

Remington Arms Co., Inc.
Product Service
Legal Case #:3932

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		11/6/2009		11/5/2009			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Eric	Haschke	4319 S. Nat'l Ave #222	Springfield	MO	65810		H 417-425-6196 E fishwaltz@aol.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD shot hole in ceiling of house	Cause:4079 Other - Unexamined Concern:1008 Fired on Bolt Closing		Unknown	
S				
C				

11/6/09 He bought a year ago for his wife to use (He collects firearms). Last nigh he was checking it to make sure the headspace was ok so he put a live round in the chamber and closed the bolt inside his house. It fired and put a hole in the ceiling. Police were dispatched.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	660/308 WIN		98061		1/1/1967
Date Purchased	Where Purchased	Accessories	Original Owner			
			U			

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
	Repair/Replacement Cost	Repair/Replacement Date				

11/6/09 Sending box and ARS. He does not see a "V" on the trigger.cm

Examination[Remington/CF/BA]

11/9 Emailed Haschke: He asked if the safety & trigger would look different as he is a collector. The triggers are all black & the safety looks the same as original.

Part	Sub-Part	Code	Comment
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Case #	3932	Date of Call	11/6/09	Date of Incident	11/5/09	PreLit		Lit		Obs	
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Reporter		Incident	
name		name	Eric Haschke
address		address	4319 S. Nat'l Ave #222
			Springfield MO 65816
contact #'s		contact #'s	417-425-6196
			fishwaltz@aol.com
email		email	

Injury	shot hole in ceiling
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Medical Treatment	
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Alleged cause	
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Firearm	Ser #	Cal	DOM	Orig owner?	When/Where purchased			
660	98061	308	1967	N	1 yr. ago			

Ammunition	Factory/Reload	Manuf	Caliber	Bullet type/wgt	Lot #	Additional info

Other Product	
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Notes:	<p>bought it for his wife to use. (He collects guns) Last night was ckg. it to make sure heads space ok.</p> <p>F91469</p>
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Customer's Request	
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My actions/offers	box & ARS 1049892
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November 6, 2009

Eric Haschke
4319 S. Nat'l Ave #222
Springfield, MO 65810

Subject: #3932, Model 660

Dear Mr. Haschke,

As I mentioned when we spoke on Friday, November 6th, a prepaid UPS shipping label to cover shipment of the firearm to our factory for inspection is enclosed. 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 box with the name "Supry". Fred Supry will be inspecting the firearm and will contact me with the results.

I apologize for the inconvenience that this incident has caused and I hope that this action will keep you as loyal Remington customer.

Sincerely,

Christy Mitchell
Consumer Affairs Administrator
Remington Arms Company

Phone: 800-243-9700 ext 8684
E-mail: christy.mitchell@remington.com

enclosure



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	11/6/2009	REQUESTED BY:	Christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE: MEDIA COORDINATOR TO MAIL		xx I WILL MAIL	
DESCRIPTION: 660			

LABEL INFORMATION

MAIL LABEL TO:	Eric Haschke 4319 S. Nat'l Ave #222 Springfield, MO 65810
RETURN ITEM TO:	Rem Product Service

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

4XX596 NOV 6, 2009 ALL CURR USD 1 OF 1
SERVICE GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969066003091
REF 1:ERIC HASCHKE/CD/CM
REF 2:REF#660

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRGs:
DV 0.00 COD 0.00 SVC T/P USD
DC 0.00 DGD 0.00 RS 0.50
AH 0.00 PR 0.00 SD 0.00
TOT PUB CHG 8.83 PUB+HANDLING 8.83