

Remington Arms Co., Inc.

Product Service

Legal Case #:5754

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
222283	2/7/2011	1/25/2011	2/8/2011				X

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Douglas	Walker	5126 Huntington Dr	Redding	CA	96002		E a7367@snowcrest.net

Incident Information

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

1/25/11 Per email sent to Remington.com, incid # 110106-000032, "I purchased a Remington 660 in 308 from a estate sale. Test the gun at local range, gun fired when taken safety off and was informed then there was a recall. I would like to get the necessary repairs done. Question do I have to ship gun to your headquarters or can I get the fix done here in Ca. Serial # is 6210035."cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	660/308 WIN	n/a	6210035	LS	2/1/1969
Date Purchased	Where Purchased	Accessories	Original Owner			
	BERNS WHLSE SPT DENVER COL		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, replace TPA, clean, test fire at no charge under recall						
	Repair/Replacement Cost	Repair/Replacement Date				
	112.56	2/17/2011				

1/25/11 Emailing ARS.cm 2/17/11 Per Ilion, Trigger assm dirty and set screws altered. Replace TPA, clean, test fire at no charge under recall.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		2/8/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	REPAIR UNDER RECALL
Barrel	Description		20" 308 WIN
	Date Code		LS
	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	
	Ex/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		M/660 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-J&S	
Sear	Lift	---Select---	006
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY
	Pull	---Select---	3.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	Other Remington	

20"
LS 2/60
3.5" H
.006

5754

January 25, 2011

Douglas Walker
5126 Huntington Dr
Redding, CA 96002

Subject: Case 5754, Model 660

Dear Mr. Walker,

Thank you for your patience. You should receive an email with the UPS ground prepaid shipping label to cover shipment of the firearm for inspection at our factory within the next 24-48 hours. 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 a loyal Remington customer.

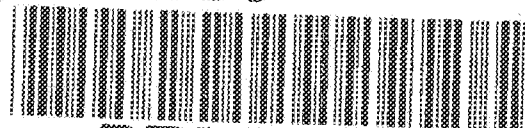
Sincerely,

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

Serial Number:

6210035

Model: 660



RE00222283

T.A. Dirty & set screws altered.
Replace TPA, clean & test fire
AT N/C under new H.

#230/45

RECEIVED
FEB 10 2011
BY:.....

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

Mr. Walker, I apologize for the long delay in responding. I can mail, fax or email a prepaid UPS ground of shipping to our factory for inspection. After inspection I would call you with their findings and resolute I spoke with you unless it is all taken care of at no charge and then it would be repaired and sent back.

Please let me know your mailing/shipping address and if you prefer that I email, fax or mail the label.

Sincerely,
Christy Mitchell

Customer (Douglas Walker)

I purchased a Remington 660 in 308 from a estate sale. Test the gun at local range, gun fired when tak there was a recall. I would like to get the necessary repairs done. Question do I have to ship gun to you done here in Ca. Serial # is 6210035. Thanks in advance for your help.
DW

DOUGLAS WALKER
5126 REMINGTON DR
REDDING CA 96002

HOME - 530 222 6207
CELL 530 309 6860

18.06
27.-
35.-
17.50
15.-
112.56

*Req. ALS to be
mailed 1/25/11*

01/20/2011 04:30 PM

Reference #
110106-000032

Status
Updated

Assigned To
Administrators
Christy -

Product
Firearms

SLA
Not specified

Queue
CSR

Date Created
01/06/2011 10:41 AM

Initial Response
01/19/2011 10:39 AM

Last Updated
01/20/2011 04:30 PM

Customer SmartSense
+1 (on -3 to +3 scale)

Staff SmartSense
+1 (on -3 to +3 scale)

Remington 660**Discussion Thread**

Customer (Douglas Walker)

Mailing address (Douglas Walker, 5126 Huntington Dr. , Redding Ca. 96002) You can email the shipping label at your convenience, thanks for your help.
DW

On Wed, Jan 19, 2011 at 7:39 AM, Remington Information info@remington.com wrote:

Response (Christy -)

01/19/2011 10:39 AM

Mr. Walker, I apologize for the long delay in responding. I can mail, fax or email a prepaid UPS ground shipping label to you to cover the cost of shipping to our factory for inspection. After inspection I would call you with their findings and resolution. The rifle would be put on hold until I spoke with you unless it is all taken care of at no charge and then it would be repaired and sent back.

Please let me know your mailing/shipping address and if you prefer that I email, fax or mail the label.

Sincerely,
Christy Mitchell

Customer (Douglas Walker)

01/06/2011 10:41 AM

I purchased a Remington 660 in 308 from a estate sale. Test the gun at local range, gun fired when taken safety off and was informed then there was a recall. I would like to get the necessary repairs done. Question do I have to ship gun to your headquarters or can I get the fix done here in Ca. Serial # is 6210035. Thanks in advance for your help.

DW

Primary Contact

First Name: Douglas
Last Name: Walker
Organization:

Login: Dawg944
Title:

Contact Type:

Email: a7367@snowcrest.netEmail - Alternate #1: a7367dw@gmail.com

Email - Alternate #2:

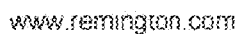
Office Phone:
Mobile Phone:
Fax:

Assistant Phone:
Home Phone:

Street
City
State/Province
Postal Code
Country

Additional Information

5754



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

ARS LABEL REQUEST FORM

DATE:	1/25/2011	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
☒ PLEASE CHECK ONE MEDIA Email to him at: COORDINATOR a7367@snowcrest.net TO MAIL		☐ I WILL MAIL	
DESCRIPTION:			
660			

LABEL INFORMATION

MAIL LABEL TO: Douglas Walker, 5126 Huntington Dr. , Redding Ca. 96002

RETURN ITEM TO: Rem Product Service

4XXS99 JAN 25, 2011 ALL CURR USD 1 OF 1
SVC GNDCOM ACT WT 10.0 LBS
TRACKING# 1Z4XXS990066922188
REF 1: DOUGLAS WALKER/CO/CM
REF 2: 660

a7367@snowcrest.net

HANDLING CHARGE 0.00			
SINGLE-PIECE PUB RATE CHRG:			
DV 0.00	COO 0.00	SVC	T/P USD
DC 0.00	DDO 0.00	RS	1.00
AM 0.00	PR 0.00	SD	0.00
TOT PUB CHG 12.00		SP	0.00
	PUB+HANDLING		12.00

