

Remington Arms Co., Inc.
Product Service
Legal Case #:3119

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
164028	3/5/2009	1/22/2009	3/6/2009				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Jason	McKee	11121 Polar Dr	Anchorage	AK	99516		
Incident		Jason's preache							

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI hurt thumb				
PD	Cause:4038 Could Not Duplicate Concern		U	
S fired after releasing safety	Concern:1007 Fired on Safe Release			
C				

1/22/09 Rec'd call from Morris McKee, owner of the rifle. His son let his preacher borrow the rifle and it fired when he released the safety. They thought he may have had his finger near the trigger until it happened with another of Mr. McKee's rifles, see case 3118. This model is a 700 .338 magnum.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/338 WIN MA	29725	S6218649	EM	10/8/1992
Date Purchased	Where Purchased	Accessories	Original Owner			
	ELLETT BROTHERS		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
repair at n/c as goodwill gesture						
	Repair/Replacement Cost	Repair/Replacement Date				
	16.11	3/10/2009				

1/22/09 Sent ARS.cm 3/10/09 Could not duplicate concern. Hard off safe. Trig assm very dirty. Replace TPA, check over, clean at n/c.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		3/6/2009
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 338 WIN MAG SS
	Date Code		EM
	Bore Plugged	False	
	Bulged	False	
	Fired	False	

PrintDisplay

Page 2 of 2

	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	Worn; Functioning	DIRTY,MARRED
	Stock Condition	Worn; Functioning	DIRTY,MARRED
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	Slightly Worn; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.018
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY HARD OFF SAFE
	Pull	---Select---	4.5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

Arms Services Repair & Estimate System

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: **RE00164028** Serial: 55218649; Model 700 Center Fire Caliber: 338 WIN MAG Produced: 10/08/1992 Repairman: Bruce Travis
 Verify Repair Status: Approval Hold 3/6/2009 5:47:42 AM

Address Information

Customer: ☒ Received From Return To: ☐ Received From

Name: **JASON McKEE**

Address 1: **11121 POLAR DRIVE** Address 2: **PO Box**

City: **ANCHORAGE** State: **AK** Zip Code: **99516** Country: **US**

FFL: ☐ ☐ ☐ ☐ ☐ ☐

Contact / Condition	Problems	Estimate	History / Status	Shipping / Billing
Date	User ID	Desc1	Desc2	Current Status
3/5/2009 2:40:28	valentids	Repair Added		Approval Hold
3/5/2009 2:42:02	valentids	From: Check In	To:	3/6/2009 5:47:42 AM
3/6/2009 4:58:55	Travisbw	From: Product Services	To: Repair Bench	Travisbw
3/6/2009 5:47:42	Travisbw	Estimate Update	Status: Approval Hold	Repair Bench
				Repair Location
				ILN
				Current Location
				ILN
				Transfer Number

☐ Shipping Hold ☐ Interface Hold ☐ Estimate Sent ☐ Parts Received ☐ Passed Inspection ☐ Return As Received ☐ Has been Approved ☐ Internal Repair

Repair Search **Refresh** **Close**

start 3/6/2009 8:52 AM CAPS NUM INS SCRL

Inbox - Microsoft Out... Arms Services Repair... Microsoft Word Microsoft Excel 8:52 AM

25
 35.25
 2.09
 28.67
 15
 12
 93.26
 -77.15
 16.11

RECEIVED
 MAR 09 2009
 BY:

EM 10/97
24"
4.5#
.0183119

January 22, 2009

Jason McKee
11121 Polar Dr
Anchorage, AK 99516

Subject: #3119, Model 700

Dear Mr. McKee,

I am sorry to learn about the unfortunate incident you experienced with your father's Model 700. Enclosed is a UPS prepaid shipping label for shipment to our factory. Please print out this letter and include it with the repair form inside the box with the firearm. **The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly.** Please mark the ends of the box with "Supry". Fred Supry will be inspecting the firearm and will contact me with the results.

I apologize for the inconvenience that this incident has caused and I hope that these actions will keep you as a loyal Remington customer.

Sincerely,

Christy Mitchell
Consumer Affairs Administrator

Phone: 800-243-9700 ext 8684

E-mail: christy.mitchell@remington.com

could not duplicate concern.
HARD off SALE

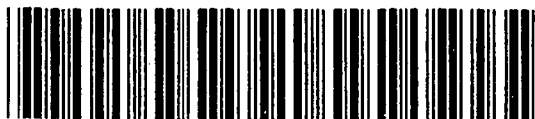
TRIG. ASSM. very dirty.
replace TPA, check over, clean
AT N/C

#23045

Serial
Number:

S6218649

Model: 700



RE00164028

on Drive • P.O. Box 700 • Madison, NC 27025

1-800-243-9700 • www.remington.com

Factory Repair Form

Model Number:	700	Serial Number:	562181649
Are you the original owner?	No - Father is owner		
Name:	Joe McKee	Date of Purchase:	
Address:	1121 Polar Drive		
City:	Anchorage	State:	AK Zip: 99516
Home phone:	907 349 5470	Daytime phone:	907 279 8461
Cell phone:	907 241 1097	Fax:	907 349 5450
Email Address	jcmckee@gsi.net		
Please describe your problem and the date of occurrence:			
September 2007			
Safety was hard to push - gun fired when safety selector went to fire position with no contact by shooter with trigger			
Ammunition Information:	Federal Premium		
Manufacturer:	Federal	Type:	Premium
Other (i.e. bullet weight/type, shot size, powder):			
.338 win mag 250 grain nosler partition			
Handload Information:			
Powder Used:	Powder wt:		
Case/Hull Used:	Primer Used:		
Bullet Type/Shot Size:	Reloader Used:		
Firearms Care (Cleaning and Lubrication):			
Brand of cleaning solution used: Hoppe's			
How often do you clean the bore? (Months or # of rounds): frequently after hunts & firing			
How often do you clean the action? (Months or # of rounds): frequently after weather/use			
How often do you clean the trigger? (Months or # of rounds):			
Brand of lubricant used: Rem Lube			
How often do you lubricate the bore? (Months or Number of rounds)			
How often do you lubricate the action? (Months or Number of rounds)			
How often do you lubricate the trigger assembly?			
Have you ever reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? yes			
When was the last time your firearm was serviced by an authorized repair center?			
If so, what were the services that were performed?			
<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 in a firearm box. (Note: original firearm boxes will not be returned.) *Remove all accessories. *Provide a return address on both the outside and inside of the box. *Ship it insured. Our company is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.</p>			

Same as
cleaning

N/A

N/A

BARBER - Kinzer PPS GAL RE0008977
QUOTATION

Remington Arms Company, Inc.

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

www.remington.com info@remington.com

Parts/Repairs
 Fax

800-243-9700
 336-548-7801

**ESTIMATING
 REPORT**

ALL PRICES QUOTED ARE IN EXCHANGE FOR REPLACED PARTS.

THIS IS NOT AN INVOICE. THIS IS AN ESTIMATE TO REPAIR, RECONDITION, OR REPLACE THE ITEM(S) DESCRIBED BELOW. IF THIS IS SATISFACTORY, PLEASE APPROVE BY SIGNING BELOW AND RETURNING TO THE ABOVE ADDRESS. REPAIR TO TAKE APPROXIMATELY (4) WEEKS AFTER RECEIPT OF APPROVAL. IF WE DO NOT RECEIVE YOUR APPROVAL IN 15 DAYS, WE SHALL RETURN THE ITEM(S) AS RECEIVED POSTAGE DUE.

Repair Order Number RE00164028	Description/Serial Number S6218649	Date Received - 3/5/2009
Account # - R-		Estimate Date - 3/6/2009
		Current Date - 3/10/2009
Customer JASON MCKEE 11121 POLAR DRIVE ANCHORAGE. AK 99516 US Phone (H) (907)-349-5470 Phone (W)		Return To JASON MCKEE 11121 POLAR DRIVE ANCHORAGE. AK 99516 US Fax Email

*Free
 removed
 charges*

Please Circle One
 VISA MC AMEX DISCOVER Card No. _____ Exp. Date _____
 PO Number _____
 Daytime Phone (____) _____ Time To Call _____ Open Acct. R _____
 Approval: Customer Signature _____ Date _____
☐ If You Desire Any Change Please Use The Reverse Side For Your Comments And Mark This Box
 Notice: We process checks electronically through Check 21

Reported		Problems		Found	
M100	SEE CUSTOMERS LETTER	M112	HEADSPACE IS EXCESSIVE	M112	HEADSPACE IS EXCESSIVE
M123	FORWARD TO PRODUCT SERVICE FOR INSPECTIO	M123	FORWARD TO PRODUCT SERVICE F	M123	FORWARD TO PRODUCT SERVICE F

Technician's Comments

ProblemNotes could not duplicate concern. hard off safe. trigger assm very dirty.replace trigger plate assm,check over, clean at no charge.will replace bolt assm to correct headspace at 1/2 normal charges.

Estimate **C.O.D. /Shipping and Handling Charges are NOT Included in this Quote

Material #	Material Description	Qty	Warranty Y/N	Price/ Unit	Discount Percent	Extended Amt
Part						
F27341	700 EXTRACTOR RIVET MAGNUM	1	N	\$3.00	50%	\$1.50
F305571	700 X-MARK PRO TRIG ASSB RH SILVER	1	Y	\$90.00	0%	\$0.00
F97322	700 EXTRACTOR MAGNUM	1	N	\$11.20	0%	\$11.20
F97701	700 SS BOLT ASSB MAG MAX F10	1	N	\$128.90	50%	\$64.45
Service						
4000114	GR-SHIPING & HANDLING (GUN REPAIR)	1	Y	\$17.00	0%	\$0.00
4000119	GR-TEST	1	Y	\$20.00	0%	\$0.00
Sub Total:						\$77.15
Est. Sales Tax:						
Grand Total:						\$77.15

January 22, 2009

Jason McKee
11121 Polar Dr
Anchorage, AK 99516

Subject: #3119, Model 700

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Sincerely,

Christy Mitchell
Consumer Affairs Administrator

Phone: 800-243-9700 ext 8684

E-mail: christy.mitchell@remington.com

enclosure

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

Remington.

www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	1/22/2009	REQUESTED BY:	Christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE: MEDIA COORDINATOR TO MAIL		I WILL MAIL <div>xx</div>	
DESCRIPTION: <div>700</div>			

LABEL INFORMATION

MAIL LABEL TO: Jason McKee 11121 Polar Dr Anchorage, AK 99516
RETURN ITEM TO: Rem Prod Serv

PLEASE COMPLETE ALL PARTS OF THIS FORM AND SEND TO THE MEDIA COORDINATOR

4XX596 JAN 22, 2009 ALL CURR USD 1 OF 1
 SERVICE GND COM ACT WT 10.0 LBS
 TRACKING# 1Z4XX5969065784704
 REF 1: JASON MCKEE/CM
 REF 2:

HANDLING CHARGE 0.00		SVC T/P USD	
SINGLE-PIECE PUB RATE CHRG:			
DV 0.00	COD 0.00	RS 0.50	
DC 0.00	DG 0.00	SD 0.00	
AH 0.00	PR 0.00	SP 0.00	
TOT PUB CHG 20.20	PUB+HANDLING	20.20	