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File

REMINGTON ARMS COMPANY, INC.

INTER-DEPARTMENTAL CORRESPONDENCE



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"CONFINE YOUR LETTER TO ONE SUBJECT ONLY" _____

Ilion, New York
December 6, 1978

TO: C.B. WORKMAN

FROM: J. W. BROOKS

TRIP REPORT

MODEL 600, 660, Mohawk 600 and XP-100 FIELD REPAIR

FIELD TRIP REPORT TO GUN REPAIR STATIONS
11-8-78 to 11-15-78

A trip was made to visit 12 Remington warranty repair stations concerning the Model 600 recall program.

Reception at all gun repair stations was very good. They were all glad to see someone from Remington to go over the recall program. All stations has received at least 5 trigger assemblies with about half of them having received a second 5. The first five assemblies were individually wrapped. The second five were wrapped together in one package. One assembly had a slave pin missing but was still intact.

Some of the 5 stations did not completely understand that serial numbers with the A & B prefix were not included in the recall program and a few had changed trigger assemblies in rifles with an A prefix.

Most of the stations that had XP 100 pistols had been instructed by their customers not to return them to the factory.

Individual stations contacted along with comments are listed below.

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George C. Harrell - Kingsport, Tenn.

Gun repair shop in walk-out basement of his house. Good reception. Wife does paper work. Explained what information we required on report forms to both. George had finished one gun. Trigger assembly in action was fine. Wood had not been removed from stocks and brass screw had not been bent. Was glad Remington was giving instructions on this interference problem. Had two more to be repaired which he will do later as it was past closing time.

Fox & Company, Inc. - Knoxville, Tenn.

Visited Mr. Howard Smith the gunsmith at this establishment. Had a 350 cal. in with several more coming. Had changed fire control. Stock had not been relieved. Did not want to do it there because of rush of customers coming in continually. Was glad that we looked at it and would make sure he checks all rifles in the future for proper clearance.

Judge's Gun Shop - Winchester, Tenn.

Very good reception. Had no rifles in shop. Went over replacement of the new trigger assembly with both gunsmiths. Went over paper work. Everyone here seems very competent. Mr. Judge well liked. This gun shop is out in the middle of nowhere and it was full of people all the time I was there.

Gun City U.S.A. - Nashville, Tenn.

Visited with Mr. Charles Wright the gunsmith. Joe Daniel was not there. The shop owner was with us when we went over the directions for the return forms. One gun had been repaired but not sent out. Trigger assembly free in action but stock and screw needed alteration. Have four XP-100 pistols. Customers do not want them sent in to factory. I asked that they fill out paper work and send in to Bridgeport and explain customers request. Will check again with customer to see if they will allow pistols to be sent in.

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Uncle Lee's - Paris, Tenn.

Saw Hugh R. Barrow gunsmith who had repaired 5 guns and returned. He had received 5 more Trigger assemblies. No guns on hand. Went thru explanation of installation of trigger assembly in action and stocks. He had not checked stock clearance but said triggers and safeties were clear. Asked him to see if he could get guns back and check stock clearance as most stocks do require some clearance. Had changed at least one rifle with A prefix. Explained proper way to fill out forms and that A & B prefix were not included in recall. Had customer that did not want XP-100 sent back to factory. Also had customer that claimed Remington told him he would get new rifle when he called about recall.

Ed Mason Gunsmith - Memphis, Tenn.

Covered program and paper work. No rifles on hand. None changed yet. Lots of calls but no one has brought in rifle yet. Wondered if Remington was going to advertise some more.

Hal's Gun & Supply Co. - Cullman, Alabama

Had repaired one rifle. Still in shop. Stock and screw needed alteration which was done. Went thru program with Mr. Ersil Jones gunsmith and Mr. Harold Mayo owner and gunsmith. Good reception by both.

City Gun and Key Company - Birmingham, Alabama

Had a M/600 to repair extractor. Customer did not want Trigger assembly changed now. Present one worked fine and hunting season coming up and was worried new one might not work as well. Will bring gun back for change later one. Two piece sear assembly. Mr. Hice had sent in green form to Bridgeport. Went over check points and forms emphasizing stock clearance points.

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Wallace Gatlin Gun Repair - Oxford, Alabama

Mr. Gatlin glad to see a Remington representative on program. Has no rifles as yet. Went over Trigger assembly installation emphasizing stock clearances. Gatlin gun designed by his grandfather.

Rudolph's Gun Repairs - Clanton, Alabama

Talked to Mr. V. Rudolph owner and gunsmith. Has had three rifles. Two still in shop with fire control installed. Went over one rifle explaining points to check for interference. Stock and screw both needed alteration. Was busy and will finish other rifle later before returning to customer.

Todd's Gun Store - Montgomery, Alabama

Spoke to Mr. Kenneth Campbell owner and gunsmith and his son. He had changed trigger assemblies on three rifles. He had another one that we changed and went over the points we asked to check for clearance. The screw needed bending and the stock needed wood removed in the safety arm area and on top beneath the safety button. Store started in 1822 by Todd who sold to his gunsmith and Mr. Campbell married his daughter and took over when he retired.

Fred's Gun Shop - Mobile, Alabama

Spoke with Mr. Nusbaum and his wife and went over the forms to be filled out. Had changed one Trigger assembly and returned to customer. Went over program and he will try and have rifle returned to check for clearance of stock. Had call from another customer while there. Customer may bring in rifle but had tried everything he could and it would not fire accidentally. Received good reception here. Many customers came into shop while I was there. Mr. Nusbaum seemed to be a very competent gunsmith.

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Illon Research Division