

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

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

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S	Fired when closing bolt	Cause:4006 Altered Adjustments or Components Concern:1008 Fired on Bolt Closing	Unknown	
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

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	660/308 WIN	n/a	6268853	DS	9/1/1969
Date Purchased	Where Purchased	Accessories	Original Owner			
	ROSKIN BROS. MIDDLETOWN, N.Y.		Y			

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, test under recall at no charge						
	Repair/Replacement Cost	Repair/Replacement 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

Examination	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4006	Altered Adjustments or Components	
Barrel	Description		20" 308 WIN
	Date Code		DS
	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	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	N/A
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	WILL FOLLOW DOWN
	Pull	---Select---	2.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	Other Remington	

7906

September 4, 2012

COPY

20"
DS 9/6
2.5"

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

RECEIVED
SEP 25 2012

BY:.....

Serial
Number:

6268853

Model: 660



RE00282763

Replace TPA, clean + test under
mca 11.7 + N/C

#22045

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 SR00028186	Serial Number / Description 6268853	Date of Request: 09/04/2012 Date Printed: 09/04/2012
Customer: DONALD MCGUIRK 3568 COURTNEY LN BETHPAGE, NY 11714 US	Destination: Arms Services 14 Hoefler Ave 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		
Material	Type	Description
		Qty Needed
		Warranty
		Price Disc Amount
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

ARS LABEL REQUEST FORM

DATE: 09/04/2012	Service Request # SR00028186
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: mitchelcs	email address: Christy.Mitchell@remington.com

Business:	Remington Service PO Box 700 Madison, NC 27025-0700 www.Remington.com
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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 GND COM BL WT 10.0 LBS
 TRACKING# 1Z4XX5969066062492 ALL CURRENCY USD
 REF 1:SR00028186
 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 8.69 PUB+ HANDLING 8.69

ATTN: Product Serv # 7906
