

Remington Arms Co., Inc.
Product Service
Legal Case #:1628

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
135091	10/9/2007	10/10/2007	10/10/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Chad	Freytag	2211 W Anderson Lane	Austin	TX	78757		

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S	fires on safe release	Concern:1007 Fired on Safe Release	Unknown	
C				

10/15/07-correspondence from repair-when gun is on safety and you pull the trigger, then switch to fire, the gun sometimes discharges.
Wants it covered under recall.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl	DOM
Remington	CF/BA	660/6MM REM	20000	6234775	CS	4/1/1969
Date Purchased	Where Purchased	Accessories	Original Owner			
	J S OSHMAN CO HOUSTON TEX	SCOPE BASE	U			

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
Replace TA under recall						
	Repair/Replacement Cost	Repair/Replacement Date				
	35.00	10/12/2007				

10/15/07-replace ta under recall at n/c.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		10/10/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	O/S TRIGGER PLATE ASSM
Barrel	Description		20" 6MM REM
	Date Code		CS
	Bore Plugged	False	
	Bulged	False	
	Fired	False	

(PS 8743)

	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; Functioning	
	Stock Condition	Slightly Worn; Functioning	SCRATCHES/MARS
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/660 BOLT LOCK SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.006
	Notch	Like new; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Functioning	O/S NOT UPDATED
	Pull	---Select---	4.5#
	Altered	False	
	Sub-Assembly	Other Remington	
Non-Remington Components	Description		SCOPE BASE

(PS 8744)



Factory Repair Form

Return to Previous Page

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

Model Number: 660		Serial Number: 6234775	
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: chad freytag		Date of Purchase:	
Address (no PO Boxes): 2211 W. Anderson Lane			
City: austin	State: tx	Zip: 78757	
Phone (Daytime): 512-633-1832		Fax:	
E-mail Address:(if e-mail address is provided, notification of receipt and shipment will be sent) csfreytag@sbcglobal.net			
E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
<p>Please describe your problem and date of occurrence:</p> <p>If the gun is on safety and you pull the trigger then switch to fire the gun sometimes discharges. I took it to a gunsmith and their solution was to add a bigger bearing in the safety? It helped some but did not completely fix the problem. I feel the gun is still unsafe and noticed there is a recall so I'd like to fix it properly. **My shipping address is my business, the name of the business is Freytag's Florist.</p>			
82 characters left			
Ammunition Information:			
Manufacturer:		Type:	
Other (i.e. bullet weight/type, shot size, powder):			
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:			
How often do you clean the bore? (Months or Number of rounds)			
How often do you clean the action? (Months or Number of rounds)			
How often do you clean the trigger assembly? (Months or Number of rounds)			
Brand of lubricant used:			
How often do you lubricate the bore? (Months or Number of rounds)			
How often do you lubricate the action? (Months or Number of rounds)			

PS 8745

How often do you lubricate the trigger assembly? (Months or Number of rounds)
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? <input checked="" type="checkbox"/>
YES <input type="checkbox"/> NO
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? 4 yrs shot once since
What were the services performed? larger bearing mentioned above
NOTE: In order to better service our customers some firearms/parts are sent to a certified Remington Premier Authorized Repair Center.
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
⚠ 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. :: 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. Charge repairs will be processed using the following guidelines: :: 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. We process checks electronically through Check21.

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Other Sites

Remington

Serial
Number:

6234775

Model: 660



RE00135091

(PS 8746)

Arms Services Repair & Estimate System
File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: RE00135091
Serial: 6234775 Model 660 Center Fire Caliber: 6
Reparman: Bruce Travis
Status: Shipped 10/11/2007 4:00:51 PM

Verify Repair

Address Information
Customer: Received From: Return To: Received From:
Name: CHAD FREYTAG
Address 1: 2211 W ANDERSON LANE
Address 2: PO Box:
City: AUSTIN
State: TX Zip Code: 78757 Country: US

FFL:

Contact / Condition	Problems	Estimate	History / Status	Shipping / Billing
Date	User ID	Desc1	Desc2	Current Status
10/10/2007 6:02	Travisbw	Estimate Update	Status: PartsHold	Shipped
10/10/2007 6:05	System	Immediate SAP Allocation		10/11/2007 4:00:51 PM
10/10/2007 2:56	pencerl	From: Repair Bench	To: Gallery	System:
10/10/2007 3:41	haistoritm	Consumer Contact for Repair Sit		Packing
10/11/2007 8:36	pencerl	From: Gallery	To: Final Inspect	Repair Location
10/11/2007 9:41	lrinkre	Final Inspection	Warranty	ICN:
10/11/2007 10:1	kanedq	Packed		Current Location
10/11/2007 4:00	System	Pitney Bowes File	12114813A800046633	ICN:
				Transfer Number

Repair Search
Refresh
Close

supryfl 10/12/2007 10:37 AM CAPS NUM JINS SCPL

start
Inbox - Microsoft Out...
Microsoft Excel
Search for a Serial Num...
Arms Services Repair
10/12/2007 10:37 AM

Remington Arms Co., Inc.
Product Service
Legal Case #:1793

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
137012	11/27/2007	11/28/2007	11/28/2007				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Wilkes, DeBerry & Biggs, PC	William	Biggs III	4408 Spicewood Springs Road	Austin	TX	78759-8504		W 512-231-9939 F 512-343-9194 E wbiggs@sbcglobal.net

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4005 Defective Trigger Assembly		Unknown	
S	Fired on safe release	Concern:1007 Fired on Safe Release		
C				

12/4/07-correspondence from repair-attny that was hunting when gun fired on safe release, no injury.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	660/243 WIN		12414	DR	9/1/1968
Date Purchased	Where Purchased	Accessories	Original Owner			
		SCOPE BASE	U			

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
Replace TA at n/c						
	Repair/Replacement Cost	Repair/Replacement Date				
	35	12/4/2007				

12/4/07-replace ta under recall.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/28/2007
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4005	Defective Trigger Assembly	TRIGGER ASSM NOT REPAIRED UNDER RECALL WILL FOLLOW DOWN
	Description		18.5" 243 WIN
	Date Code		DR

Barrel	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	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; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/660 BOLT LOCK SAFETY
	Function	Slightly Worn; Functioning	
Sear	Lift	---Select---	.006
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	O/S ASSM
	Pull	---Select---	3.5#
	Altered	False	
	Sub-Assembly	Other Remington	
Non-Remington Components	Description		SCOPE BASE

(PS 8749)

W
D
&
B

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November 8, 2007

Remington Arms
Fire Arms Division
14 Hoesfer Avenue
Ilion, New York 13357

RE: Rifle discharge with taking off safety, Remington Model 660, SN# 124147

Dear Sir:

Enclosed is my Remington Model 660, SN# 124147, 243 rifle. This rifle discharged while I was in a hunting blind when I took it off safety. I took the rifle to a gun smith who could find nothing wrong. Very fortunately, I am very careful and the rifle discharged into the air away from my hunting companion. Under other circumstances, the results could have been disastrous.

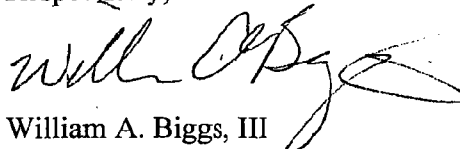
I was a friend of John Coats, who won a \$6,000,000.00 lawsuit against Remington Arms in Austin, Texas, in or about 1975. John's son's rifle discharged when the son took it off safety to unload the rifle, the shot hit John in the back. I read the case history and find what happened with my rifle is exactly the same thing that happened in the Coats case.

Today, I called Remington's Customer Service and was told to send you the rifle for corrective action. Until Remington corrects this defect, I have no faith in this rifle and will not put another round in the chamber. Uncorrected, it is a terrible accident waiting to happen.

This rifle was purchased by my father-in-law sometime in the 1960-70's. It was only used for deer hunting a few times before he died. I have fired about 10 rounds in the rifle in the past 4 years. The rifle has spent most of its life in storage.

Please repair and return a safe rifle to me.

Respectfully,


William A. Biggs, III
Attorney

Serial
Number:

12414

Model: 660

PS 8750



RE00137012

11/14/1755M. NOT SUPPLIED UNDER REMIT.
replace TPA, check over, clean under
new N. Function test.

#230145

1793

137012

3.5#
D 29/68
18.5"
004

Address Information

FFL

Repair Search

Refresh

Close

RECEIVED
DEC 03 2007
BY: *[Signature]*

PS 8751