

Remington Arms Co., Inc.
Product Service
Legal Case #:6916

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
254476	1/16/2012	11/28/2011	1/17/2012	10/29/2011			X

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Mike	Terrell	2708 Ridgecrest	Gillette	WY	82718		H 307-660-6981 E mike_300rum@yahoo.com

Incident Information

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

11/28/11 Per call from Terrell, his 600 fired when closing the bolt. He has found info online that it was recalled. He cleaned it and now it doesn't fire when closing the bolt but the safety is no longer working. He did not take the trigger apart, he just cleaned the major parts.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	600/6MM REM	n/a	20241		
Date Purchased	Where Purchased	Accessories	Original Owner			
		SCOPE, RINGS, BASE,SLING	N			

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
Per Ilion, replace TPA, clean, test fire at no charge						

Repair/Replacement Cost	Repair/Replacement Date
43.18	1/18/2012

11/28/11 Emailing ARS and letter.cm 1/18/12 Per Ilion, trigger assm set screws altered. Safety detent ball missing and retainer out of position. Replace TPA, clean, test fire at no charge.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS
	Exam Date		1/17/2012

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=6916&Type=Case>

1/18/2012

Examination	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4006	Altered Adjustments or Components	MISSING PARTS
Barrel	Description		18.5" 6MM REM
	Date Code		
	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	METAL AND STK PAINTED GREEN
	Stock Condition	Slightly Worn; Functioning	BUTT PLATE MISSING
	Fore End Condition	--Select--	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		M/600 BOLT LOCK SAFETY
	Function	Like new; Not Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	--Select--	N/A
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	

Trigger	Condition	Worn; Functioning	SAFETY DETENT BALL MISSING AND RETAINER OUT OF POSITION
	Pull	—Select—	3#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	Other Remington	
Non-Remington Components	Description		SCOPE, RINGS, BASE, SLING

Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700



ATTN: Product Service #6916

Parts and Repairs: P:800-243-9700/F:336-548-7801

www.Remington.com

This document is a summary of your request for service. Please review the document for accuracy and to insure the services you are requesting are noted. This information will serve as a guideline for our Service Department to address your specific concerns and provide you with accurate and complete service. **ENCLOSE THIS DOCUMENT WITH YOUR RETURN.**

Service Request Number: R00004821
Serial Number / Description: 6916

Date of Request: 11/28/2011
Date Printed: 11/28/2011

Customer:
MIKE TERRELL
2708 RIDGECREST
GILLETTE, WY 82718 US

Destination:
Arms Services
14 Hoefler Ave
Ilion, NY 13357 US

Email: mike_300rum@yahoo.com

Email:

Your request for service on the item(s) will be evaluated by our repairman to determine if it is covered under our warranty policy. If it is your firearm will be repaired and returned. If not, you will be contacted with an estimate before work is performed.

Reason For Return:
M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Service Request Section

Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount
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RECEIVED
JAN 18 2012

BY: _____

20241

Model: 600



RE00254476

T.A. sets screws altered, safety
detent + bail missing + retained
OAP + Pos. replace TPA, CLEAN + TEST
under recall AT H/C

230145

THIS IS NOT AN INVOICE. This is a pre-estimate to repair, recondition, or replace the item(s) being sent based on the conversation with our representative.

Sub Total: .00
Est Sales Tax: .00

600

20241

100-10000

100

2000-20000

10000

NY

820

2000-20000

1000-20000

On October 29 I was at the house and
loaded the rifle. When I closed the bolt, the
rifle went off firing a round downrange. Thinking
I had hit the target with my rifle when loading
the bolt, I tried again, being very careful. Again
after closing the bolt, the gun fired after approx 1/2
second delay. I fired in an empty chamber & repeatedly
the gun would fire when either the bolt closed
while still empty, or when I took it my rifle.
The safety seems to not work into position either

Please send your firearm back via a traceable method of shipping to the address below.

This Service Request number is only valid for this return.

Please follow these guidelines:

- Include a copy of your proof of purchase to assist in the evaluation of your repair
- Record your serial number for future reference
- Remove any accessories (sling, scope, scope mounts, case, etc.) unless these items are needed to assist in the evaluation.
- Properly package your unloaded firearm. Do not ship in your hard case (note: Original boxes are not returned with repair)
- **Do not send live/loaded or spent ammunition with your firearm.**
- Please package the ammunition in a secure carton or box.
- The package should be stuffed to prevent movement.
- Include service request number.
- Shipment of live ammo must be via U.P.S. only.
- Please advise your local U.P.S. mailing center of the contents so that a special Other Regulated Materials-Domestic (ORM-D) label can be applied.

Please let us know of any address change requests by email or phone. Our returns process will take approximately 2-3 weeks to complete and a confirmation email will be sent once we have shipped your firearm.

Should you have any further questions or concerns please don't hesitate to contact us via email (info@remington.com <<mailto:info@remington.com>>) or by phone at 800-243-9700, M-F 9am - 5pm, EST. We look forward to helping you resolve this issue!

Mailing Label:

(cut here)

Arms Services
SR# SR00004821
14 Hoefler Ave
Ilion, NY 13357 US

Email:
Attn: Product Service #6916



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

Model Number: <input type="text"/>		Serial Number: <input type="text"/>	
Are you the original owner?: <input type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <input type="text"/>		Date of Purchase: <input type="text"/>	
Address (no PO Boxes): <input type="text"/>			
City: <input type="text"/>		State: <input type="text"/>	Zip: <input type="text"/>
Phone (Daytime): <input type="text"/>		Fax: <input type="text"/>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <input type="text"/>			
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: <div style="border: 1px solid black; height: 150px; width: 100%;"></div> <div>500 characters left</div>			
Ammunition Information:			
Manufacturer: <input type="text"/>		Type: <input type="text"/>	
Other (i.e. bullet weight/type, shot size, powder): <input type="text"/>			
Handload Information:			
Powder Used: <input type="text"/>		Powder Weight: <input type="text"/>	
Case/Hull Used: <input type="text"/>		Primer Used: <input type="text"/>	
Bullet Type/Shot Size: <input type="text"/>		Reloader Used: <input type="text"/>	

ARS LABEL REQUEST FORM

DATE:	11/28/2011	Service Request #	SR00004821
QUANTITY:	1	WEIGHT PER PACKAGE:	10 LBS
REQUESTED BY:	mitchellcs	email address:	Christy.Mitchell@remington.com

Business:	Remington Service PO Box 700 Madison, NC 27025-0700 www.Remington.com
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LABEL INFORMATION

MAIL LABEL TO:	MIKE TERRELL 2708 RIDGECREST GILLETTE, WY 82718 US SR00004821 Email: mike_300rum@yahoo.com
RETURN ITEM TO:	ILN Arms Services



4XX596 NOV 28, 2011 ALL CURR USD 1 OF 1
SVC GNDCOM ACT WT 10.0 LBS
TRACKING# 124XX5969066918871
REF 1:SR00004821
REF 2:

HANDLING CHARGE 0.00		SVC T/P USD	
SINGLE-PIECE PUB RATE CHRG:			
DV 0.00	COD 0.00	RS	1.00
DC 0.00	DGD 0.00	SD	0.00
AH 0.00	PR 0.00	SP	0.00
TOT PUB CHG 12.03		PUB+HANDLING	12.03

ATTN: Product Service #6916