

Remington Arms Co., Inc.
Product Service
Legal Case #:9434

Case Information

| RE# | Date Opened | Date Opened(PS) | Date Closed | Incident Date | Pre Lit | Lit | Obsolete |
|--------|-------------|-----------------|-------------|---------------|---------|-----|----------|
| 328960 | 11/27/2013 | 11/6/2013 | 12/2/2013 | 10/26/2013 | | | X |

Customer Information

| Type | Business First Name | Last Name | Street | City | State | Zip | Age | Contact |
|----------|---------------------|-----------|--------------------|-----------|-------|-------|-----|---------------------------------------|
| Reporter | Robert | Roger Sr. | 102 Bear Creek Ct. | Broussard | LA | 70518 | | H 337-344-9730 E rroger104@aol.com |
| Incident | Gerard | Roger | 609 S. State St. | Abbeville | LA | 70510 | | H 337-296-7282 |

Incident Information

| Claims | Codes | Repair Est. | Medical Treatment | Medical Status |
|-----------------------------|--------------|-----------------------------------|-------------------|----------------|
| PI | | | | |
| PD Shot a hole in 4-wheeler | Cause:4006 | Altered Adjustments or Components | | |
| S FSR | Concern:1007 | Fired on Safe Release | | Unknown |
| C | | | | |

11/6/13: Gerard called in. He stated he was using Robert's rifle on 10/26/13 and it fired on safe release. Gerard said he shot a hole in his 4-wheeler and said he is not worried about that at all. He stated that he read online about the recall on this rifle but the trigger does have the "V" stamped on it. He said that Robert wants the trigger replaced & the bolt lock removed. df

Firearm Information

| Mfg. | Type | Model/Ga. | SKU | Serial | Bbl. | DOM |
|----------------|-----------------|--------------------|----------------|---------|------|----------|
| Remington | CF/BA | Mohawk 600/243 WIN | n/a | 6743141 | KY | 5/1/1974 |
| Date Purchased | Where Purchased | Accessories | Original Owner | | | |
| | | | U | | | |

CONCERN: FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/Mohawk 600/CF/BA

| Settlement | Release of Claims | Release Date | Reimbursement | Cash Settlement | Reim. Date APV | Cash Date APV |
|-------------------------------------|-------------------------|-------------------------|---------------|-----------------|----------------|---------------|
| Per Ilion - Repair @ n/c - goodwill | | | | | | |
| | Repair/Replacement Cost | Repair/Replacement Date | | | | |
| | \$44 | | | | | |

11/7/13: Mailed ARS, letter, SR paperwork. Box order# 1560351. df 12/4/13: Per Ilion - TA dirty & set screws altered. Trigger not returning properly. Per request to replace TA, check over & test at n/c - goodwill. df

Examination[Remington/CF/BA]

| Part | Sub-Part | Code | Comment |
|--------------|------------------------|-----------------------------------|--------------------------|
| Examination | Examiner | | B.TRAVIS |
| | Exam Date | | 12/2/2013 |
| | Product Type | | RF |
| | Action Type | | A |
| | Assigned To | | S.NICHOLS |
| Cause | 4006 | Altered Adjustments or Components | |
| Barrel | Description | | 18.5" 243 WIN |
| | Date Code | | KY |
| | 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 | ALTERED |
| | Stop | Slightly Worn; Not Functioning | BINDS |
| 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 | Worn; Functioning | MARS,SCRATCHES,DENTS |
| | Fore End Condition | ---Select--- | |
| Receiver | Condition | Slightly Worn; Functioning | |
| | Bulged | False | |
| Safety | Description | | BOLT LOCK SAFETY |
| | Function | Like new; Functioning | |
| Sear | Lift | ---Select--- | .008 |
| | Notch | Slightly Worn; Functioning | |
| | | Test Fired | False |
| Feeding Test | Tests | False | |
| | | Slightly Worn; Not | DIRTY,TRIG NOT RETURNING |

| | | | |
|---------|--------------|-----------------|--------------------|
| Trigger | Condition | Functioning | PROPERLY |
| | Pull | ---Select--- | 2# |
| | Altered | True | SET SCREWS ALTERED |
| | Sub-Assembly | Other Remington | |

Remington®

18.5"
KYS/
Z#
.008

COPY

November 7, 2013

9434

Robert Roger Sr.
102 Bear Creek Ct.
Broussard, LA 70518
Phone: 337-344-9730

Ref # 9434, Model Mohawk 600, Serial # 6743141

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory. This shipping label is for a UPS Hub or UPS Terminal. 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.

Sincerely,
Dell Fulcher
Consumer Affairs Administrator
Remington Arms Co, LLC
Phone: 1-800-243-9700 ext 8686
Fax: 336-548-7872

RECEIVED
DEC 04 2013

BY:.....

Serial
Number:

6743141

Model: 600 MOHAWK



RE00328960

T.A. dirty + set screws all.
trig not set properly. Per
request to Mr T.A. checkover
+ resturd. BLP for ~~2~~ N/C
Good-Will.

#260974

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

PS 30507

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 SR00066888 | Serial Number / Description 6743141 Model 600 MOHAWK Center Fire Caliber: 243 | Date of Request: 11/07/2013 Date Printed: 11/07/2013 |
| Customer: ROBERT ROGER SR. 102 BEAR CREEK CT. BROUSSARD, LA 70518 US Email: <i>rrroger104@aol.com</i> | | 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
M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Service Request Section
Product Service # 9434. dmf

| Parts And Service Details | | | | | | | | |
|---------------------------|------|-------------|------------|----------|-------|------|--------|--|
| Material | Type | Description | Qty Needed | Warranty | Price | Disc | Amount | |

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 |

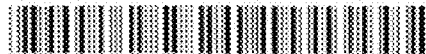
ARS LABEL REQUEST FORM

| | |
|-------------------------|----------------------------------|
| DATE: 11/07/2013 | Service Request #: SR00006088 |
| QUANTITY: 1 | WEIGHT PER PACKAGE: 10 LBS |
| REQUESTED BY: G. Gordin | email address: J.WILL MAIL LABEL |

| | |
|------------------|---|
| Business: | Remington Service PO Box 700 Madison, NC 27025-0700 www.Remington.com |
|------------------|---|

LABEL INFORMATION

| | |
|------------------------|--|
| MAIL LABEL TO: | ROBERT ROGER SR. 101 BEAR CREEK CT. BROOKSARD, LA 70518 US SR00006088 Email: |
| RETURN ITEM TO: | ILN Arms Services |



43X598 NOV 7, 2013 ALL CURR USD 1 OF 1
 SVC SR00006088 ACT WT 10.8 LBS
 TRACKING# 124X5989800747230
 REF 1: SR00006088
 REF 2:

| | | | |
|-----------------------------|----------|--------------------|--|
| HANDLING CHARGE 8.00 | | | |
| SINGLE-PIECE PUB RATE CHRG: | | SVC T/P USD | |
| DY 0.00 | COO 0.00 | RS 0.00 | |
| DC 0.00 | DDO 0.00 | CS 0.00 | |
| SH 0.00 | PR 0.00 | SP 0.00 | |
| TOT PUB CHG 11.50 | | PUB+HANDLING 11.50 | |

| | |
|------------------------------|--|
| ATTN: Product Service | |
|------------------------------|--|





