

Remington Arms Co., Inc.
Product Service
Legal Case #:8991

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
313573	6/17/2013	6/18/2013	6/18/2013				X

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Gregory	Sirois	10 Fawn Rd.	Norridgewock	ME	04957		H 207-634-2227

Incident Information

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

Customer sent rifle in w/note: "Rifle went off while closing bolt with a live round in the chamber, causing a discharge!" df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	660/350 REM MA	n/a	118806	AS	3/1/1969
Date Purchased	Where Purchased	Accessories	Original Owner			
		SCOPE BASE	U			

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 TA, clean & test at n/c						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$44					

6/20/13: Per Ilion - TA set screws altered, replace TA, clean & test under recall at no charge. Balance of Arms is needed to complete repair for safe operation. df 6/21/13: I emailed customer requesting the gun stock & offered to send pre-paid shipping label to get it to Ilion. df 6/26/13: Customer called me. Requested media coord. to email ARS label to customer. He has 2 stocks to send back. Box order# 1515932. df 7/11/13: Customer returned stocks. Repair being completed by Ilion. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		6/18/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4006	Altered Adjustments or Components	
Barrel	Description		20" 350 REM MAG
	Date Code		AS
	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; Functioning	ACTION ONLY RETURNED
	Stock Condition	---Select---	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		BOLT LOCK SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.010
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	TRIG NOT RETURNING PROPERLY
	Pull	---Select---	2.5#
	Altered	True	SET SCREWS ALTERED SEALANT MISSING

	Sub-Assembly	Other Remington	
Non-Remington Components	Description		SCOPE BASE

8991

20¹¹
AS 3/69
2.5th
.010

Remington Arms,

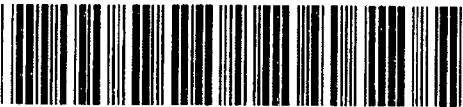
Rifle went off while closing
bolt with a live round in the
chamber, causing a discharge!

Gregory Sirois
10 Fawn Road
Norridgewock, ME 04957
207-634-2227

Serial
Number:

118806

Model: 660



RE00313573

RECEIVED
JUN 20 2013

BY: _____

T.A. set screws alt. Lgn. TOA.
clean test and recall at
N/E. Bal. of ARMS is needed
to complete rep. for safe
operation.

220145

Fulcher, Dell Marie

From: Fulcher, Dell Marie
Sent: Friday, June 21, 2013 2:12 PM
To: 'gregsirois@yahoo.com'
Subject: Greg Sirois - Remington Ref# 8991

Importance: High

Good afternoon,

Our factory needs the stock for your Model 660 in order to replace the trigger assembly & test fire.

Please reply back to me as soon as possible and I will send a pre-paid shipping label to get the stock in for completion of the repair.

Sincerely,

Dell Marie Fulcher | Consumer Affairs Administrator
Remington Arms Company, LLC

870 Remington Dr., PO Box 700, Madison, NC 27025-0700

Phone: 1.800.243.9700 | Phone: 336.548.8686 | Fax: 336.548.7872

or 336.548.7883 | Email: dell.fulcher@remington.com

Freedom Group Family of Companies: Remington | Marlin |
Bushmaster Firearms | DPMS / Panther Arms | H&R | Barnes Bullets |
Advanced Armament Corp | Mountain Khakis | Dakota Arms | Parker
Gun | Para USA

Confidentiality/Proprietary Note: This e-mail and any files transmitted with it are intended solely for the use of the individual or entity to which they are addressed. If you are not the intended recipient or the person responsible for delivering the e-mail to the intended recipient, be advised that you have received this e-mail in error and that any use, dissemination, forwarding, printing or copying of this e-mail is strictly prohibited. If you have received this e-mail in error, please reply back to sender advising that you have received the e-mail in error and delete this e-mail from your system.

Fulcher, Dell Marie

From: postmaster@remington.com
To: gregsirois@yahoo.com
Sent: Friday, June 21, 2013 2:12 PM
Subject: Relayed: Message relayed (gregsirois@yahoo.com)

Delivery to these recipients or groups is complete, but no delivery notification was sent by the destination server:

gregsirois@yahoo.com

Subject:

ARS LABEL REQUEST FORM

DATE: 06/26/2013	Service Request # SR00055795
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: fulcherdm email address: <i>✓ emailed</i>	

Business:	Remington Service PO Box 700 Madison, NC 27025-0700 www.Remington.com
------------------	---

LABEL INFORMATION

MAIL LABEL TO:	GREGORY SIROIS 10 FAWN ROAD NORRIDGEWOCK, ME 04957 US SR00055795 Email: gregsirois@yahoo.com
RETURN ITEM TO:	ILN Arms Services



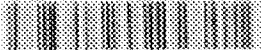
4XX596 JUN 26, 2013 ALL CURR USD 1 OF 1
 SVC GND COM ACT WT 10.0 LBS
 TRACKING# 1Z4XX5969066290076
 REF 1: SR00055795
 REF 2:

HANDLING CHARGE 0.00		
SINGLE - PIECE PUB RATE CHRG:		
DV 0.00	COD 0.00	SVC T/P USD
DC 0.00	DGD 0.00	RS 1.00
AH 0.00	PR 0.00	SD 0.00
		SP 0.00
TOT PUB CHG 9.77	PUB + HANDLING	9.77

ATTN: Product Service



908811



099

118806

