

Remington Arms Co., Inc.
Product Service
Legal Case #:5168

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
213539	12/9/2010	11/22/2010	12/10/2010				X

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Edwin	Polidor	100 Nakomis	Lake Orion	MI	48362		H 248-693-2538

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S	Fired on bolt closing	Cause:4038 Could Not Duplicate Concern Concern:1008 Fired on Bolt Closing	Unknown	
C				

11/22/10 Per call from Polidor, he bought a 660 in 1975 2nd hand. Last year, for the first time, it fired when he loaded a round in the chamber. It happened again this year.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	660/308 WIN	n/a	6454317	OU	7/1/1971
Date Purchased	Where Purchased	Accessories	Original Owner			
	WESTERN HOEGEE GLENDALE CALIF	SCOPE BASE	N			

CONCERN:FBC

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, replace TPA, clean at no charge under warranty						

Repair/Replacement Cost	Repair/Replacement Date
43.48	12/14/2010

11/22/10 Mailing ARS.cm 12/14/10 Per Ilion, trigger group is under recall. Replace TPA, clean and test fire at no charge.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/10/2010
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE

Cause	4038	Could Not Duplicate Concern	TPA UNDER RECALL
Barrel	Description		20" 308 WIN
	Date Code		OU
	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; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M660 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.004
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	UNDER RECALL
	Pull	---Select---	4#
	Altered	False	
	Sub-Assembly	Other Remington	
Non-Remington Components	Description		SCOPE BASE

frmREIRepair - Repair Information									
Repair Number		RE00213539		Serial: 6454317 Model: 660 Center Fire Caliber: 308 WIN		Repairman		Bruce Travis	
Verify Repair						Status		Repairing 12/10/2010 6:28:08 AM	
ADDRESS INFORMATION									
Customer				Received from		Return To		Received from	
Name		EDWIN POLIDOR		EDWIN POLIDOR		EDWIN POLIDOR			
Address 1		100 NAKOMIS		100 NAKOMIS		100 NAKOMIS			
Address 2		PO Box		PO Box		PO Box			
City		LAKE ORION		LAKE ORION		LAKE ORION			
State		MI Zip Code: 48362		Country: US		MI Zip Code: 48362		Country: US	
FFL									
Contact / Condition Problems Estimate History / Status Shipping / Billing									
Date	Code	User ID	Desc1	Desc2	<input type="checkbox"/> Shipping Hold <input type="checkbox"/> Interface Hold <input type="checkbox"/> Estimate Sent <input checked="" type="checkbox"/> Parts Received <input type="checkbox"/> Passed Inspection <input type="checkbox"/> Return as Received <input type="checkbox"/> Has Been Approved <input type="checkbox"/> Internal Repair <input type="checkbox"/> Exclude TATC		Current Status Repairing 12/10/2010 6:28:08 AM System Gallery Repair Location ILN Current Location ILN Transfer Number		
12/9/2010 9:3	New	valentds	Repair Added						
12/9/2010 9:3	Update	valentds	Repair information change						
12/10/2010 5:00	Maint	Travisbw	Repair Maintenance	Status: N					
12/10/2010 6:00	Estimate	Travisbw	Estimate Update	Status: P					
12/10/2010 6:00	Repairing	System	Immediate SAP Allocation						
Repair Search									
Refresh									
Close									

$$\begin{array}{r} 27. \\ 16.48 \\ \hline 43.48 \end{array}$$

RECEIVED
DEC 13 2010
BY:.....

5168

20"
047/71
4#
004

November 22, 2010

Edwin Polidor
100 Nakomis
Lake Orion, MI 48362

Subject: #5168, Model 660

Dear Mr. Polidor,

Enclosed is a UPS ground prepaid shipping label. Please include a copy of this letter with the firearm. **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.** Please mark the ends of the box with "Product Service".

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

Sincerely,

Christy Mitchell
Consumer Affairs Administrator
Phone: 800-243-9700, ext 8684
christy.mitchell@remington.com

enclosure

Product Number:

6454317

Model: 660



RE00213539

Trig. Grp. is under recall.
Replace TPA, clean & test
Fire at N/C.

#230145

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

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

Model Number: <u>600 2.0 mm</u>		Serial Number: <u>5570</u>	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <u>John Doe</u>		Date of Purchase: <u>...</u>	
Address (no PO Boxes): <u>123 Main St</u>			
City: <u>Anytown</u>		State: <u>CA</u>	Zip: <u>4850</u>
Phone (Daytime): <u>...</u>		Fax: <u>...</u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>...</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: <div><p><u>... ..</u></p><p><u>... ..</u></p><p><u>... ..</u></p><p><u>... ..</u></p></div>			
500 characters left			
Ammunition Information:			
Manufacturer: <u>...</u>		Type: <u>...</u>	
Other (i.e. bullet weight/type, shot size, powder): <u>...</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):	
Brand of cleaning solution used:	WSP
How often do you clean the bore? (Months or Number of rounds)	After every
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:	303
How often do you lubricate the bore? (Months or Number of rounds)	
How often do you lubricate the action? (Months or Number of rounds)	
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 type="checkbox"/> YES <input type="checkbox"/> NO	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	
What were the services performed?	
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.	



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	11/22/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE:			
MEDIA COORDINATOR TO MAIL		xx I WILL MAIL	
DESCRIPTION: 660 6454317			

LABEL INFORMATION

MAIL LABEL TO:	Edwin Polidor 100 Nakomis Lake Orion, MI 48362
RETURN ITEM TO:	Remington Prod Serv

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

4XX596 NOV 22, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969065632903
REF 1: EDWIN POLIDOR/CD/CM
REF 2: 660/6454317

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRGs: 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 8.20 PUB+HANDLING 8.20







