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4006	Altered Adjustments or Components	TPA IS UNDER RECALL
	Description		18.5# 308 WIN

Barrel	Date Code		BN
	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	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/600 BOLT LOCK SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.006
	Notch	Slightly Worn; Functioning	DOUBLE SEAR STYLE
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	3#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	Other Remington	

Repair Inquiry

Repair Number: **RE00159500**

Serial: 62509 Model 600 Center Fire Caliber 308 WIN.

Repairman: **Bruce Travis**

Verify Repair

Status: **Repairing 1/22/2009 7:25:10 AM**

Address Information

Customer: **RICHARD A. HANLOCK** Received From: **RICHARD A. HANLOCK**

Address 1: **9061 S. RAYMOND STREET** Address 2: **9061 S. RAYMOND STREET**

City: **PAHRUMP** PO Box: **PAHRUMP**

State: **NV** Zip Code: **89048** Country: **US** State: **NV** Zip Code: **89048** Country: **US**

FFL

Contact / Condition	Problems	Estimate	History / Status	Shipping / Billing																														
<table border="1"> <thead> <tr> <th>Date</th><th>Code</th><th>User ID</th><th>Desc1</th><th>Desc2</th></tr> </thead> <tbody> <tr> <td>1/21/2009 10:50</td><td>New</td><td>sanguine</td><td>Repair Added</td><td></td></tr> <tr> <td>1/21/2009 10:53</td><td>Expedite</td><td>sanguine</td><td>From: Check In</td><td>To:</td></tr> <tr> <td>1/22/2009 7:19:0</td><td>Expedite</td><td>travisbw</td><td>From: Product Services</td><td>To: Repair Bench</td></tr> <tr> <td>1/22/2009 7:20:4</td><td>Estimate</td><td>travisbw</td><td>Estimate Update</td><td>Status: PartsHold</td></tr> <tr> <td>1/22/2009 7:25:1</td><td>Repairing</td><td>System</td><td>Immediate SAP Allocation</td><td></td></tr> </tbody> </table>	Date	Code	User ID	Desc1	Desc2	1/21/2009 10:50	New	sanguine	Repair Added		1/21/2009 10:53	Expedite	sanguine	From: Check In	To:	1/22/2009 7:19:0	Expedite	travisbw	From: Product Services	To: Repair Bench	1/22/2009 7:20:4	Estimate	travisbw	Estimate Update	Status: PartsHold	1/22/2009 7:25:1	Repairing	System	Immediate SAP Allocation				<input type="checkbox"/> Shipping Hold <input type="checkbox"/> Interface Hold <input type="checkbox"/> Estimate Sent <input checked="" type="checkbox"/> Parts Received <input type="checkbox"/> Passed Inspection <input type="checkbox"/> Return As Received <input type="checkbox"/> Has been Approved <input type="checkbox"/> Internal Repair	Current Status Repairing 1/22/2009 7:25:10 AM System Repair Bench Repair Location ILN Current Location ILN Transfer Number:
Date	Code	User ID	Desc1	Desc2																														
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Repair Search

Refresh

Close

Remington
870 Remington Drive
Madison, N.C. 27025-0

3113

BN 1/66
18.5"
3#
006

Dear Sir,

I have a rifle Model 600 Serial # 62509 Caliber 308. The rifle fired when Closing the bolt! I would like to take care of this problem.
With a replacement.

Thank You,

Richard A. Hanlock
9061 S Raymond Street
Pahrump, NV 89048

Serial
Number:

62509

Model: 600



RE00159500

Trig. ASSM set screws altered.
will follow down. Replace TRA
under Trig ASSM next H. RT

N/C

#230145

Remington.

November 20, 2008

Richard Hanlock
9061 S. Raymond St.
Pahrump, NV. 89048

Dear Mr. Hanlock,

Thank you for the support of our products. I have received your recent letter on the misfiring of your model 600 rifle and we certainly apologize for this incident and would gladly take a look at your firearm to get this matter resolved for you. Please ship your firearm to the following address for evaluation.

Remington Arms Co.
Attn: Product services
14 Hoefler Ave.
Ilion, NY. 13357

We apologize for all the inconvenience with this product and we hope you consider purchasing our products in the future.

Best wishes from Remington Country and again, thank you for contacting Remington Arms Company. We are committed to continuing our 180-year tradition of designing and producing the highest quality products available in the marketplace. If we can be of further assistance to you, feel free to call toll-free 1-800-243-9700, Monday - Friday, 9am - 5pm EST.

Sincerely,



Pete Arden, ext 8781
Consumer Services