

Remington Arms Co., Inc.  
Product Service  
Legal Case #:9469

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
328954	11/27/2013	11/12/2013	12/2/2013				X

## Customer Information

Type	Business First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident	Robert	Yates	1705 Hawthorne St.	Pacific	MO	63069		C 314-805-1355 E rgyates9@sbcglobal.net

## Incident Information

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

11/12/13: Customer called in. He stated that he has a rifle that was passed down in the family & has not been updated under the recall. He stated the rifle has fired on bolt closing and fired on safe release last year during hunting season - no damage, no injury. df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial Bbl.	DOM
Remington	CF/BA	Mohawk 600/308 WIN	n/a	6415979 OU	7/1/1971
Date Purchased	Where Purchased	Accessories	Original Owner		
	STEM DIST CO MAPLE HGHTS OHIO		N		

CONCERN: FBC,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
Per Ilion - Repair @ n/c						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$44					

11/13/13: Mailed ARS, letter, SR paperwork. Box order# 1562521. df 12/4/13: Per Ilion - TA set screws altered, trigger not returning under sear properly. Replace TA, check over & test at n/c under recall. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/2/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4006	Altered Adjustments or Components	
Barrel	Description		18.5" 308 WIN
	Date Code		OU
	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; Not Functioning	
	Stock Condition	Slightly Worn; Functioning	MARS,SCRATCHES,DENTS
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		BOLT LOCK SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.009
	Notch	Slightly Worn; Functioning	
		Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	TRIG NOT RETURNING PROPERLY
	Pull	---Select---	1.5#

	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	Other Remington	

# Remington<sup>®</sup>

COPY

0u 7/7  
18.5"  
1.5#  
1000

November 12, 2013

9469

Robert Yates  
1705 Hawthorne St.  
Pacific, MO 63069  
Phone: 314-805-1355

Ref # 9469, Model Mohawk 600, Serial # 6415979

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory. This shipping label is for a UPS Hub or UPS Terminal. A box will arrive separately.

**Please include a copy of this letter and service request to put inside the shipping container. The letter and service request inside are 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.

Sincerely,  
Dell Fulcher  
Consumer Affairs Administrator  
Remington Arms Co, LLC  
Phone: 1-800-243-9700 ext 8686  
Fax: 336-548-7872

RECEIVED  
DEC 04 2013

BY:.....

Serial  
Number:

6415979

Model: 600 MOHAWK



RE00328954

T.A. set screws A.H. Trig not  
ret. und. sem properly.  
Up. T.A., check out to ST  
AT N/C und. install.

# 230145

Remington Arms Company, LLC • P.O. Box 700 • Madison, NC 27025  
Phone 800-243-9700 • [www.remington.com](http://www.remington.com)

PS 30531

# Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700



ATTN: Product Service

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

[www.Remington.com](http://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.**

<b>Service Request Number</b> SR00067565	<b>Serial Number / Description</b> 6415979 Model 600 MOHAWK Center Fire Caliber: 308	<b>Date of Request:</b> 11/13/2013 <b>Date Printed:</b> 11/13/2013
<b>Customer:</b> ROBERT YATES 1705 HAWTHORNE ST. PACIFIC, MO 63069 US	<b>Destination:</b> Arms Services 14 Hoefer Ave Ilion, NY 13357 US	
<b>Email:</b>	<b>Email:</b>	

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**  
Product Service # 9469.dmf

Parts And Service Details		
Material	Type	Description
		Qty Needed
		Warranty
		Price
		Disc
		Amount

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.

<b>Sub Total:</b>	.00
<b>Est Sales Tax:</b>	.00
<b>Grand Total:</b>	\$ .00

<b>Model Number:</b> 600 MOHAWK		<b>Serial Number:</b> 6415979	
<b>Name:</b> ROBERT YATES		<b>Date of Purchase:</b> 10 YRS AGO	
<b>Address (no PO Boxes):</b> 1705 HAWTHORNE ST.			
<b>City:</b> PACIFIC	<b>State:</b> MD	<b>Zip:</b> 63069	
<b>Phone (Daytime):</b> 314-805-1355		<b>Fax:</b>	
<b>E-mail Address:</b> RGYATES9@SBCGLOBAL.NET			
<b>Please describe your problem:</b> WILL SOMETIMES GO OFF WHEN CLOSING THE BOLT			
500 characters left			
<b>NOTE:</b> Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.			
<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>			
:: 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. :: Ship your <del>INSURED</del> 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.			

Use our  
UPS label

## ARS LABEL REQUEST FORM

DATE:	11/13/2013	Service Request #	SR00067565
QUANTITY:	1	WEIGHT PER PACKAGE:	10 LBS
REQUESTED BY:	fulcherdm	email address:	I WILL MAIL LABEL

### Business:

Remington Service  
PO Box 700  
Madison, NC 27025-0700  
[www.Remington.com](http://www.Remington.com)

## LABEL INFORMATION

### MAIL LABEL TO:

ROBERT YATES  
1705 HAWTHORNE ST.  
PACIFIC, MO 63069 US  
SR00067565

Email:

### RETURN ITEM TO:

ILN

Arms Services



4XX598 NOV 13, 2013 ALL CURR USD 1 OF 1  
SVC GND COM ACT WT 10.0 LBS  
TRACKING# 1Z4XX5900066782962  
REF 1:SR00067565  
REF 2:

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 11.01	PUB + HANDLING	11.01

ATTN: Product Service





