

Via telephone call
October 24, 1978 3-3, 7

Today, the Remington Arms Company, Inc., announced the recall of Models 600, 660, Mohawk 600, ~~XP-100~~ ^{XP-100} bolt action guns, produced prior to February, 1975, because of a possible safety problem.

As a Remington Recommended Gunsmith, your shop has been listed with an 800 Enterprise message receiving center in Atlanta, Georgia. Upon receipt of a call from an owner of one of the guns involved, the message receiving center will direct him to the Remington Recommended Gunsmith located geographically nearest to him, for repair of the gun. We estimate you may receive up to 200 of these guns for repair.

To provide the simplest and most positive repair, you will be supplied with new trigger assemblies for replacement of the original. The repair will be done at no charge to the gun owner.

Our Arms Service section reports that the replacement of the trigger assembly can be made in 7-1/2 to 10 minutes. Based on this, we plan to allow you a \$5.00 bench charge for this work. Where transportation or other special handling costs are involved, we will reimburse you.

While full details have not been developed, we did want to give you this advance notice, and we will contact you in the very near future, covering all details.

Meanwhile, should any guns be returned to you, please record the date, name, address, zip code, and serial number and caliber of the gun, and hold until you have our instructions.

Person calls in on 800 numbers, asks for Operator 61 or Remington
recall information.

Operator asks for Model No. _____ & Serial Number _____.

Checks Model and Serial Number blocks for recalled guns -

if gun is not involved, inform caller
and thank him.

if gun is part of recall, operator will ask for

Name _____

Address _____

Phone Number _____

The operator will say:

"Remington recommends prior to any further usage of your gun
that you bring it directly to a selected gunsmith in your
area for inspection and modification which will be done free
of charge. If you have a pencil and paper handy, the closest
gunsmith is* _____"

If you have any further questions you should write to:

Remington Arms Company, Inc.
Box EGL
Bridgeport, Ct. 06602"

"The phone number will be used to determine the nearest Remington
gunsmith (out of 179).

If there is more than one gunsmith in the area, the caller will be
given a name and address. The gunsmiths will be rotated after each
call to assure a balance of customers per gunsmith.

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We have set up toll free numbers to handle gun owner complaints. These numbers will be in operation beginning Saturday, October 28:

In Connecticut 800-972-9379

Outside Connecticut 800-243-9275

We are doing everything possible to expedite shipment of replacement trigger assemblies; however, the initial supply will be limited. Because these trigger assemblies are the only ones approved for this replacement program, please do not use trigger assemblies you may have in stock.

If you have Model 600 series trigger assemblies in inventory, return them to us freight collect and we will credit your account.

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