

Remington Arms Co., Inc.  
Product Service  
Legal Case #:5339

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
215378	12/18/2010	12/8/2010	12/28/2010				X

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Charles	Martel	1748 Brushville Rd.	New Milford	PA	18834		W 607-773-4612

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015 Improper Maintenance		Unknown	
S	Concern:1008 Fired on Bolt Closing			
C FBC				

12/8/10: Customer called in. He stated that he had a FBC a few days ago. No date given. No damage, No injury. A friend told him his rifle had a recall on it. df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	600 Mohawk/6MM REM	n/a	6432600		
Date Purchased	Where Purchased	Accessories	Original Owner			
	JERRYS SPORT SHOP OLYPHANT PA		N			

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				
	\$58.48	12/28/2010				

12/8/10: Sending ars, ltr, form, box. Box order# 1166486. df 12/28/10: Per Ilion - N/C Repair under M/600 recall program. df

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		supry
	Exam Date		12/20/2010
	Product Type		RF
	Action Type		A
	Assigned To		Nagle
Cause	4015	Improper Maintenance	Sear movement very sluggish due to build up of sticky residue inside trigger assembly
Barrel	Description		18 inch Model 600
	Date Code		KU
	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	True		
Locking	Block Condition	---Select---		
	Lug Condition	Slightly Worn; Functioning		
	Notch Condition	---Select---		
Magazine	Condition	---Select---		
	Box Condition	Slightly Worn; Functioning		
Overall	Exterior Condition	Slightly Worn; Functioning		
	Stock Condition	Slightly Worn; Functioning		
	Fore End Condition	---Select---		
Receiver	Condition	Slightly Worn; Functioning		
	Bulged	False		
Safety	Description		Model 600 bolt lock	
	Function	Slightly Worn; Functioning		
	Sub-Assembly	Non-ISS		
Sear	Lift	---Select---	not measured	
	Notch	Slightly Worn; Functioning		
		Condition	Abused; Not Functioning	Not functioning properly due to build up of sticky residue and improper cleaning.
Pull	Trigger	---Select---	4 lbs	
Altered		False		
Sub-Assembly		Other Remington		
Non-Remington Components	Description		Scope base	

frmREInquiry - Repair Inquiry

Repair Number: <b>RE00215378</b>	Serial: 6432600, Model: 600 MOHAWK, Center Fire Caliber: 6MM REM	Repairman: Dale Lewis	Date Lewis
Verify Repair		Status: Repairing 12/20/2010 11:58:05 AM	

ADDRESS INFORMATION	
Customer	Received from
Name: <b>CHARLES MARTEL</b>	Name: <b>CHARLES MARTEL</b>
Address 1: <b>1748 BRUSHVILLE RD.</b>	Address 1: <b>1748 BRUSHVILLE RD.</b>
Address 2: <b>PO Box</b>	Address 2: <b>PO Box</b>
City: <b>NEW MILFORD</b>	City: <b>NEW MILFORD</b>
State: <b>PA</b> Zip Code: <b>18834</b> Country: <b>US</b>	State: <b>PA</b> Zip Code: <b>18834</b> Country: <b>US</b>

Contact / Condition	Problems	Estimate	History / Status	Shipping / Billing
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Code	User ID	Desc1	Desc2
ParkedE st...	supryfl	Placed in PS Back Rack	Hold for disposition
ParkReles...	supryfl	Request by PS - lion	600 recall n/c
Expedite	supryfl	From Product Services	To: Repair Bench
Estimate	lewisd	Estimate Update	Status: PartsHold
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 <input type="checkbox"/> Exclude TATC	Current Status Repairing 12/20/2010 11:58:05 AM System Repair Bench Repair Location ILN Current Location Transfer Number
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Repair Search	Refresh	Close
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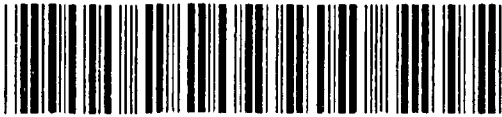
RECEIVED  
DEC 21 2010

BY:.....

Serial  
Number:

6432600

Model: 600 MOHAWK



RE00215378

*Copy*

December 8, 2010

Charles Martel  
1748 Brushville Rd.  
New Milford, PA 18834  
Ph: 607-773-4612

*W/C Repair under the  
m/600 recall program  
From 12/20/10*

Ref: # 5339

Dear Mr. Martel,

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination.

**Please include a copy of this letter to put inside the shipping container. The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly. Mark the ends of the box with "Product Service".** Product Service will be inspecting the firearm and will contact me with the results.

I hope that this action will keep you a loyal Remington customer.

Sincerely,  
D. Fulcher  
Consumer Affairs Administrator  
Remington, H&R, Marlin  
Phone: 1-800-243-9700  
Fax: 336-548-7872

enclosure

KU = 5/1971

4th TP

Print

Reset

Model Number: Mohawk 600		Serial Number: 6432600	
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: Charles Martel		Date of Purchase: 1998?	
Address (no PO Boxes): 1748 Brushville Rd.			
City: New Milford		State: PA.	Zip: 18834
Phone (Daytime): 607-773-4612 Voice Mail		Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent)			
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: Saw sticks due to improper cleaning			
500 characters left			
Ammunition Information:			
Manufacturer: Remington		Type: Factory Load	
Other (i.e. bullet weight/type, shot size, powder): bullet weight? 80 Grains			
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: <u>Hoppe</u>
How often do you clean the bore? (Months or Number of rounds) <u>12 months</u>
How often do you clean the action? (Months or Number of rounds) <u>12 months</u>
How often do you clean the trigger assembly? (Months or Number of rounds) <u>12 months</u>
Brand of lubricant used: <u>Hoppe</u>
How often do you lubricate the bore? (Months or Number of rounds) <u>12 months</u>
How often do you lubricate the action? (Months or Number of rounds) <u>12 months</u>
How often do you lubricate the trigger assembly? (Months or Number of rounds) <u>12 months</u>
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? > <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? <u>Never</u>
What were the services performed?)
<p>Ship your INSURED firearm by either UPS or Parcel Post to:</p> <p><b>Remington Arms Co., Inc.</b>  <b>Attn: Arms Service Division</b>  <b>14 Hoefler Avenue</b>  <b>Ilion, NY 13357</b></p>
<p><input type="checkbox"/> <b>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.</b></p> <p>:: 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</p>

Went to Hunt with Rifle put shell in chamber Gun went off firing into the ground 15 feet in front of me. I never touched the trigger. Please

Inform me what is wrong. Thanks

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 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.



www.remington.com

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

## ARS LABEL REQUEST FORM

DATE:	12/8/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
<b>PLEASE CHECK ONE</b> MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Ref # 5339 rifle			

## LABEL INFORMATION

MAIL LABEL TO: Charles Martel 1748 Brushville Rd. New Milford, PA 18834 Ph: 607-773-4612
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX596 DEC 8, 2010 ALL CURR USD 1 OF 1  
SVC GND COM ACT WT 10.0 LBS  
TRACKING# 1Z4XX5969067391572  
REF 1: CHARLES MARTEL/CD/DMF  
REF 2: 5339/RIFLE

HANDLING CHARGE 0.00  
SINGLE-PIECE PUB RATE CHRGs:  
DV 0.00 COD 0.00 SVC T/P USD  
DC 0.00 DGD 0.00 RS 0.50  
AH 0.00 PR 0.00 SD 0.00  
TOT PUB CHG 7.24 PUB+HANDLING 7.24



Remington Arms Co., Inc.  
Product Service  
Legal Case #:5150

## Case Information

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

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		John	Music	30103 39th Ave. S.	Roy	WA	98580		H 253-843-0594 C 253-307-6925

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4079	Other - Unexamined		
S	Concern:1007	Fired on Safe Release	Unknown	
C	FSR - 20 yrs ago			

11/19/10: Customer called in. He stated he had a FSR about 20 years ago. His gunsmith said he should call us. df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	600 Mohawk/308 WIN	n/a	A6371996		
Date Purchased	Where Purchased	Accessories	Original Owner			
	BEND HDWE BEND OR		N			

Ammunition Information - None Defined

Other Products Information - None Defined

## Settlement

Remington/600 Mohawk/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Repair/Replacement Cost		Repair/Replacement Date				

11/22/10: Sending ARS, ltr, form. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
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www.remington.com

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

## ARS LABEL REQUEST FORM

DATE:	11/22/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
<b>PLEASE CHECK ONE</b>			
MEDIA COORDINATOR TO MAIL		I WILL MAIL <b>XXXXXX</b>	
DESCRIPTION: Ref # 5150 Rifle			

## LABEL INFORMATION

MAIL LABEL TO: John Music 30103 39 <sup>th</sup> Ave. S. Roy, WA 98580 Ph: 253-843-0594
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX596 NOV 24, 2010 ALL CURR USD 1 OF 1  
SVC GND COM ACT WT 10.0 LBS  
TRACKING# 124XX5969065251431  
REF 1:JOHN MUSIC/CD/DMF  
REF 2:5150/RIFLE  
  
HANDLING CHARGE 0.00  
SINGLE-PIECE PUB RATE CHRG: SVC T/P USD  
DV 0.00 COD 0.00 RS 0.50  
DC 0.00 DGD 0.00 SD 0.00  
AH 0.00 PR 0.00 SP 0.00  
TOT PUB CHG 11.74 PUB+HANDLING 11.74