

Remington Arms Co., Inc.
Product Service
Legal Case #:5419

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
214029	12/13/2010	12/14/2010	12/14/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Carlos	Casanova	901 W. Stone	Weslaco	TX	78596		H 956-472-0229 E www.cncntrprise@yahoo.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4006 Altered Adjustments or Components		Unknown	
S	Concern:1007 Fired on Safe Release			
C	FSR			

Customer sent gun in with our repair form. He stated when he cocks the bolt the firing pin strikes without using the trigger. He stated that sometimes it remains back but when he releases the safety it strikes. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	600/308 WIN	n/a	58755	RM	11/1/1965
Date Purchased	Where Purchased	Accessories	Original Owner			
			N			

CONCERN:FSR

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 - Quote to repair						

Repair/Replacement Cost	Repair/Replacement Date

Per Ilion - TA has been updated. Will follow down. TA & pin rusty. TA set screws altered. Replace TA, clean & test fire at 1/2 normal cost - quote. df 1/6/11: No response from customer. Left msg for him to call about quote. I also emailed it to him for review. df 1/6/11: Customer called. He mailed quote with credit card number as payment.df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/14/2010
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE

Cause	4006	Altered Adjustments or Components	RUSTY TRIGGER AND PIN TRIGGER HAS BEEN UPDATED
Barrel	Description		18.5" 308 WIN
	Date Code		RM
	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	FINISH WORN
	Stock Condition	Slightly Worn; Functioning	SCRATCHES/MARS
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/600 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.005
	Notch	Slightly Worn; Functioning	
		Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	RUSTY, TRIG BINDING
	Pull	---Select---	2.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	Other Remington	

magletj - ILN/Prod.

RECEIVED
DEC 17 2010

BY: _____

5419
5419

Remington

Factory Repair Instructions

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

Model Number: 600	Serial Number: 58755	
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		
Name: CARLOS CASANGVA	Date of Purchase: JUNE 2009	
Address (no PO Boxes): 901 W. STONE		
City: WESLACO	State: TX	Zip: 78596
Phone (Daytime): (956) 472-0229	Fax:	
E-mail Address: <input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington. WWW.CNCTRPRISE@YAHOO.COM		
Please describe your problem: When I cock the bolt the firing pin strikes without using the trigger. Sometimes it (firing pin) remains back but when I release the safety, it strikes. Luckily I was changing scopes on it when it first malfunctioned, otherwise this might be a different story.		
Ammunition Information:		
Manufacturer: Remington	Type: core-lokt	
Other (i.e. bullet weight/type, shot size, powder): 308 cal. 150 grain core-lokt PSP		
Handload Information:		
Powder Used:	Powder Weight:	
Case/Hull Used: N/A	Primer Used:	
Bullet Type/Shot Size:	Reloader Used:	
Firearms Care (Cleaning and Lubrication):		
Brand of cleaning solution used: Hoppe's		
How often do you clean the bore? (Months or Number of rounds) After each use regardless of # rounds fired or way 3 mos.		
How often do you clean the action? (Months or Number of rounds) "		
How often do you clean the trigger assembly? (Months or Number of rounds) once yearly. Before hunting season starts		
Brand of lubricant used: Rem oil or Hoppe's		

18.5"
RM 11/6
2.5#
+005

How often do you lubricate the bore? (Months or Number of rounds) Same as cleaning

How often do you lubricate the action? (Months or Number of rounds) 11

How often do you lubricate the trigger assembly? (Months or Number of rounds) 11

I have personally never lubricated the assembly since ownership

Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?
☒ YES ☐ NO

Comments: Rifle was functioning excellently until last month. Every thing that is wrong with it just now happened.

When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?

What were the services performed? not serviced by Remington repairman since I have owned the rifle

Ship your INSURED firearm by either UPS or Parcel Post to:

REMINGTON ARMS CO., INC
ATTN: Arms Service Division
14 Hoefler Ave
Ilion, NY-13357

WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE ME, ADDRESS (WITH ZIP-CODE), TELEPHONE AND

Serial Number

58755

Model: **600**



RE00214029

ing it.
 page in shipping and handling. Preferably,
 e returned.)
 ss or damage.
 e the box! Shipments without a proper
 st. Remington is not responsible for.
 urchase insurance from your carrier.
 elines:

:: 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.

T.A. has been updated
will follow down. T.A. + pin
Rusty. T.A. Set screws altered.
replace TOP, clean & test fire
at 1/2 normal cost.

Quote

QUOTATION

Remington Arms Company, Inc.

ESTIMATING REPORT

Parts/Repairs 800-243-9700
Fax 336-548-7801

870 Remington Dr. P.O. Box 700
Madison, NC 27025-0700
www.remington.com info@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 (4) WEEKS AFTER RECEIPT OF APPROVAL. IF WE DO NOT RECEIVE YOUR APPROVAL IN 15 DAYS, WE SHALL RETURN THE ITEM(S) AS RECEIVED. POSTAGE DUE.

Repair Order Number RE00214029 Account # - R-	Description/Serial Number 58755	Date Received - 12/12/2010 Estimate Date - 12/14/2010 Current Date - 12/14/2010
Customer CARLOS CASANOVA 901 W STONE WESLACO, TX 78596 US		Return To CARLOS CASANOVA 901 W STONE WESLACO, TX 78596 US
Phone (H) (956)-472-0229 Phone (W)		Fax Email

Please Circle One
☒ VISA ☐ MC ☐ AMEX ☐ DISCOVER Card No. REDACTED Exp. Date 4/27 04/12
 PO Number _____
 Daytime Phone (____) _____ Time To Call _____ Open Acct. R _____
 Approval: Customer Signature _____ Date _____
☐ If You Desire Any Change Please Use The Reverse Side For Your Comments And Mark This Box
 Notice: We process checks electronically through Check 21

Reported		Problems Found	
M123	FORWARD TO PRODUCT SERVICE FOR INSPECTIO	M123 M178	FORWARD TO PRODUCT SERVICE F TRIG ADJ SCREWS RESET, CANNOT

Technician's Comments

ProblemNotes V stamp on trigger indicates this has been updated....will follow down,trigger assembly and pin are rusty, TA set screws are altered,replace trigger assembly,clean,and test fireat 1/2 normal charges per product service.

Estimate **G.O.D./Shipping and Handling Charges are NOT Included in this Quote						
Material #	Material Description	Qty	Warranty Y/N	Price/Unit	Discount Percent	Extended Amt
Part						
F91469	600 TRIGGER ASSB	1	N	\$84.00	50%	\$42.00
Service						
4000114	GR-SHIPING & HANDLING (GUN REPAIR)	1	N	\$17.00	50%	\$8.50
4000119	GR-TEST	1	N	\$23.00	50%	\$11.50
4000294	GR-CHECK TPA	1	Y	\$17.00	0%	\$0.00
Sub Total:						\$62.00
Est. Sales Tax:						\$4.19
Grand Total:						\$66.19

JAN 14 2011
 Received Date: _____
 Signature: *[Signature]* Date: *[Date]*
☒ **APPROVED**





