

Remington Arms Co., Inc.  
Product Service  
Legal Case #: 7829

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
278342	8/14/2012	8/2/2012	8/21/2012	8/1/2012			X

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Charles	Enochs	12220 N. Gripping Springs Rd.	Columbia	MO	65202		C 573-356-1774

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4006 Altered Adjustments or Components		Unknown	
S FSR while dry firing	Concern:1007 Fired on Safe Release			
C				

8/2/12: Customer called in. He stated he bought gun used & while dry firing he had a FSR. df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	660/308 WIN	n/a	110914	CR	4/1/1968
Date Purchased	Where Purchased	Accessories	Original Owner			
			N			

CONCERN: FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Per Ilion - Repair under recall			Remington/660/CF/BA			

Repair/Replacement Cost	Repair/Replacement Date
\$44	

8/3/12: Sending a box, ARS & forms from Madison office. df 8/22/12: Per Ilion - TA dirty & sticky. Safety detent ball missing. 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		8/21/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4006	Altered Adjustments or Components	
Barrel	Description		20" 308 WIN
	Date Code		CR
	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		BOLT LOCK SAFETY
	Function	Slightly Worn; Not Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.007
	Notch	Slightly Worn; Functioning	
		Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Worn; Not Functioning	DIRTY,STICKY,SAFETY DETENT BALL MISSINGWILL FOLLOW DOWN
	Pull	---Select---	3#
	Altered	True	SET SCRES ALTERED
	Sub-Assembly	Other Remington	

7829

20"  
CR 4/6  
3#  
007

COPY

August 2, 2012

Charles Enochs  
12220 N. Gripping Springs Rd.  
Columbia, MO 65202  
Phone: 573-356-1774

Ref: # 7829, Model 660, Serial # 110914

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our facility for examination and service request.

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

RECEIVED  
AUG 22 2012

Serial  
Number:

110914

Model: 660



RE00278342

BY: .....  
T.A. Dirty sticky, safety detent  
ball missing. Rymer TPA, clean  
trust under Recall at N/C

#230145

Remington Arms Company, LLC • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025  
Phone 800-243-9700 • [www.remington.com](http://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](http://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.**

<b>Service Request Number</b> SR00025786	<b>Serial Number / Description</b> 110914 Model 660 Center Fire Caliber: 308	<b>Date of Request:</b> 08/03/2012 <b>Date Printed:</b> 08/03/2012
<b>Customer:</b> CHARLES ENOCHS 12220 N. GRIPPING SPRINGS RD. COLUMBIA, MO 65202 US	<b>Destination:</b> Arms Services 14 Hoefler Ave Ilion, NY 13357 US	
<b>Email:</b>	<b>Email:</b>	

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# 7829

## Parts And Service Details

Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount
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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

<b>Model Number:</b> <input type="text" value="660"/>		<b>Serial Number:</b> <input type="text" value="110 914"/>	
<b>Name:</b> <input type="text" value="Charles M. ENOCHS"/>		<b>Date of Purchase:</b> <input type="text" value="8/1/12"/>	
<b>Address (no PO Boxes):</b> <input type="text" value="13320 N. Dripping Springs Rd."/>			
<b>City:</b> <input type="text" value="Columbia"/>		<b>State:</b> <input type="text" value="MO"/>	<b>Zip:</b> <input type="text" value="65202"/>
<b>Phone</b> (Daytime): <input type="text" value="573-356-1774"/>		<b>Fax:</b> <input type="text"/>	
<b>E-mail Address:</b> <input type="text" value="MTC54fo@aol.com"/>			
<b>Please describe your problem:</b>			
<div><input type="text" value="Rifle fired when &lt;sup&gt;safety&lt;/sup&gt; &lt;del&gt;safety&lt;/del&gt; pushed off. Trigger AND SAFETY do not feel like they are working just right."/></div>			
<div><input type="text" value="500"/> characters left</div>			
<b>NOTE:</b> Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.			
<p><input type="checkbox"/> <b>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.</b></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 <b>INSURED</b> 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> <div><input type="button" value="Print"/> <input type="button" value="Reset"/></div>			

## ARS LABEL REQUEST FORM

DATE:	08/03/2012	Service Request #	SR00025786
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](http://www.Remington.com)

## LABEL INFORMATION

### MAIL LABEL TO:

CHARLES ENOCHS  
12220 N. GRIPPING SPRINGS RD.  
COLUMBIA, MO 65202 US  
SR00025786

Email:

### RETURN ITEM TO:

ILN

Arms Services

4XX596 AUG 3, 2012 ACT WT 10.0 LBS #PK 1  
SVC GND COM BL WT 10.0 LBS  
TRACKING# 1Z4XX5969065207935 ALL CURRENCY USD  
REF 1:SR00025786  
REF 2:

HC 0.00	CNS 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

 Pitney Bowes



ShipReq ™



Ship To: Charles Enochs  
Company:  
Address 1: 12220 N. Gripping Springs Rd.  
Address 2:  
Address 3:  
City: Columbia  
State/Province: Missouri  
ZIP/Postal Code: 65202  
Country: United States  
email:  
Phone:  
Account: 230145  
Package Type: Package  
Address Type: Residential  
Deliver By: Tue, August 7, 2012  
Package ID: 8861

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Special Instructions:

Sender Name: Dell Marie Fulcher  
email: dell.fulcher@remington.com  
Prepared By: Dell Fulcher  
Phone: 336-548-8686

Acct #	: 230145	Date: 08-03-12	1 lb 8.799999 oz	Base :\$	5.65
Cust #	: 0DL0000009001			Spc S:\$	0.68
Zip/Zone	: 65202 / 5			Addl :\$	0.00
Trk #	: 793865515046				
Pkg ID #	: 8861			Total \$	6.33
Service	: FedEx 2Day®				







