

Remington Arms Co., Inc.
Product Service
Legal Case #:7344

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
258238	2/10/2012	1/30/2012	2/13/2012	1/21/2012			X

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Bryan	Wagoner	1624 Lynnwood Dr.	Dalton	GA	30721		C 706-280-1780 E bwagoner@windstream.net

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015	Improper Maintenance		
S FSR	Concern:1007	Fired on Safe Release	Unknown	
C				

1/30/12: Customer called in. He stated he had a FSR w/rifle & saw the recall notice on the internet. No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	660/6MM REM	n/a	125986	DR	9/1/1968
Date Purchased	Where Purchased	Accessories	Original Owner			
			N			

CONCERN:FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/660/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Per Ilion - Repair @ n/c - under recall						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$44					

1/30/12: Mailing ARS & forms. Box order# 1302454. df 2/15/12: Trigger & pin rusty causing trigger to bind. Replace TA, clean & test fire under recall @ n/c. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		2/13/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4015	Improper Maintenance	

Barrel	Description		20" 6MM REM
	Date Code		DR
	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---	
Overall	Exterior Condition	Slightly Worn; Not Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		M/660 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.005
	Notch	Slightly Worn; Functioning	
	Test Fired	False	
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	TRIG AND PIN RUSTY TRIG IS BINDING WILL FOLLOW DOWN
	Pull	---Select---	8#
	Altered	False	
	Sub-Assembly	Other Remington	

7344

COPY

2011
02/09/68
8#
005

January 30, 2012

Bryan Wagoner
1624 Lynnwood Dr.
Dalton, GA 30721
Phone: 706-280-1780

Ref: # 7344, Model 660, Serial # 125986

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination and service request. A box will arrive separately.

Please include a copy of this letter and service request to put inside the shipping container. The letter and service request inside are 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 box with "Product Service". Product Service will be inspecting the firearm and will contact me with the results. I will contact you once I get the report.

I hope this action will keep you a loyal Remington customer.

Sincerely,
Dell Fulcher
Consumer Affairs Administrator
Remington Arms Co., LLC
Phone: 1-800-243-9700 press 0 and ask for ext 8686
Fax: 336-548-7872

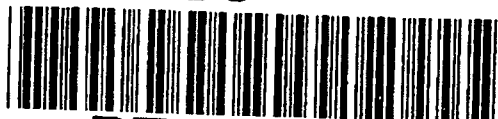
enclosure

RECEIVED
FEB 15 2012

Number: 125986
Model: 660

BY: _____
TRIG + PIN RUSTY, CAUSING TRIG. to
BIND. Up here TPA, clean + rest
under recall at N/C

#230745



RE00258238

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

Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700



ATTN: Product Service

Parts and Repairs: P:800-243-9700/F:336-548-7801

www.Remington.com

This document is a summary of your request for service. Please review the document for accuracy and to insure the services you are requesting are noted. This information will serve as a guideline for our Service Department to address your specific concerns and provide you with accurate and complete service. **ENCLOSE THIS DOCUMENT WITH YOUR RETURN.**

Service Request Number SR00011340	Serial Number / Description 125986 Model 660 Center Fire Caliber: 6	Date of Request: 01/30/2012 Date Printed: 01/30/2012
Customer: BRYAN WAGONER 1624 LYNNWOOD DR. DALTON, GA 30721 US	Destination: Arms Services 14 Hoefler Ave Ilion, NY 13357 US	
Email:	Email:	

Your request for service on the item(s) will be evaluated by our repairman to determine if it is covered under our warranty policy. If it is your firearm will be repaired and returned. If not, you will be contacted with an estimate before work is performed.

Reason For Return

M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Service Request Section

Product Service # 7344

Parts And Service Details							
Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount

THIS IS NOT AN INVOICE. This is a pre-estimate to repair, recondition, or replace the item(s) being sent based on the conversation with our representative.

Sub Total: .00
Est Sales Tax: .00

Model Number: 6660	Serial Number: 125986	
Name: Bryan Wagoner	Date of Purchase:	
Address (no PO Boxes): 1624 Lynnwood Drive		
City: Dalton	State: GA	Zip: 30721
Phone (Daytime): 706-280-1780	Fax:	
E-mail Address: bwagoner@windstream.net		
Please describe your problem: Gun fires occasionally when taking off 'SAFETY'. As soon as you push it to the 'FIRE' position, the gun will go off.		
500 characters left		
NOTE: Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.		
<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. :: 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>		

ARS LABEL REQUEST FORM

DATE: 01/30/2012	Service Request # SR00011340
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: fulcherdm	
email address: I WILL MAIL LABEL	

Business:	Remington Service PO Box 700 Madison, NC 27025-0700 www.Remington.com
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LABEL INFORMATION

MAIL LABEL TO:	BRYAN WAGONER 1624 LYNNWOOD DR. DALTON, GA 30721 US SR00011340 Email:
RETURN ITEM TO:	ILN Arms Services

SVC GND COM BL WT 10.0 LBS
 TRACKING# 1Z4XX6989067020643 ALL CURRENCY USD
 REF 1:SR00011340
 REF 2:

 HANDLING CHARGE 0.00 FRT: 3RD
 SHIPMENT PUB RATE CHARGES: SVC T/P USD
 DV 0.00 COD 0.00 RS 0.50
 DC 0.00 DGD 0.00
 AH 0.00 PR 0.00 ROD 0.00
 TOT PUB CHG 10.31 PUB + HANDLING 10.31

ATTN: Product Service
