

Remington Arms Co., Inc.
 Product Service
 Legal Case #:9117

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
318354	8/16/2013	8/19/2013	8/19/2013				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Samuel	Canterbury	P.O. Box 836	Danville	WV	25053		H 304-601-2276

Incident Information

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

Per Gander Mountain Gunsmith SO#2584, "safety will work but when the safety is switched to the fire position the gun will fire without touching the trigger." jbi

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	600/243 WIN	n/a	88473	PO	6/1/1977
Date Purchased	Where Purchased	Accessories	Original Owner			
		SCOPE BASE	U			

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
Replace TPA, clean, and test under recall at no charge						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$44					

8/20/13: Per Ilion, trigger assembly set screws altered, trigger assembly was refinished while still on action causing springs to weaken, Replace TPA, clean, and test under recall at no charge. jbi

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS

Examination	Exam Date	8/19/2013	
	Product Type	RF	
	Action Type	A	
	Assigned To	S.NICHOLS	
Cause	4006	Altered Adjustments or Components	TRIG ASSM SPRS WEAK FROM REFINISH
Barrel	Description	22" 243 WIN	
	Date Code	PO	
	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	METAL REFINISHED WITH TRIG ASSM INTACT
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description	BOTL LOCK SAFETY	
	Function	Like new; Functioning	
Sear	Lift	---Select---	
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
False			
Feeding Test			
Trigger	Condition	Slightly Worn; Not Functioning	
	Pull	---Select---	
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	Other Remington	
Non-Remington			

Components	Description	SCOPE BASE
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Service Request

Remington Service
PO Box 700

Madison, NC 27025-0700

www.Remington.com



ATTN: SMF

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

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.**

221
2067
15#
00'

Service Request Number SR00058264	Serial Number / Description 88473 Model 600	<u>917</u>	Date of Request: 08/05/2013 Date Printed: 08/05/2013
Customer: SAMUEL CANTERBURY PO BOX 836 DANVILLE, WV 25053 US	Destination: Arms Services 14 Hoefler Ave Ilion, NY 13357 US		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
M240 - BOLT LOCK SAFETY MODIFICATION

Service Request Section

Parts And Service Details

Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount
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Serial Number:
88473
Model: **600**



RECEIVED
AUG 20 2013

BY:

T.A. set screws A/H. + T.A. was
refinished while still on act,
causing spg. to weaken. Rep.
T.P.A, clean front end. Recall
AT 14/c
#230145

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



Service Request
Service Order # 2584

SHIPPED TO VENDOR/STORE:

Remington Repair FFL# 6-16-01996
14 Hoefler Ave

Ilion, NY 13357
Attn:

Date Shipped: 08/12/2013 Phone: (800) 243-9700

RETURN SHIP TO:

Gander Mountain, FFL# 4-55-039-01-9B-01245
Attn: Gun Parts Dept.
2600 Mountaineer Blvd.
South Charleston, WV 25309

FIREARM INFORMATION:

Manufacturer: Remington Arms Co Inc.
Model: 600

Type: Rifle
Cal/Ga.: .243cal

Serial Number: 88473
Cased?:

DESCRIPTION OF ITEM RETURNED:

REMINGTON 600, 243

REASON FOR RETURN:

SAFETY ISSUES NEEDS FIXED

ATTENTION VENDOR

Please contact me with any questions or concerns.

GunTech - Joe Cole
(304) 746-6130

BILLING INFORMATION:

Please include the service order number on all invoices and correspondence:

SHIP TO ABOVE ADDRESS

Forward all invoices to: **Gander Mountain**

2700 Mountaineer Blvd.
Charleston, WV 25309

Gunsmith SO# 2584

GM#240 - S. Charleston
 2600 Mountaineer Blvd.
 South Charleston, WV 25309
 (304) 746-6130
 Gunsmith: GunTech - Joe Cole



*** Transferred Status ***

CUSTOMER INFORMATION:	
Home #:	(304) 369-2276 Day #:
Name:	Canterbury, Samuel
Address:	Adam 3592 Pond Fork RD Danville, WV 25053

DATES:	
Acquired:	08/09/2013
Apx Comp:	
Completed:	
Cust. Called:	
Disposed:	

FIREARM INFORMATION:			
Manufacturer:	Remington Arms Co Inc.	Type:	Rife
Model:	600	Serial Number:	88473
		Call/Ga.:	.243cal
		Firearm Value:	\$500.00
		Cased?:	<input type="checkbox"/>

Description: wood stock, blued barrel Model 600. Condition: good, no marks

Service Description: safety issue, safety will work but when the safety is switched to the fire position the gun will fire without touching the trigger. Manufacturer sent a shipping label for UPS. Manufacturer was contacted about issue prior, brining in for shipping.

LABOR		
UPC	Description	Amount
Labor Sub Total:		\$0.00

Labor Notes:

PARTS		
UPC	Description	Amount
Parts Sub Total:		\$0.00

Parts Notes:

<p>* Estimate Only * Customer must pick up their own Firearm Completed Firearms not</p>	TOTALS	
	Labor Sub Total:	\$0.00
	+ Parts Sub Total:	\$0.00
	Total:	\$0.00
	- Deposit Amount:	\$0.00
Amount Due:	\$0.00	

*** Does not include Sales Tax ***

The Child Safety Lock Act of 2005 states "it is unlawful for a dealer to sell, deliver, or transfer any handgun to any person, other than another licensee, unless the transferee (buyer) is provided with a secure gun storage or safety device for that handgun." Gander Mtn. will be providing trigger locks to all transferee's (buyer's) for a nominal fee. Transferee's may also supply their own secure gun storage or safety device.

SIGNATURE: _____

DATE: _____

Dolan, David M.

From: Rice, Lisa
Sent: Friday, August 16, 2013 11:00 AM
To: Dolan, David M.
Subject: RE: SR00058264

Please Read

He did not give me any information about a Gander Mountain. When asked where he wanted the gun returned to, he gave me the info that is on the SR. Use that info.

Thanks,

Lisa Rice

Consumer Services Representative

(336) 548-8739

lisa.rice@remington.com



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From: Dolan, David M.
Sent: Friday, August 16, 2013 10:52 AM
To: Rice, Lisa
Subject: SR00058264

Lisa,

In reference to the above SR. the SR is written to Samuel Canterbury, 3592 pond fork Rd, Uneeda, WV, 25205.

With the gun there was paper work from Gander Mountain, 2600 Mountaineer Blvd, South Charleston, WV, 25309.

I need to know where this gun is being returned too?

Thank You,

Dave









