

Remington Arms Co., Inc.
Product Service
Legal Case #:8642

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
307383	4/9/2013	2/21/2013	4/12/2013	2/16/2013			X

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Cody	Cockerham	217 Timberlane Dr	Carthage	TX	75633		C 903-746-7140 E c_cokerham23@yahoo.com

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				

2/21/13: Mr. Cockerham called in. He stated he bought the gun at a gun show and when he used it on 2/16/13, he had a FSR and shot a hole in the roof of his truck, no injury. He said when he contacted his insurance agent, he was told the rifle had a recall on it. He checked on the internet and it doesn't look like his rifle was updated. Mr. Cockerham said the estimate for damages to the truck are \$2,600 and he has a \$500 deductible to pay out of pocket. He stated he wants to know if we are going to assist in the expenses to repair his truck. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	600/243 WIN	n/a	A6534793	XO	12/4/1977
Date Purchased	Where Purchased	Accessories	Original Owner			
	Gun Show		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
Repair @ n/c - goodwill gesture						

Repair/Replacement Cost	Repair/Replacement Date
\$50	

2/21/13: Mailing ARS & forms. Box order# 1467972. df 4/12/13: Ilion found Altered Adjustments & an aftermarket safety detent spring. I will offer to replace the trigger & remove the bolt lock at no charge as goodwill gesture but we cannot comp the truck damage. I left customer a VM to call me & gave my direct dial work #. df 4/12/13: Customer called me & he agreed with removing the bolt lock, replacing the TA, cleaning & test firing @ n/c - goodwill gesture. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		4/10/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4006	Altered Adjustments or Components	M/600/660 WITH AN "A" PREFIX IS NOT UNDER RECALL
	Description		18.5" 243 WIN
	Date Code		XO

Barrel	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	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		BOLT LOCK SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	N/A
	Notch	Slightly Worn; Functioning	
Feeding Test	Test Fired	False	
	False		
Trigger	Condition	Slightly Worn; Not Functioning	TRIG NOT RETURNING UNDER SEAR AFT MKT SAFETY DETENT CLIP USED WILL FOLLOW DOWN
	Pull	---Select---	5#
	Altered	True	SET SCREWS ALTERED, FACTORY SEALANT REMOVED
	Sub-Assembly	Other Remington	

Remington®

18.5"
X012/7
5#

February 21, 2013

8642

COPY

Cody Cockerham
217 Timberlane Dr.
Carthage, TX 75633
Phone: 903-746-7140

Ref # 8642, Model 600, Serial # A6534793

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 or 7883

enclosure

RECEIVED
APR 11 2013

BY:.....

Serial
Number:

A6534793

Model: 600 MOHAWK



RE00307383

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

PS 30449

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 SR00045969	Serial Number / Description A6534793 Model 600 Center Fire Caliber: 243	Date of Request: 02/21/2013 Date Printed: 02/21/2013
Customer: CODY COCKERHAM 217 TIMBERLANE DR. CARTHAGE, TX 75633 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 # 8642. dmf
Fired on Safe Release - truck damage

Parts And Service Details

Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount
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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

Print

Reset

Model Number: <i>Mohawk 600</i>		Serial Number: <i>A6534793</i>	
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: <i>Gody Cockerham</i>		Date of Purchase: <i>July 2012</i>	
Address (no PO Boxes): <i>217 Timberlane Dr.</i>			
City: <i>Carthage</i>	State: <i>TX</i>	Zip: <i>75633</i>	
Phone (Daytime): <i>803-746-7140</i>		Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <i>c-cockerham23@yahoo.com</i>			
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>Gun discharged or fired when safety was moved to fire position.</i>			
500 characters left			
Ammunition Information:			
Manufacturer: <i>Remington</i>		Type: <i>Express core-Lokt</i>	
Other (i.e. bullet weight/type, shot size, powder): <i>100 gr core-Lokt psp</i>			
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	
Firearms Care (Cleaning and Lubrication):			

Brand of cleaning solution used:	<i>Hodgson's Hoppes</i>
How often do you clean the bore? (Months or Number of rounds)	<i>every 2-3 months after cleaned when I bought it to be sure I took it to range</i>
How often do you clean the action? (Months or Number of rounds)	<i>every 2-3 months same as above</i>
How often do you clean the trigger assembly? (Months or Number of rounds)	<i>never broke gun down to clean it</i>
Brand of lubricant used:	<i>Hoppes</i>
How often do you lubricate the bore? (Months or Number of rounds)	<i>after cleaning</i>
How often do you lubricate the action? (Months or Number of rounds)	<i>after cleaning</i>
How often do you lubricate the trigger assembly? (Months or Number of rounds)	<i>N/A</i>
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? <i>unknown</i>	
What were the services performed?)	
Ship your INSURED firearm by either UPS or Parcel Post to:	
<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>:: Provide a return address on both the outside and inside the box. Shipments without a proper</p>	

return address will be refused.

:: 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.

Charge repairs will be processed using the following guidelines:

:: 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. We process checks electronically through Check21.

ARS LABEL REQUEST FORM

DATE:	02/21/2013	Service Request #	SR00045969
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:

CODY COCKERHAM
217 TIMBERLANE DR.
CARTHAGE, TX 75633 US
SR00045969

Email:

RETURN ITEM TO:

ILN

Arms Services



4XX596 FEB 21, 2013 ALL CURR USD 1 OF 1
SVC GNDCOM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969066069119
REF 1:SR00045969
REF 2:

HANDLING CHARGE 0.00		SVC T/P USD	
SINGLE-PIECE PUB RATE CHRG:			
DY 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 11.73		PUB+HANDLING	11.73

ATTN: Product Service







