

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

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
213768 - 213920	12/10/2010	10/26/2010	12/17/2010				X

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		James	Warren	60124 Cinder Butte Rd	Bend	OR	97702		H 503-703-3660 E jimjunewarren@yahoo.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4006 Altered Adjustments or Components		Unknown	
S	Concern:1007 Fired on Safe Release			
C	FSR			

10/26/10: Customer called. He had FSR about 2 wks ago. No injury-No damage. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	710/243 WIN	27418	71311082	PA	6/19/2006 6:48:01 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	ELLETT BROTHERS INC	SCOPE BASE	Y			

CONCERN:FSR

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	660/243 WIN	20000	6250608	BT	1/1/1970
Date Purchased	Where Purchased	Accessories	Original Owner			
	WESTERN HOEGEE GLENDALE CAL	SCOPE BASE	U			

CONCERN:RETURNED FOR RECALL

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/710/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Per Ilion - Quote to repair @ 1/2 normal cost						

Repair/Replacement Cost	Repair/Replacement Date

10/26/10: Sending ARS, letter, form & box. Box order# 1152491. df 12/17/10: Per Ilion - TA set screws altered. TA will not return properly. Replace TA, clean, test fire at 1/2 normal cost - Quote. df 12/17/10: I called cust. He apprvd quote & paid by credit card. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

Examination	Examiner	B.TRAVIS	
	Exam Date	12/13/2010	
	Product Type	RF	
	Action Type	A	
	Assigned To	T.NAGLE	
Cause	4023	Needs Updated Parts	RETURNED FRO RECALL
Barrel	Description	20" 243 WIN	
	Date Code	BT	
	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	BRASS WASH AND CHIPS
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
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	Worn; Functioning	ACTION VERY DIRTY
	Stock Condition	Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Worn; Functioning	
	Bulged	False	
Safety	Description	STANDARD M/660 BOLT LOCK SAFETY	
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.006
	Notch	Slightly Worn; Functioning	DIRTY
	Tests	Test Fired	False
Feeding Test		False	
	Condition	Slightly Worn; Functioning	DIRTY

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

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/14/2010
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4006	Altered Adjustments or Components	
Barrel	Description		20" 243 WIN
	Date Code		PA
	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	
	Stop	Slightly Worn; Functioning	
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---	
Magazine	Condition	---Select---	
	Box Condition	Slightly Worn; Functioning	
Overall	Exterior Condition	Slightly Worn; Not Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	EXCESSIVE LOCKTITE ON SCOPE BASE
	Bulged	False	
Safety	Description		STANDARD M/710 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	N/A
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	

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

nagletj - ILN/Prod

RECEIVED
DEC 17 2010

BY:

Remington.

2011
PA6/0
1.5#

4860

October 26, 2010

Copy

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

Ref: # ~~4860~~

21710

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

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

T.A. set screws altered. Trig.
will not return properly.
Replace TPA, clean + test fire
at 1/2 normal cost.

Quote

Serial
Number:

71311082

Model: 710



RE00213920

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

PS 14954

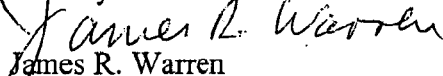
November 22, 2010

Remington Arms 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
60124 Cinder Butte Rd
Bend, OR 97702



Factory Repair Form

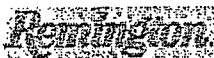
Return to Previous Page

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

Model Number: <u>710</u>	Serial Number: <u>71311082</u>
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
Name: <u>JAMES R. WARREN</u>	Date of Purchase: <u>2007</u>
Address (no PO Boxes): <u>60124 CINDER BUTTE RD</u>	
City: <u>BEND</u>	State: <u>OR</u> Zip: <u>97702</u>
Phone (Daytime): <u>503-703-3660</u>	Fax: <u>NONE</u>
E-mail Address:(if e-mail address is provided, notification of receipt and shipment will be sent) <u>JIMTUNEWARREN@YAHOO.COM</u>	
E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington.	
Please describe your problem and date of occurrence: <u>Rifle sometimes FIRES when the safety is RELEASED.</u>	
500 characters left	
Ammunition Information:	
Manufacturer: <u>Winchester</u>	Type: <u>243</u>
Other (i.e. bullet weight/type, shot size, powder): <u>100 gr.</u>	
Handload Information:	
Powder Used: <u></u>	Powder Weight: <u></u>
Case/Hull Used: <u></u>	Primer Used: <u></u>
Bullet Type/Shot Size: <u></u>	Reloader Used: <u></u>
Firearms Care (Cleaning and Lubrication): <u>when used</u>	
Brand of cleaning solution used: <u>Hoppe's</u>	
How often do you clean the bore? (Months or Number of rounds): <u>when used</u>	
How often do you clean the action? (Months or Number of rounds): <u>when used</u>	
How often do you clean the trigger assembly? (Months or Number of rounds): <u>Rarely</u>	
Brand of lubricant used: <u>Hoppe's</u>	
How often do you lubricate the bore? (Months or Number of rounds): <u>when used</u>	
How often do you lubricate the action? (Months or Number of rounds): <u>when used</u>	

How often do you lubricate the trigger assembly? (Months or Number of rounds) <u>Rarely</u>
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?) <u>Never</u>
What were the services performed?) _____
Ship your INSURED firearm by either UPS or Parcel Post to: Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357
<p>⚠ WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. THIS IS A VIOLATION OF FEDERAL LAW. IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM.</p> <p>:: Record the serial number of your firearm before sending it. :: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.) :: Remove all accessories from your firearm to prevent loss or damage. :: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused. :: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.</p> <p>Charge repairs will be processed using the following guidelines:</p> <p>:: Repairs \$75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)</p> <p>:: For Repairs over \$75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over \$75.00 by setting a pre-authorized amount that can be billed to your credit card. We process checks electronically through Check21.</p>

© 2009 Remington Arms Company, Inc. All Rights Reserved.
Investor Relations | Other Remington Brand Products | Legal Notices | About Us



Visit Our Other Websites

Other Sites





www.remington.com

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 PACKAGE:	10 lbs
PLEASE CHECK ONE 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 TO Remington Arms Attn: Product Service Ilion, NY

PLEASE COMPLETE ALL PARTS OF THIS FORM AND SEND TO THE MEDIA COORDINATOR

4XX596 OCT 27, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 124XX5969066010976
REF 1: JAMES WARREN/CD/DMF
REF 2: 4860/RIFLE

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG: SVC T/P USD
DV 0.00 COD 0.00 RS 0.50
DC 0.00 DGD 0.00 SD 0.00
AH 0.00 PR 0.00 SP 0.00
TOT PUB CHG 11.79 PUB+HANDLING 11.79

4860

COPY

20"
BT 1/7c
3#

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

Serial Number:

6250608

Model: 660



RE00213768

*Rep the TPA under recall.
clean + test fire w/ N/c
#250145*

November 22, 2010

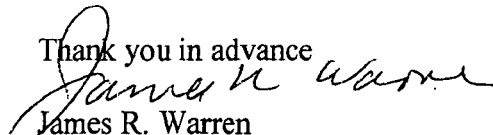
Remington Arms Co.
870 Remington Drive
PO Bpx 700
Madison, NC 27025
800-243-9700

Re: Rem 660 Ser# 6250608

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

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

Remington

Factory Repair Instructions

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

Model Number: 6250608 660	Serial Number: 6250608
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	
Name: JAMES R. WARREN	Date of Purchase: 10/10
Address (no PO Boxes): 6014 CINDER BUTTE RD.	
City: Bend	State: OR Zip: 97702
Phone (Daytime): 503-703-3660	None
E-mail Address: <input checked="" type="checkbox"/> timjane.warren@yahoo.com I would like to receive future e-mail updates from Remington.	
Please describe your problem:	
It has never been serviced under recall in the 70's	
Add'l services	
see attached letter	
Ammunition Information:	
Manufacturer: Winchester	Type:
Other (i.e. bullet weight/type, shot size, powder): 100-gr. Bullets	
Handload Information:	
Powder Used:	Powder Weight:
Case/Hull Used:	Primer Used:
Bullet Type/Shot Size:	Reloader Used:
Firearms Care (Cleaning and Lubrication):	
Brand of cleaning solution used: Hoppe's	
How often do you clean the bore? (Months or Number of rounds) After use	
How often do you clean the action? (Months or Number of rounds) After use	
How often do you clean the trigger assembly? (Months or Number of rounds) Rarely	
Brand of lubricant used: Hoppe's	

How often do you lubricate the bore? (Months or Number of rounds)	AFTER EACH USE
How often do you lubricate the action? (Months or Number of rounds)	AFTER EACH USE
How often do you lubricate the trigger assembly? (Months or Number of rounds)	RARELY
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?	
<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	
Comments:	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? Don't know	
What were the services performed?	
Ship your INSURED firearm by either UPS or Parcel Post to: <p style="text-align: center;"> REMINGTON ARMS CO., INC ATTN: Arms Service Division 14 Hoefler Ave Ilion, NY 13357 </p>	
<p>⚠ WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. THIS IS A VIOLATION OF FEDERAL LAW. IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM.</p> <p> :: Record the serial number of your firearm before sending it. :: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.) :: Remove all accessories from your firearm to prevent loss or damage. :: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused. :: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier. </p> <p>Charge repairs will be processed using the following guidelines:</p> <p> :: Repairs \$75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun.) :: For Repairs over \$75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over \$75.00 by setting a pre-authorized amount that can be billed to your credit card. </p>	