

Remington Arms Co., Inc.
Product Service
Legal Case #:6278

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
234264	6/23/2011	6/10/2011	6/24/2011				X

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Emilio	Zullo	155 Croton Ave.	Ossining	NY	10562		W 914-941-3447 C 914-490-5392 F 914-941-9242 E highlandsunoco@yahoo.com

Incident Information

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

6/10/11: Customer called in. He stated he was using the rifle a couple of months ago & it fired when he closed the bolt. No damage, No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	600/243 WIN	n/a	25666	XL	12/1/1964
Date Purchased	Where Purchased	Accessories	Original Owner			
			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 TA
@ n/c under recall

Repair/Replacement Cost	Repair/Replacement Date
\$45.06	7/8/2011

6/10/11: Mailing ARS, letter, form. df 7/8/11: Per Ilion - TA dirty & sticky. Parts work sluggish. Replace TA under recall @ n/c. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		6/24/2011
	Product Type		RF
	Action Type		A

	Assigned To	T.NAGLE	
Cause	4015	Improper Maintenance	
Barrel	Description	18.5" 243 WIN	
	Date Code	XL	
	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	Worn; Functioning	
	Stock Condition	Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description	M/600 BOLT LOCK SAFETY	
	Function	Slightly Worn; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	
	Notch	Slightly Worn; Functioning	
		Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Worn; Functioning	DIRTY, STICKY PARTS WORK SLUGGISH WILL FOLLOW DOWN
	Pull	---Select---	2.5#
	Altered	False	
	Sub-Assembly	Other Remington	

6278

[COPY]

18.5"
X 2 1/2" / 64
2.5#
.004

June 13, 2011

Emilio Zullo
155 Croton Ave.
Ossining, NY 10562
Phone: 914-941-3447

Ref: # 6278, Model 600, Serial # 25666

Dear Mr. Zullo,

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

Please include a copy of this letter and form to put inside the shipping container. The letter and form 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 and will contact me with the results.

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

Sincerely,
Dell Fulcher
Consumer Affairs Administrator
Remington, H&R, Marlin
Phone: 1-800-243-9700 press 0 and ask for ext 8686
Fax: 336-548-7872

T.A. dirty + sticky parts work
sluggish. replace TPA under
recall at N/C

Number:

25666

Model: 600



RE00234264

#230145

RECEIVED
JUL 06 2011

BY:.....

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

Print

Reset

Model Number: 600 243		Serial Number: 25666	
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO <i>BUT ITS BEEN IN MY FAMILY 20/30 YEARS.</i>			
Name: EMILIO ZULLO		Date of Purchase: 1998	
Address (no PO Boxes): 200 155 CROTON AVE			
City: OSSINING		State: N.Y.	Zip: 10562
Phone (Daytime): 914-941-3447		Fax: 914-941-9242	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>HIGHLAND SUNOCO @ YAHOO.COM</u>			
E-mail Address: <input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: I SHOT THE RIFLE, WHEN I RELOADED CYLINDER WITH BOLT ACTION AS I CLOSED THE BOLT THE RIFLE WENT OFF.			
500 characters left			
Ammunition Information:			
Manufacturer: Remington		Type: .243	
Other (i.e. bullet weight/type, shot size, powder):			
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	
Firearms Care (Cleaning and Lubrication):			

I MAY SHOOT THIS RIFLE ONE A YEAR.

Brand of cleaning solution used:
How often do you clean the bore? (Months or Number of rounds) <u>EVERY TIME I USE IT</u>
How often do you clean the action? (Months or Number of rounds) <u>WHEN EVER I USE IT</u>
How often do you clean the trigger assembly? (Months or Number of rounds) <u>NOT TOO OFTEN</u>
Brand of lubricant used:
How often do you lubricate the bore? (Months or Number of rounds) <u>ONCE A YEAR</u>
How often do you lubricate the action? (Months or Number of rounds) <u>ONCE A YEAR</u>
How often do you lubricate the trigger assembly? (Months or Number of rounds) <u>ONCE A YEAR</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>DONT KNOW</u>
What were the services performed?)
Ship your INSURED firearm by either UPS or Parcel Post to:
<p style="text-align: center;">Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357.</p>
<p><input type="checkbox"/> 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.</p> <p>:: Record the serial number of your firearm before sending it.</p> <p>:: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably,</p> <p>ship in a firearm box. (Note: Original boxes may not be returned.)</p> <p>:: Remove all accessories from your firearm to prevent loss or damage.</p> <p>:: Provide a return address on both the outside and inside the box. Shipments without a proper</p>



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	6/13/2011	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Ref# 6278 rifle			

LABEL INFORMATION

MAIL LABEL TO: Emilio Zullo 155 Croton Ave. Ossining, NY 10562 Phone: 914-941-3447
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX596 JUN 13, 2011 ALL CURR USD 1 OF 1
SVC GNDCOM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969066596719
REF 1: EMILIO ZULLO/CD/DMF
REF 2: 6278/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 8.15	PUB+HANDLING	8.15







