

Remington Arms Co., Inc.
Product Service
Legal Case #:7259

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
253375	1/10/2012	1/11/2012	1/11/2012				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Gander Mtn	---	Gander Mtn	236 Norman Station Blvd	Mooreville	NC	28117		W 704-658-0822

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4040 Other - Unspecified or Undetermined - Firearms		Unknown	
S	Concern:1007 Fired on Safe Release			
C FSR				

Dealer sent rifle in. Dealer stated it was for recall repair. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	660/308 WIN	n/a	6251864	WS	8/1/1969
Date Purchased	Where Purchased	Accessories	Original Owner			
	PEELER HDWE MACON GA		U			

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 @ n/c - recall						

Repair/Replacement Cost	Repair/Replacement Date
\$44	

1/16/12: Per Ilion - Trigger not returning under sear. 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		1/11/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4040	Other - Unspecified or Undetermined - Firearms	TRIG NOT RETURNING UNDER SEAR.POSSIBLE BROKEN OR CHIPPED CONNECTOR/TRIG
Barrel	Description		20" 308 WIN
	Date Code		WS
	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	RIFLE IS IN VERY GOOD COND.
	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-ISS	
Sear	Lift	---Select---	N/A
	Notch	Slightly Worn; Functioning	
	Test Fired	False	
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	TRIGGER WILL NOT RETURN UNDER SEAR WILL FOLLOW DOWN
	Pull	---Select---	N/A
	Altered	False	
	Sub-Assembly	Other Remington	



7259

Service Request Service Order # 3968

20"
WS8/1

SHIPPED TO VENDOR/STORE:

Remington Repair FFL# 6-16-01996
14 Hoefler Ave

Ilion, NY 13357
Attn:

Date Shipped: 12/30/2011 Phone: (800) 243-9700

RETURN SHIP TO:

Gander Mountain, FFL# 1-56-097-01-2B-02896
Attn: Gun Parts Dept.
236 Norman Station Blvd
Mooresville, NC 28117

FIREARM INFORMATION:

Manufacturer: Remington Arms Co Inc.
Model: 660

Type: Rifle
Cal/Ga.: .308cal

Serial Number: 6251864
Cased?: ☐

DESCRIPTION OF ITEM RETURNED:

Remington 660

REASON FOR RETURN:

recall repair

ATTENTION VENDOR

Please contact me with any questions or concerns.

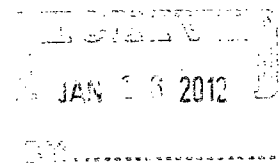
Todd Deal
(704) 658-0822

BILLING INFORMATION:

Please include the service order number on all invoices and correspondence:

SHIP TO ABOVE ADDRESS

Forward all invoices to: **Gander Mountain**
6801 120th Ave
Kenosha, WI 53140



TRIG. Not returning under
SEAR. Replace TPA, clean & test
fire under recall at N/C

#230145

NUMBER: 6251864
Model: 660



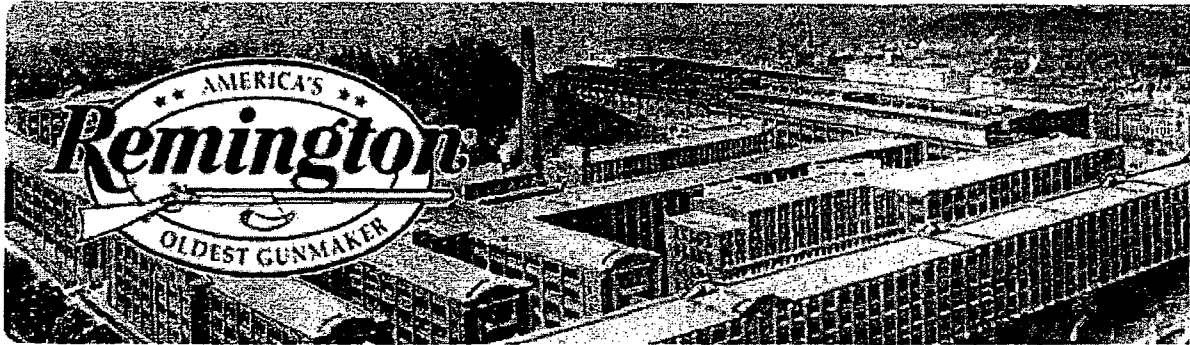
RE00253375

Model Number: 660 308		Serial Number: 6251864	
Name: Wayne J. Benge		Date of Purchase: Dec 2011	
Address (no PO Boxes): 1679 Ivey Church Road			
City: Maiden		State: NC	Zip: 28650
Phone (Daytime): 704 591-2238		Fax:	
E-mail Address: wjbenge@yahoo.com			
Please describe your problem: Called customer Service Control Number SR00006049. Firearm will discharge or fire upon safety when transiting to the fire position. Please replace trigger because my understanding in 1979 there was a recall to fix this problem. I love Remington Firearms and this gun is very special to me. Please help me and provide to me in writting why this issue exist. Thank You Remington Arms 116 characters left			
NOTE: Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.			
<input type="checkbox"/> 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. :: 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. <div style="text-align: center;"><input type="button" value="Print"/> <input type="button" value="Reset"/></div>			



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COMPANY INFORMATION

Corporate Headquarters

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

TEL: 1-800-243-9700
Fax: 1-336-548-7801
[Email Us / Online Help Center](#)
[Directions & Map](#)

Site Locations

Ilion Firearms Plant & Custom Shop
14 Hoefler Avenue
Ilion, NY 13357
TEL: 1-315-895-3200
[Directions & Map](#)

*Att. Repairs
SR00006049*

Ammunition & Components Plant
2592 Arkansas Hwy 15 N
Lonoke, AR 72086
TEL: 1-501-676-3161
[Directions & Map](#)

Mayfield Firearms Plant
22 Rifle Trail
PO Box 99
Hickory, KY 42051
TEL: 1-270-856-4200

Technical Center
315 W. Ring Road
Elizabethtown, KY 42701

Other Contact Information

Consumer Services / Parts & Service
TEL: 1-800-243-9700
Fax: 1-336-548-7801

Canadian Consumer Services / Parts & Service
TEL: 1-866-662-4869

Gunsmith SO# 3968

GM#337 - Gander Mtn.
236 Norman Station Blvd
Mooresville, NC 28117
(704) 658-0822
Gunsmith: Todd Deal



* Firearm Copy *

CUSTOMER INFORMATION:		DATES:	
Home #:	(704) 591-2238	Day #:	(704) 748-2293
Name:	Benge, Wayne		
Address:	1679 Ivey Church Road Lincoln Maiden, NC 28650		
		Acquired:	12/29/2011
		Apx Comp:	
		Completed:	
		Cust. Called:	
		Disposed:	

FIREARM INFORMATION:			
Manufacturer:	Remington Arms Co Inc.	Type:	Rifle
Model:	660	Serial Number:	6251864
		Cal/Ga.:	.308cal
		Firearm Value:	\$800.00
		Cased?:	<input type="checkbox"/>

Description: 660 Remington Bolt Action Condition: 98%

Service Description: Requires being sent back to Remington Arms Services, Control Number SR00006049 Trigger recall, rifle will discharge when safety is turned off. Please send back to Remington Arms Company. Function check required as well.
Remington Arms Services :Attention Repairs
14 Hoefler Ave.
Ilion, NY 13357

LABOR		
UPC	Description	Amount
Labor Sub Total:		

Labor Notes:

PARTS		
UPC	Description	Amount
Parts Sub Total:		

Parts Notes:

* Estimate Only *	TOTALS	
	Labor Sub Total:	
	+ Parts Sub Total:	
	Total:	
	- Deposit Amount:	
Amount Due:		

Customer must pick up their own Firearm

* Does not include Sales Tax *

The Child Safety Lock Act of 2005 states "it is unlawful for a dealer to sell, deliver, or transfer any handgun to any person, other than another licensee, unless the transferee (buyer) is provided with a secure gun storage or safety device for that handgun." Gander Mtn. will be providing trigger locks to all transferee's (buyer's) for a nominal fee. Transferee's may also supply their own secure gun storage or safety device.

Gunsmith SO# 3968

GM#337 - Gander Mtn.
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*** Firearm Copy ***

SIGNATURE

A handwritten signature in black ink, appearing to read "Todd Deal", written over a horizontal line.

DATE

12-29-2011