

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			Remington/700/CF/BA			

*Handwritten notes:*  
#35.25  
.25  
2.09  
28.67  
15.12  
43.26

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	

	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	
Feeding Test	Tests	Test Fired	False
		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**    **JASON McKEE**

Address 1: **11121 POLAR DRIVE**    **11121 POLAR DRIVE**

Address 2:    PO Box:    PO Box:

City: **ANCHORAGE**    **ANCHORAGE**

State: **AK**    Zip Code: **99516**    Country: **US**    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	valentds	Repair Added		Approval Hold
3/5/2009 2:42:02	valentds	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

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

Repair Location: ILEN  
 Current Location: ILEN  
 Transfer Number:

Repair Search    Refresh    Close

3/6/2009 8:52 AM    DAPS    NUM    INS    SCRL

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

35.25  
 2.25  
 2.09  
 28.67  
 15  
 12  
 ---  
 93.26  
 -77.15  
 ---  
 16.11

**RECEIVED**  
 MAR 09 2009  
 BY: .....

EM 10/97  
24"  
4.5#  
.018

3119

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

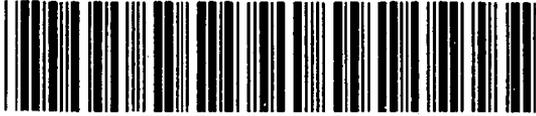
Phone: 800-243-9700 ext 8684

E-mail: [christy.mitchell@remington.com](mailto:christy.mitchell@remington.com)

could not duplicate concern.  
HARD off SAFE  
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

800-243-9700 - [www.remington.com](http://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@qci.net		
Please describe your problem and the date of occurrence:			
September 2007 Sentry 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			
<b>Handload Information:</b>			
Powder Used:	Powder wt:		
Case/Hull Used:	Primer Used:		
Bullet Type/Shot Size:	Reloader Used:		
<b>Firearms Care (Cleaning and Lubrication):</b>			
Brand of cleaning solution used: Hoppes			
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? N/A			
If so, what were the services that were performed? N/A			
* 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.			

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](http://www.remington.com) [info@remington.com](mailto:info@remington.com)

**ESTIMATING  
 REPORT**

Parts/Repairs 800-243-9700  
 Fax 336-548-7801

**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.

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

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	M123	FORWARD TO PRODUCT SERVICE F
M123	FORWARD TO PRODUCT SERVICE FOR INSPECTIO				

**Technician's Comments**

ProblemNotes could not duplicate concern. hard off safe. trigger asm very dirty. replace trigger plate asm, check over, clean at no charge. will replace bolt asm 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
<b>Part</b>						
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
<b>Service</b>						
4000114	GR-SHIPPING & HANDLING (GUN REPAIR)	1	Y	\$17.00	0%	\$0.00
4000119	GR-TEST	1	Y	\$20.00	0%	\$0.00
<b>Sub Total:</b>						<b>\$77.15</b>
<b>Est. Sales Tax:</b>						
<b>Grand Total:</b>						<b>\$77.15</b>

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](mailto:christy.mitchell@remington.com)

enclosure



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 <span style="float: right;">xx</span>	
DESCRIPTION:			
700			

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  
 SINGLE-PIECE PUB RATE CHRGS:      SVC T/P USD  
 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