

REMINGTON ARMS COMPANY, INC.
Bridgeport, Connecticut

c: E.B. Beattie
A.W. Bell
H.K. Boyle
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October 30, 1978

TO: J.P. McANDREWS
J.G. WILLIAMS
E. HOOTON
R.A. FARTNOY
FROM: *E.F. Barrett*
E.F. BARRETT

MODEL 600 RECALL - STATUS REPORT

1. Owner Notification

• Toll free message center (National Data Corporation, Atlanta, Ga.) - about 2500 calls have been received through October 27. Approximately 50% of the calls have been from Texas. We are receiving magnetic tape information which will be computer processed to aid our planning for future action.

Owners and dealers have been confused by the serial number listing for the Mohawk 600 and XP-100. This is because the number series on some post 1975 guns is the same as on guns involved in the recall. Where this occurs, the letter A or B is used as a serial number prefix on post 1975 guns. This situation will be clarified in subsequent recall advertisements and customer mailing.

Some owners have expressed concern about the timing of the gun repair and the remoteness of approved gunsmiths. It was decided to handle these complaints by setting up WATS lines in Bridgeport and Ilion, rather than expanding the information now being given by the Atlanta operators.

• Advertisements - Ads are being prepared for Hawaii and Alaska which are not covered by the Atlanta information service. We have three gunsmiths in Alaska and one in Hawaii.

Ads are being prepared for the follow-on owner notification program. Media will be selected early this week.

A dealer mailing which will include a counter poster announcing the recall and listing the guns involved is being prepared.

• Internally Developed Owner Data -

A listing by wholesaler of serial numbers for the guns involved will be complete in mid-November. This listing will cover the period 1968 to 1975. Records exist for the period 1963 to 1967 but are in such a form that their utility is questionable.

Consideration is being given to paralleling this approach by beginning to search the records of major dealers now for owner information.

2. Gunsmiths

Essentially all of the gunsmiths on the recommended list have agreed to participate in the recall program. Initial phone contacts were confirmed by telegram. Cooperation has generally been excellent. Among the gunsmith comments have been concerns about future product liability claims arising from this program, their ability to provide adequate service at this point in the hunting season and the adequacy of the \$5.00 bench charge.

Forms to document the receipt of customer guns and serve as an invoice have been prepared and are being distributed.

An installation procedure for the replacement trigger assemblies is being prepared in Ilion. It appears this will be more complicated than anticipated because some fitting is required in older guns. We will review the proposed procedure and if necessary run a pilot evaluation with selected gunsmiths before making a general mailing.

Arrangement have been made to hand carry the available trigger assemblies to the 10 Texas gunsmiths today. Installation procedures will be discussed. We estimate each Texas gunsmith will receive a minimum of 50 trigger assemblies.

Ilion will be established as a repair station for customers requiring special handling. The gunsmith's reporting procedures will be used to maintain a common input to the record control system being developed by Business Services.

3. Replacement Parts- Mohawk rifle assembly has been suspended to increase trigger housing assembly availability. Production estimates they can start supplying at the rate of 75 per day and reach a rate of 325 per day by the end of November. It was decided to remove the trigger assemblies from approximately 3500 Mohawk 600s now in the warehouse in order to expedite initial shipments.

4. Export and Canada - Giner, Droge and Millhofer have been notified. Millhofer estimates there are 15,000 of the subject guns in Canada. He will visit Bridgeport Tuesday to review the program established for the domestic market.

NOTE: Attached are copies of press releases, gunsmith correspondence and other materials related to the recall.

EFB:jl
Attach.

- A. General Press Release
- B. Financial Press Release
- C. Telephone Request to Gunsmiths
- D. Telegram Confirming Gunsmith Participation
- E. Format for Atlanta Information Center
- F. Gunsmith Receipt and Repair Form
- G. Telegram Informing Gunsmiths about Customer Complaint Numbers
- H. Sales Data For 600 Series Rifles
- I. Serial Number Clarification

NEWS

Remington.  REMINGTON ARMS COMPANY, INC. • PUBLIC RELATIONS • BRIDGEPORT, CONNECTICUT 06602

RELEASE

FOR RELEASE IMMEDIATELY

BRIDGEPORT, Ct., October 25, 1978 -- Remington Arms Company, Inc., announced today that under certain unusual circumstances on some of its center fire bolt action firearms, the safety selector and trigger could be manipulated in such a way that subsequently moving the selector to the fire position could result in accidental discharge. Remington firearms involved are Model 600, 660 and Mohawk 600 rifles and XP-100 pistols manufactured prior to February 1975.

The difficulty can be corrected by installation of a new trigger assembly. In view of the potential safety hazard, the Company is recalling all of these guns produced prior to February 1975 for inspection and modification as required.

Efforts are being made to contact owners of these guns. Individuals who have Model 600, 660 and Mohawk 600 rifles or XP-100 pistols involved in the recall should write to Remington Arms Company, Inc., Bridgeport, CT 06602, or call the following toll free number for information on procedures:

In all states except Georgia:

800-241-8444 - Ask for Operator 61

In Georgia:

800-282-1333 - Ask for Operator 61

- MORE -

Customers should give the operator the model and serial numbers of their gun when calling.

Serial numbers involved in the recall are as follows:

Remington Model 600s -From Serial #0001 to 131,552

Remington Model 660s -From Serial #0001 to 131,552

Mohawk 600s -From Serial #6,200,000 to 6,899,999

Remington Model 660s -From Serial #6,200,000 to 6,899,999

Remington XP-100 -From Serial #0001 to 7,508,983

A

NEWS

Remington.  REMINGTON ARMS COMPANY, INC. • PUBLIC RELATIONS • BRIDGEPORT, CONNECTICUT 06602

RELEASE

FOR RELEASE IMMEDIATELY

BRIDGEPORT, Ct., October 25, 1978 -- On October 23, 1978, a product liability case against Remington Arms Company, Inc., and one of its dealers was settled for \$6,800,000 by Remington's insurance carriers. The case involved an alleged accidental discharge of a Mohawk Model 600 rifle manufactured by Remington. Injuries to the plaintiff were extremely serious, leaving him partially paralyzed. The plaintiff alleged that at the time the gun fired the trigger was not pulled. Remington's investigation indicated that this was unlikely but possible due to the fact that under certain unusual circumstances the safety selector and trigger could be manipulated in such a way that subsequently moving the selector to the fire position could result in accidental discharge. Settlement costs are substantially covered by the Company's liability insurance.

A recall program has been initiated in connection with Mohawk Model 600 rifles and Remington Model 600 and 660 rifles and XP-100 pistols manufactured prior to February 1975.

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B

general info to gunsmiths
via telephone call

October 24, 1978

Today, the Remington Arms Company, Inc., announced the recall of Models 600, 660, Mohawk 600, ~~XXXXXXXXXX~~^{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.

C.

This went to participating Jewsmiths.

TELEGRAM

Thank you for agreeing to assist us in the installation of a new trigger assembly in Remington 600, Model 660 and Mohawk 600, and XP-100 pistols, covered by our recall.

Our toll free Message Center is advising customers in your area of your availability to make this installation.

We are sending you under separate cover special repair and information forms, plus an initial supply of replacement trigger assemblies.

For your information, Remington will assume full and complete responsibility for any and all claims that may arise out of the design or manufacture of the trigger assembly provided to you by Remington for this modification.

The ^{only} guns included in the recall are all Remington Model 600 and 660 rifles, and all Mohawk Model 600 rifles, except those with a serial number starting with an "A". Also included in the recall are any XP-100 pistols with a serial number between 0001 and 7,507,983.

If you have any questions, please call Ed Sienkiewicz collect at (315) 894-9961.

REMINGTON ARMS COMPANY, INC.

10/27/78

D.

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.

E.

REMINGTON ARMS COMPANY, INC.
Trigger Assembly
Special Replacement Program

(A) GUNSMITH
Name
Street
City, State, Zip
Telephone (Area Code)
Control No. (For Rem. Use Only)

GUN OWNER
Name
Street
City, State, Zip
Telephone (Area Code)
Control No. (For Rem. Use Only)

(B) FIREARMS INFORMATION

Model (Check One)
1. Rem 600
2. Rem 660
3. Mohawk 600
4. XP-100
Caliber (Check One)
1. 222 Rem.
2. 6mm Rem.
3. 243 Win.
4. 308 Win.
5. 6.5mm Rem. Mag.
Caliber (Check One)
6. 350 Rem. Mag.
7. 35 Rem.
8. 223 Rem.
9. 221 Rem. "Fireball"
10. Rechambered
Serial No.

(C) MODIFICATION INFORMATION

Method Gun Received From Owner:
(Hand Delivered, UPS, U.S. Mail, Other)
Date Gun Received From Owner (Month, Day, Year)
Estimated Completion Date (Month, Day, Year)

IMPORTANT — This Copy Must Be Completed and Mailed Immediately Upon Receipt of Gun.

PARTS CONTROL COPY
(completed form to be mailed immediately upon receipt of gun)

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.

G.

	<u>Rem. M/600</u>	<u>Rem. M/660</u>	<u>Mohawk 600</u>	<u>Total</u>
1963	100	--	--	100
1964	25,279	--	--	25,279
1965	24,851	--	--	24,851
1966	22,307	--	--	22,307
1967	19,061	87	--	19,148
1968	2,488	24,373	--	26,861
1969	--	14,196	--	14,196
1970	2	7,694	--	7,696
1971	--	3,993	4,979	8,972
1972	--	193	4,961	5,154
1973	--	--	8,739	8,739
1974	--	--	12,110	12,110
1975	--	--	13,120	13,120
1976	--	--	13,318	13,318
1977	--	--	17,631	17,631
1978	--	--	16,927	16,927
			(as of 10/18)	
TOTAL	94,088	50,536	91,785	236,409

HDA/ap
10/23/78

H.

October 30, 1978

RECEIVED

OCT 30 1978

OFFICE - F. F. BOSTON

E. F. BARRETT

REMINGTON MODEL 600 AND 660 RIFLES
MOHAWK MODEL 600 RIFLES
XP-100 PISTOLS
SERIAL NUMBERS

Remington Model 600 and 660, Mohawk Model 600 Rifles -

Years 1963 to November 1968 -
Serial Numbers 000001 to 131552

November 1968 to August 1975
Serial Numbers 6,200,000 to 6,899,999*

August 1975 to present -
Serial Numbers A6,200,000 to current number.

Remington XP-100 Pistols -

Years 1962 to April 1968 -
Serial Numbers 00001 to 11,000

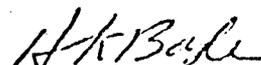
Years April 1968 to April 1975 -
Serial Numbers 7,500,000 to 7,507,983

Years April 1975 to September 1976 -
Serial Numbers 7,507,984 to 7,509,999

October 1976 to January 1978 -
Serial Numbers A7,500,000 to A7,504,695

January 1978 to present -
Serial Numbers B7,500,000 to current number.

* Contains serial numbers assigned
to Model 700 Rifles.


H. K. Boyle

HKB:iw

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