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Remington Arms Co., Inc. Product Service Legal Case #:4860

Case Information								
RE# 213768 - 213920 Customer Informat	ion) 1	e Opened(PS) .0/26/2010	Date Closed 12/17/2010	Incident Da		Lit Lit	Obsolete X
Type Business	First Name La	st Name	Street	City State	e Zip Age		Contact	C ()
Incident	James V	Varren 6	0124 Cinder Butt	e Rd Bend OR	97702	H 5 E jimjunev	03-703-30 warren@y	
Incident Information	n	Codes		Repair Es	st. Medical	Treatment	t Media	al Status:
	cern:1007 Fired	on Safe Rel				cnown		
Firearm Informatio	n							
Mfg. Remington Date Purchased CONCERN:FSR	Type CF/B Where Pur ELLETT BROT	A chased	Model/Ga. 710/243 WIN Accessories SCOPE BASE	SKU 27418 Original Own Y		Bbl. PA 6/19	DON 9/2006 6:4	
Mfg. Remington Date Purchased CONCERN:RETU	WESTERN HO		ased ENDALE CAL	Model/Ga. 660/243 WIN Accessories SCOPE BASE	SKU 20000 Original Ov U			DOM 1/1/1970
Ammunition Inform Other Products Info Settlement								
Soutomont			Remington/7	10/CF/BA				
Settlement	Release of	Claims	Release Da	te Reimbi	ursement S	Cash ettlement	Reim. Date APV	Cash Date APV
Per Ilion - Quote to repair @ 1/2 norma cost								
	Repair/Repl Cos		Repair/Replace Date	ement				
10/26/10: Sending A return properly. Rep credit card. df								
Examination[Remin	ngton/CF/BA]				· · · · · · · · · · · · · · · · · · ·			
<u>-</u>	- •							

Part Sub-Part Code Comment

http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=4860&Type=Case

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	Examiner		B.TRAVIS
	Exam Date]	12/13/2010
Examination	Product Type]	RF
	Action Type		A
	Assigned To]	T.NAGLE
Cause	4023	Needs Updated Parts	RETURNED FRO RECALL
·····	Description]	20" 243 WIN
	Date Code]	BT
	Bore Plugged	False	
Barrel	Bulged	False	
	Fired	False	
	Fired while Obstructed		_
	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
Bolt	Face	Slightly Worn; Functioning	BRASS WASH AND CHIPS
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
	Condition	Slightly Worn; Functioning	
Extractor	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
	Block Condition	Select	
Locking	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	Select	
	Exterior Condition	Worn; Functioning	ACTION VERY DIRTY
Overall	Stock Condition	Worn; Functioning	
	Fore End Condition	Select	
Receiver	Condition	Worn; Functioning]
	Bulged	False	
	Description		STANDARD M/660 BOLT LOCK SAFETY
Safety	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS]
	Lift	Select	.006
Sear	Notch	Slightly Worn; Functioning	DIRTY
Feeding Test	Tests	Test Fired False	False
	Condition	Slightly Worn; Functioning	DIRTY

http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=4860&Type=Case

12/17/2010

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	Pull	Select	3#
Trigger	Altered	False	
	Sub-Assembly	Other Remington	
Non-Remington Components	Description		SCOPE BASE

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS
	Exam Date		12/14/2010
Examination	Product Type	•	RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4006	Altered Adjustments or Components	
	Description		20" 243 WIN
	Date Code		PA
	Bore Plugged	False	
Barrel	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
Bolt	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
	Condition	Slightly Worn; Functioning	
Extractor	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
	Block Condition	Select	
Locking	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	Select	
Magazina	Condition	Select	
Magazine	Box Condition	Slightly Worn; Functioning	
[]	Exterior Condition	Slightly Worn; Not Functioning	
Overall	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	Select	
	Condition	Slightly Worn; Functioning	EXCESSIVE LOCKTITE ON SCOPE BASE
Receiver	Bulged	False	
	Description		STANDARD M/710 SAFETY
Safety	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
	Lift	Select	N/A
Sear	Notch	Slightly Worn; Functioning	
		Test Fired	False
Feeding Test	Tests	False	land and a second a

http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=4860&Type=Case

12/17/2010

Í	Condition	Slightly Worn; Not Functioning	NO TRIGGER RETURN
	Pull	Select	1.5#
Trigger	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	Other Remington	

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12/17/2010

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Verity	Repair						Status N	ew 12/11/2010 6:14:45 A	M	
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1. 1. 1. 280	dréss 2	<u> </u>		PO Box				PO Box		
	City: BEN	4D	<u></u>			BEND				
	State: OR	Zip Code	97702	Country US		OR Zip Code	97702	Country US	a la constantina de l La constantina de la c	
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В	Y:				



October 26, 2010

James Warren 60124 Cinder Butte Rd. Bend, OR 97702 Ph: 503-703-3660

2:710

Ref: # 4850

Dear Mr. Warren,

311082

"Model:

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination.

Please include a copy of this letter to put inside the shipping container. The letter inside is 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 boxes with the name "Supry". Mr. Supry 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,

D. Fulda-

D. Fulcher Consumer Affairs Administrator Remington, H&R, Marlin Phone: 1-800-243-9700 Fax: 336-548-7872

> T.A. set screws Altered. Thig. Will Not Return properly. Neplace TPA, CLANGE Test fike AT 1/2 Normal cost. Quote



PS 14954

November 22, 2010

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Remington Ams Co. 870 Remington Drive PO Box 700 Madison, NC 27025 800-243-9700

Re: Rem 710 Ser# 71311082

This rifle is returned on a recall. It will fire when the safety is released. It does not happen every time but once is too many.

Thank you in advance, James R. Warren

James R. Warren 60124 Cinder Butte Rd Bend, OR 97702



Factory Repair Form

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Return to Previous Page

NOTE: Please complete and print this form, and then include it with your firearm.

	Serial Number: 71311082
Are you the original owner?: 🗹 YES 🗌 NO	
Name: JAMES R. WARREN	Date of Purchase: 2007
Address (no PO Boxes): 60124 Ci	NDER BUTTE RA
City: BEND	State: 012 Zip: 9770 2
Phone (Daytime): 503-703-3660	Fax: NONG
E-mail Address:(if e-mail address is provided, notificati sent) <u>JiM JUNE WARREN</u>	
E-mail Address:	emington.
Please describe your problem and date of occurrence Rifle Sometime The Safety is	s Fires when
500 characters left	¥
Ammunition Information:	
Manufacturer: Winchesten	Туре: 243
Other (i.e. bullet weight/type, shat size, powder):	100 q.R.
Handload Information:	
Powder Used:	Powder Weight
Case/Hull Used:	Primer Used:
Bullet Type/Shot Size:	Reloader Used:
Firearms Care (Cleaning and Lubrication):	when used
Brand of cleaning solution used:	
How often do you clean the bore? (Months or Number of	etterte en anno esta de la contra
How often do you clean the action? (Months or Number of	ofrounds) when use b
How often do you clean the trigger assembly? (Months o	or Number of rounds) RAKELY
Brand of lubricant used:	······································
f_	
How often do you lubricate the bore? (Months or Number	rofrounds) Chenuseb

Have you reviewed the cleaning and maintenance recomm	nendations on our web site or in our owners manual?
When was the last time that your firearm was serviced by a repairman/gunsmith?)	a Remington authorized
What were the services performed?)	
Ship your INSURED firearm by either UPS or Parcel Post t	0:
Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357	
() WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN FIREARM. THIS IS A VIOLATION OF FEDERAL LAW. IF YOU THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, AD SERIAL NUMBER OF YOUR FIREARM.	J FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND
 Record the serial number of your firearm before sending it. Pack your firearm for safety and to prevent further damage in ship in a firearm box. (Note: Original boxes may not be return remove all accessories from your firearm to prevent loss or d Provide a return address on both the outside and inside the b return address will be refused. Ship your INSURED firearm by either UPS or Parcel Post. Re damage or loss during shipment, so you may elect to purchas 	ed.) Iamage. ox. Shipments without a proper emington is not responsible for
Charge repairs will be processed using the following guidelines:	
:: Repairs \$75.00 and under will be completed and returned to y credit card number and expiration date with your gun)	/cu C.O.D. (To avoid C.O.D. Charges, please include your
:: For Repairs over \$75.00, you will receive a written estimate d You will have 30 days to approve the repair estimate. Repairs a Express, Discover, MasterCard, or VISA). If you wish, you can e that can be billed to your credit card. We process checks electro	an be paid by check, money order, or credit card (American expedite repairs over \$75.00 by setting a pre-euthorized amoun

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Other Sites	N



http://www.remington.com/support/repair_services/factory_repair_form.asp

11/24/2009



Remington Arms Company, Inc. 870 Remington Drive P. O. Box 700 Madison, NC 27025-0700

ARS LABEL REQUEST FORM

DATE:		10/26/2010	REQUESTED BY:	Dell
QUANTITY:		1	WEIGHT PER PAC	KAI 10 lbs
REASECHECKIONE MEDIA COORDINATOR TO MAIL			I WILL MAIL	XXXXXX
DESCRIPTION:	Ref# 4860 Rifle			

LABEL INFORMATION

MAIL LABEL TO: James Warren 60124 Cinder Butte Rd. Bend, OR 97702 Ph: 503-703-3660

RETURN ITEM TC Remington Arms Attn: Product Service Ilion, NY

PLEASE COMPLEME AUL PARAIS OF THIS FORM AND SEND TO THE MEDIA COORDINATION

 4XX596
 OCT 27, 2010
 ALL CURR USD
 1 OF 1

 SVC CNDCOM
 ACT UT 10.0 LBS
 1
 1 OF 1

 TRACKINGH 124XX5969066010976
 REF 1: JAMES UARREN/CD/DMF
 1
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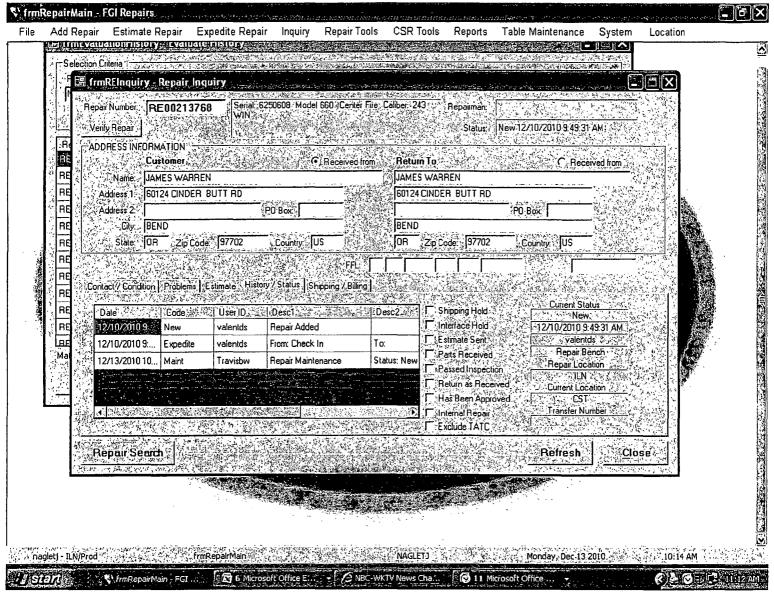
 REF 1: JAMES UARREN/CD/DMF
 REF 2: 4860/RIFLE
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 HANDLING CHARGE 0.00
 SINGLE-PIECE PUB RATE CHRGS:
 SVC
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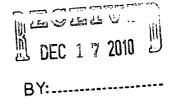
 CV 0.00
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 DGD 0.00
 SD 0.00
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 TOT PUB CHG 11.79
 PUB HANDLING
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12/13/10 11:12:07



. COPY

October 26, 2010

James Warren 60124 Cinder Butte Rd. Bend, OR 97702 Ph: 503-703-3660

Ref: #4860

Dear Mr. Warren,

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination.

Please include a copy of this letter to put inside the shipping container. The letter inside is 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 boxes with the name "Supry". Mr. Supry 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,

D. Fulcher Consumer Affairs Administrator Remington, H&R, Marlin Phone: 1-800-243-9700 Fax: 336-548-7872

Reptace TPA under Musil. clear + Tost fine of N/c

230145



y, IIC. • 070 ton Drive • P.O. Box 700 • Madison, NC 27025 Phone 800-243-9700 • www.remington.com November 22, 2010

Remington Ams Co. 870 Remington Drive PO Bpx 700 Madison, NC 27025 800-243-9700

Re: Rem 660 Ser# 6250608

This rifle is returned on a recall. Please fix what needs to be done.

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In addition I would purchase a new stock and a rear sight. Plesse call me at 503 703 3660 so that I can ok the charges.

Thank you in advance

James R. Warren 60124 Cinder Butte Rd Bend, OR 97702

(NOTE: Please pl		pair Instructions s form, and then include it with your firearm.)
Model Number:	608 660	Serial Number: 6250608
Are you the original owner?:		0
Name: TAMES R.	WARDEN	Date of Purchase: 10/10
Address (no PO Boxes): 6	0124 Ci	NOER BUTTE Rd.
city: Bend		State: OR Zip: 97707
Phone (Daytime): 503	- 703-3	650 Noive
E-mail Address: Jim Jane W I would like to receive futur	re e-mail updates fro	m Remington.
Please describe your problem		
It has	Never 1	been Serviced Under
RECALL	in the	70's
		······
Add'L	a south at	
	GENVICES	
		ed Letten
See	ATTACL	
See Ammunition Information: Manufacturer: Withcol	ATTACL	ed Letten
See	ATTACL	ed Letten
See Ammunition Information: Manufacturer: Withcol	ATTACL	ed Letten
See Ammunition Information: Manufacturer: Withcol	ATTACL	ed Letten
See Ammunition Information: Manufacturer: <u>Winch</u> Other (i.e. bullet weight/type, sh	ATTACL	Type: Type: 100-9. BULLETS Powder Weight:
See Ammunition Information: Manufacturer: U/(*NC) Other (i.e. builet weight/type, st Handload Information:	ATTACL	Type: Type: 100 gr Bullers
See Ammunition Information: Manufacturer: U: Ncl Other (i.e. bullet weight/type, sh Handload Information: Powder Used:	ATTACL	Type: Type: 100-9. BULLETS Powder Weight:
See Ammunition Information: Manufacturer: U/i ^t NCM Other (i.e. builet weight/type, st Handload Information: Powder Used: Case/Hull Used:	ATTACL	Type: Type: 100-9. BULLETS Powder Weight: Primer Used:
See Ammunition Information: Manufacturer: U/i ^t NCM Other (i.e. bullet weight/type, st Handload Information: Powder Used: Case/Hull Used:	ATTACL heester not size, powder):	ed Letten Type: 100-9A BULLETS Powder Weight: Primer Used:
See Ammunition Information: Manufacturer: U/: NCM Other (i.e. bullet weight/type, st Handload Information: Powder Used: Case/Hull Used: Bullet Type/Shot Size:	ATTACL MTTACL Net Stern not size, powder): Luication):	ed Letten Type: 100-91 BULLETS Powder Weight: Primer Used: Relodder Used:
See Ammunition Information: Manufacturer: U/LiNCM Other (i.e. bullet weight/type, st Handload Information: Powder Used: Case/Hull Used: Bullet Type/Shot Size: Firearms Care (Cleaning and	ATTACL MESTER not size, powder): Lux-rication): Hoppe	Type: Type: 100 gr. BULLETS Powder Weight: Primer Used: Relodder Used: 15
See Ammunition Information: Manufacturer: Utincl Other (i.e. bullet weight/type, sf Handload Information: Powder Used: Case/Hull Used: Bullet Type/Shot Size: Firearms Care (Cleaning and Brand of cleaning solution used:	ATTACL MTTACL New Stern Not size, powder): Lux-rication): Hoppe P(Months or Number)	Type: Ty

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How often do you lubrica	te the action? (Months or Number of rounds)	AFTCH EAC	L' US
How often do you lubrica	te the trigger assembly? (Months or Number c	N.,	
•	·····································		
Leve you reviewed the eff		· · ·	
	eaning and maintenance recommendations or		ers manuai
YES NO			
Comments:			
			-
When was the last time t	hat your firearm was serviced by a Remington	authorized repairman/guns	mith? Da
What were the services p	بالبيانية بيعجر بالبرد المتحالة المعجد المراجع المتعارفة المحا		
the second berrieds p		·	
	n and a state of a sta		
Ship your INSURED fire	earm by either UPS or Parcel Post to:		
	REMINGTON ARMS CO	INC	
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n na sa	ATTN: Arms Service D	ivison	A ANTA
· · · · · · · · · · · · · · · · · · ·	14 Hoefler Ave		
· ··· ··· ···	Ilion, NY 13357	an an Ionach an tha an th	1
FIREARM. THIS IS A VIO SEND THEM IN A SEPARA MODEL AND SERIAL NUM	SEND LIVE OR SPENT SHELLS IN YOUR FIREAF DLATION OF FEDERAL LAW. IF YOU FEEL YOU TE PACKAGE AND INCLUDE NAME, ADDRESS BER OF YOUR FIREARM.	DU MUST SEND SPENT SHEL	LS PLEASE
:: Pack your firearm for si	afety and to prevent further damage in shippir Note: Original boxes may not be returned.)	ng and handling. Preferably,	
:: Remove all accessories	from your firearm to prevent loss or damage.		• • •
	ss on both the outside and inside the box. Ship	oments without a proper	• •
	etused.		
return address will be n	erused. arm by either UPS or Parcel Post. Remington	is not responsible for	
return address will be n :: Ship your INSURED fire			
return address will be n :: Ship your INSURED fire damage or loss during s	earm by either UPS or Parcel Post. Remington		· · · · · · · · · · · · · · · · · · ·
return address will be n :: Ship your INSURED fire damage or loss during s Charge repairs will be pro :: Repairs \$75.00 and unc	earm by either UPS or Parcel Post. Remington shipment, so you may elect to purchase insura	ance from your carrier.	s; please
return address will be n :: Ship your INSURED fire damage or loss during s Charge repairs will be pro :: Repairs \$75.00 and und include your credit card n :: For Repairs over \$75.00 and shipping. You will hav or credit card (American E	earm by either UPS or Parcel Post. Remington shipment, so you may elect to purchase insura pressed using the following guidelines: der will be completed and returned to you C.O	D. (To avoid C.O.D. Charge the rature of the repair, ap pairs can be paid by check, r u wish, you can expedite rep	blicable tax

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PS 14963