Remington Arms Co., Inc. **Product Service** Legal Case #:7906

Case Information

RE# **Date Opened** Date Opened(PS) **Date Closed Incident Date** Pre Lit Lit Obsolete 282763 9/19/2012 9/4/2012 9/20/2012 X

Customer Information

State Type **Business** First Name Last Name Street City Zip Age Contact Incident Donald McGuirk 3568 Courtney Ln Bethpage NY 11714 H 516-433-8015

Incident Information

Medical Medical Claims Codes Repair Est. Treatment Status

PΙ

PD Altered Adjustments or Cause:4006

Components Unknown Fired when closing

bolt Concern: 1008 Fired on Bolt Closing

 $\mathbf{C}$ 

9/4/12 Per call from Donald, he is the original owner of this rifle. He did not want to send it previously for the recall because he liked the adjustable trigger. The trigger has never been smooth. 3 yrs ago when shooting at deer, the 3rd or 4th shot it fired when he closed the bolt. He cleaned and worked on it and it was ok until last year when it would no longer cock. He finally got it working after adjustment but it's still rough. He would like the trigger recall now so that he doesn't have anymore trouble with it.cm

Firearm Information

SKU Mfg. Model/Ga. Serial Bbl. DOM Type CF/BA 660/308 WIN 6268853 DS 9/1/1969 Remington n/a

**Date Purchased** Where Purchased Original Owner Accessories

> ROSKIN BROS. MIDDLETOWN, N.Y. Y

CONCERN: FBC

Ammunition Information - None Defined Other Products Information - None Defined Settlement

Remington/660/CF/BA

Cash Reim. Cash Settlement Release of Claims Release Date Date Date Reimbursement Settlement APV APV

Per Ilion, replace TPA, clean, test under recall at no charge

Repair/Replacement Repair/Replacement

Cost Date 43.81 9/25/2012

9/4/12 Mailing ARS.cm 9/25/12 Per Ilion, replace TPA, clean, test under recall at no charge.cm

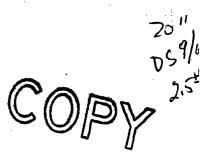
Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS
	Exam Date		9/20/2012

httn://cns03an13:200/nsaann/PrintDisnlav.asnx?ID=7906&Tyne=Case

9/25/2012

Examination	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4006	Altered Adjustments or Components	
	Description		20" 308 WIN
	Date Code		DS
	Bore Plugged	False	
Barrel	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
Bolt	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
	Condition	Slightly Worn; Functioning	
Extractor	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
	Block Condition	Select	
Locking	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	Select	
	Exterior Condition	Slightly Worn; Not Functioning	
Overall	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	Select	
Pagaiyar	Condition	Slightly Worn; Functioning	
Receiver	Bulged	False	
	Description		BOLT LOCK SAFETY
Safety	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	Select	N/A
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test	10363	False	
	Condition	Slightly Worn; Not Functioning	WILL FOLLOW DOWN
Trigger	Pull	Select	2.5#
1115501	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	Other Remington	



7906

September 4, 2012

Donald McGuirk 3568 Courtney Ln Bethpage, NY 11714

Subject: Case # 7906, Model 660 Barrel, SR# 28186

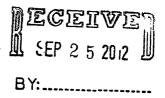
Dear Mr. McGuirk,

Enclosed is a prepaid shipping label to cover shipment of the firearm to our factory for inspection. Please include a copy of this letter with it as well as the Service Request form. The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the product is logged in correctly. Please mark the small ends of the box "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





Replace TPA, clear + tost under New 11. at N/C #22045

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

## Service Request

## Remington Service PO Box 700

Madison, NC 27025-0700

ATTN: Product Serv # 7906

Parts and Repairs: P:800-243-9700/F:336-548-7801

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.

Service Request Number Serial Number / Description Date of Request: 09/04/2012 SRQQ028186 6268853 Printed: 09/04/2012 Date Destination: Customer: DONALD MCGUIRK Arms Services 3568 COURTNEY LN 14 Hoefler Ave BETHPAGE, NY 11714 E Ilion, NY 13357 US Email: Email: 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 M310 - PERFORM SAFETY CHECKS ON TRIGGER ASSEMBLY Service Request Section Product Serv # 7906 Parts And Service Details Type Description Oty Warranty Material Price Disc Amount Needed

## ARS LABEL REQUEST FORM

DATE:	09/04/2012	Service Request #	SR00028186
QUANTITY:	1	WEIGHT PER PACKAGE:	10 LBS
REQUESTED BY:	mitchellcs	email address:	Christy.Mitchell@remington.com
Business:		Remington Service PO Box 700 Madison, NC 27025-0700	

www.Remington.com

LABEL INFORMATION				
MAIL LABEL TO:	DONALD MCGUIRK 3568 COURTNEY LN BETHPAGE, NY 11714 US SR00028186			
	Email:			
RETURN ITEM TO:	ILN			
	Arms Services			

4XX596 SEP 4, 2012 ACT WT 10.0 LBS #PK 1 SVC GNDCOM BL WT 10.0 LBS #PK 1 10.0 LBS #PK 1 TRACKING# 1Z4XX5969066062492 ALL CURRENCY US ALL CURRENCY USD REF 1:SR00028186 REF 2:

HC 0.00 CNS 0.00 SHIPMENT PUB RATE CHARGES: HC 0.00 FRT: 3RD SVC T/P USD RS 0.50 DV 0.00 DC 0.00 AH 0.00 COD 0.00 DGD 0.00 PR 0.00 ROD 0.00 TOT PUB CHG 8.69 PUB+HANDLING 8.69

ATTN: Product Serv # 7906