

Remington Arms Co., Inc.
Product Service
Legal Case #:8347

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
300135	2/8/2013	12/12/2012	2/11/2013				X

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Kent	Fritz	8601 Meadow Ln	Leawood	KS	66206		H 816-729-7594

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S	Fired when taking off safety	Cause:4038 Concern:1007 Fired on Safe Release	Unknown	
C				

12/12/12 Per email from Fritz, his Mohawk 600 fired when he was taking the safety off while preparing to unload the rifle while deer hunting earlier this month.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	Mohawk 600/243 WIN	n/a	A6545025	BQ	1/10/1978
Date Purchased	Where Purchased	Accessories	Original Owner			
	OUTDOOR SPTS INC DAYTON OH		U			

CONCERN:FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/Mohawk 600/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Replace TPA, clean, test at BLSM program price						

Repair/Replacement Cost	Repair/Replacement Date
26.86	2/12/2013

12/12/12 Emailed Fritz not to use the rifle and to send an address or a prepaid label be mailed to him.cm 2/12/13 Per Ilion, could not duplicate concern. Replace TPA, clean, test at BLSM program price.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		2/11/2013
	Product Type		RF
	Action Type		A

	Assigned To	S.NICHOLS	
Cause	4038	Could Not Duplicate Concern	
Barrel	Description	18.5" 243 WIN	
	Date Code	BQ	
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
Bolt	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
Extractor	Stop	Slightly Worn; Functioning	
	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
Locking	Ext/Eject Test	False	
	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
Overall	Notch Condition	---Select---	
	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
Receiver	Fore End Condition	---Select---	
	Condition	Slightly Worn; Functioning	
Safety	Bulged	False	
	Description	BOLT LOCK SAFETY	
Sear	Function	Like new; Functioning	
	Lift	---Select---	
	Notch	Slightly Worn; Functioning	
Feeding Test	Tests	Test Fired	
		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	
	Altered	False	
	Sub-Assembly	Other Remington	
		4.5#	
		SEALANT PRESENT	

18.5"
22/7
4.5#
.014
COPY

December 12, 2012

8347

Kent Fritz
8601 Meadow Ln
Leawood, KS 66206

Subject: Case # 8347, Model 600, SR #38425

Dear Mr. Fritz,

I am sorry to hear of the problems you have had with your Remington firearm. Please include a copy of this letter with the rifle as well as the Service Request form. **The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the product is logged in correctly.** Please mark the small ends of the boxes "Product Service".

I apologize for the inconvenience that this incident has caused and I hope that these actions will keep you a loyal Remington customer.

Sincerely,

Christy Mitchell
Consumer Affairs Administrator
Phone: 800-243-9700, ext 8684
christy.mitchell@remington.com

RECEIVED
FEB 12 2013

enclosure

BY:

Serial
Number:

A6545025

Model: 600 MOHAWK



RE00300135

COULD NOT DUP. CONCERN
RIP. TPA, CLEAN + TEST UND.
BLP COR 620 +

Q

Remington Arms Company, LLC • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700



ATTN: Prod Serv #8347

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	Serial Number / Description	Date of Request:	12/12/2012
SR00038425	AG545025	Date Printed:	12/12/2012
Customer:	Mohawk 600 e243	Destination:	
KENT FRITZ		Arms Services	
8601 MEADOW LN		14 Hoefler Ave	
LEAWOOD, KS 66206 US		Ilion, NY 13357 US	
Email: Kent.fritz@kc.rr.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

Gun fired when taking safety off to unload KF

Service Request Section

Prod Serv #8347

Parts And Service Details

Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount
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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

Grand Total: \$.00

Quotation

Remington Service

PO Box 700

Madison, NC 27025-0700

Estimating Report

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

www.Remington.com

All PRICES QUOTED ARE IN EXCHANGE FOR REPLACED PARTS.

THIS IS NOT AN INVOICE. THIS IS AN ESTIMATE TO REPAIR, RECONDITION, OR REPLACE THE ITEM(S) DESCRIBED BELOW. IF THIS IS SATISFACTORY, PLEASE APPROVE BY SIGNING BELOW AND RETURNING TO THE ABOVE ADDRESS. REPAIR TO TAKE APPROXIMATELY (6) WEEKS AFTER RECEIPT OF APPROVAL. IF WE DO NOT RECEIVE YOUR APPROVAL IN 21 DAYS, WE WILL RETURN THE ITEM(S) AS RECEIVED, POSTAGE DUE.

Repair Number RE00300135	Serial Number / Description A6545025 Model 600 MOHAWK Center Fire Caliber: 243 WIN	Date Received: 02/09/2013 Estimate Date: 02/11/2013 Date Printed: 02/12/2013
Customer: KENT FRITZ 8601 MEADOW LN LEAWOOD, KS 66206 US		Return To: KENT FRITZ 8601 MEADOW LN LEAWOOD, KS 66206 US

Please Circle One:
 VISA MC DISCOVER Card No. _____ Exp.Date _____
 Open Account: R _____ PO Number: _____

Approval Signature: _____ Date: _____
 Daytime Phone: (____) _____ Time to Call: _____

☐ If you desire any change, please use the reverse side for your comments and mark this box.

Problems	
Reported M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION	Found M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Technician Comments
 could not duplicate concern.replace trigger plate assembly,clean and test fire under bolt lock program for \$20.00 + shipping

ESTIMATE (note: C.O.D./Shipping and Handling Charges are NOT Included in this Quote.)									
Material	Type	Description	Qty Needed	Warranty	Qty From Inv	Price	Disc	Amount	
F91469	Part	600 TRIGGER ASSB	1	Warranty	1	.00	0	.00	
4000114	Service	GR-SHIPPING & HANDLING (GUN REPAIR)	1	Billable	1	17.00	0	17.00	
4000116	Service	GR-LABOR	20	Billable	20	1.00	0	20.00	
4000119	Service	GR-TEST	1	Warranty	1	.00	0	.00	

Sub Total: 37.00

Est Sales Tax: 1.81

Grand Total: \$38.81

8347

Mitchell, Christy

From: Kent Fritz [KentFritz@kc.rr.com]
Sent: Wednesday, December 12, 2012 1:15 PM
To: Mitchell, Christy; Fulcher, Dell Marie
Cc: mrutland@bushnell.com
Subject: Malfunctioning .243 Mohawk 600

Dell and Christy,

My friend at Bushnell, Marty Rutland, gave me your contact info after I told him about an incident of my Remington .243 Mohawk 600 firing when I was taking the safety off while preparing to unload the rifle while deer hunting earlier this month.

Please advise me on what I need to do to prevent this from happening in the future.

Thanks,

Kent Fritz
816.729.7594

8601 meadow Ln.
Leawood KS 66206

ARS LABEL REQUEST FORM

DATE: 12/12/2012	Service Request # SR00038425
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: mitchelles	
email address:	

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

MAIL LABEL TO:	KENT FRITZ 8601 MEADOW LN LEAWOOD, KS 66206 US SR00038425 Email:
RETURN ITEM TO:	ILN Arms Services



4XX596 DEC 12, 2012 ALL CURR USD 1 OF 1
 SVC GND COM ACT WT 10.0 LBS
 TRACKING# 124XX5969067700488
 REF 1: SR00038425
 REF 2:

HANDLING CHARGE 0.00		SVC T/P USD
SINGLE-PIECE PUB RATE	CHRG:	RS 0.50
DV 0.00	COD 0.00	SD 0.00
DC 0.00	DGD 0.00	SP 0.00
AH 0.00	PR 0.00	
TOT PUB CHG 10.93	PUB+HANDLING	10.93

ATTN: Prod Serv #8347







