

Remington Arms Co., Inc.
Product Service
Legal Case #:8460

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
298058	1/24/2013	1/10/2013	2/12/2013				X

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Russell	Clark	7500 Pleasant Valley Dr.	Norman	OK	73072		H 405-364-0175

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Hole in trailer he was hauling	Cause:4038 Could Not Duplicate Concern		Unknown
S	FSR	Concern:1007 Fired on Safe Release		
C				

1/10/13: Customer called in. He stated he was using the rifle fall of 2012 during deer season (no specific date) and it fired when he took it off safe. He said it shot a hole in the trailer (5th wheel) he was using but he said he is not worried about that at all because he bought it used & it was already damaged. No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	600/308 WIN	n/a	61017	BN	1/1/1966
Date Purchased	Where Purchased	Accessories	Original Owner			
			N			

CONCERN: FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Bolt lock modification						
- no charge						

Repair/Replacement Cost Repair/Replacement Date

\$35

1/10/13: Mailing ARS & forms. Box order# 1440784. df 2/12/13: Per Ilion - Could not duplicate concern. Trigger assembly has been updated & has bolt lock safety. I emailed Ilion to see if they can do the bolt lock modification at no charge. I spoke w/customer, went over PS exam. We agreed to have the BLM done to the rifle. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/29/2013
	Product Type		RF
	Action Type		A
	Assigned To		J.BALIO
Cause	4038	Could Not Duplicate Concern	TRIG ASSM HAS BEEN UPDATED AND HAS THE BOLT LOCK SAFETY
Barrel	Description		18.5" 308 WIN
	Date Code		BN
	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	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		BOLT LOCK SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.010
	Notch	Slightly Worn; Functioning	
		Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	4#
	Altered	False	SEALANT PRESENT
	Sub-Assembly	Other Remington	

Remington®

18.54
BN1/C
4th
.010

January 10, 2013

8460

Russell Clark
7500 Pleasant Valley Dr.
Norman, OK 73072
Phone: 405-364-0175

Ref # 8460, Model 600, Serial # 61017

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination. 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 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 Arms Co, LLC
Phone: 336-548-8686
Fax: 336-548-7872

enclosure

Serial
Number:

61017

Model: 600



RE00298058

RECEIVED
JAN 31 2013

BY:.....

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

PS 30414

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

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 SR00041431	Serial Number / Description 61017 Model 600 Center Fire Caliber: 308	Date of Request: 01/10/2013 Date Printed: 01/10/2013
Customer: RUSSELL CLARK 7500 PLEASANT VALLEY DR. NORMAN, OK 73072 US	Destination: Arms Services 14 Hoefler Ave Ilion, NY 13357 US	
Email:	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

Product Service # 8460. dmf

Remington

Could you please include
an owner/user manual
for this gun if it is available.
Thank you much. I haven't been
able to use the gun for quite
a few years due to 5 spine
surgeries and other medical.
I means alot to try hunting
again that an disability

Thank you
Russell Clark
(405) 364-0175

Disc Amount

.00
.00

Grand Total: \$.00

Model Number:		Serial Number:	
600 308		61017	
Name:		Date of Purchase:	
Russell Clark		Got from a relative Early - Mid 90s	
Address (no PO Boxes):			
7500 Pleasant Valley Dr.			
City:		State:	Zip:
Norman		OK	73072
Phone (Daytime):		Fax:	
(405) 364-0175			
E-mail Address: N/A			
Please describe your problem:			
<p>Can discharge when safety is pushed to fire. It can when you want to unload or shoot the gun. It was brought to my attention there had been a Recall on this.</p>			
500 characters left			
<p>NOTE: Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.</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, 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>:: Ship your INSURED 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.</p>			

ARS LABEL REQUEST FORM

DATE: 01/10/2013	Service Request # SR00041431
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
------------------	---

LABEL INFORMATION

MAIL LABEL TO:	RUSSELL CLARK 7500 PLEASANT VALLEY DR. NORMAN, OK 73072 US SR00041431 Email:
RETURN ITEM TO:	ILN Arms Services

4XX596 JAN 10, 2013 ACT WT 10.0 LBS #PK 1
 SVC GND COM BL WT 10.0 LBS
 TRACKING# 1Z4XX5969085080714 ALL CURRENCY USD
 REF 1:SR00041431
 REF 2:

HC 0.00	CNS 0.00	FRT: 3RD
SHIPMENT PUB RATE CHARGES:		SVC T/P USD
DV 0.00	COD 0.00	RS 0.60
DC 0.00	DGD 0.00	
AH 0.00	PR 0.00	ROD 0.00
TOT PUB CHG 10.93	PUB + HANDLING 10.93	

ATTN: Product Service
