

Remington Arms Co., Inc.
Product Service
Legal Case #:9327

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
327419	11/12/2013	10/22/2013	11/13/2013				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Dave	Bialke	8161 Hayland Rd	Embarrass	MN	55732		H 612-363-5741

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015	Improper Maintenance		
S	Fails to fire, then fires when safety is touched.	Delayed Firing - Firearms	Unknown	
C	Concern:1023			

10/22/13: I received voicemail from Dave Bialke. I returned his call. He stated that his Model 700 fails to fire then will fire when the safety is touched. jbi

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial Bbl.	DOM
Remington	CF/BA	700/3006 SPR	N/A	6595696 EW	10/1/1972

Date Purchased	Where Purchased	Accessories	Original Owner
	FARWELL OZMUN SO ST PAUL MINN		N

CONCERN: DELAYED FIRING

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Per Ilion, quote to repair BLM						

Repair/Replacement Cost	Repair/Replacement Date
\$29	

10/22/13: Sending ARS, letter, and SR paperwork. Box sent on SAP order 1554208. jbi 11/14/13: Per Ilion, "trigger assembly very dirty and sticky parts work sluggish. Bolt stop switch broken and pin out of position. Replace trigger assembly, check over and test fire under bolt lock program for \$20.00 + shipping." jbi 11/15/13: I called and left message requesting approval of quote. jbi 11/19/13: I received call from Dave Bialke, he approved quote with a credit card. jbi

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/13/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4015	Improper Maintenance	
Barrel	Description		22" 3006 SPRG
	Date Code		EW
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
Bolt	Muzzle/Crown Condition	Slightly Worn; Functioning	
	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	DIRTY.TRIG GUARD DENTED AND CONTACTS TRIG
	Stock Condition	Slightly Worn; Functioning	MARS,SCRATCHES
	Fore End Condition	---Select---	
	Condition	Slightly Worn;	

Receiver		Functioning	
	Bulged	False	
Safety	Description		BOLT LOCK SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.007
	Notch	Slightly Worn; Functioning	
		Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	VERY DIRTY,STICKY PARTS WORK SLUGGISH.BOLT STOP SWITCH BROKEN PIN IS OUT OF POSITION. WILL FOLLOW
	Pull	---Select---	6#
	Altered	True	SEALANT MISSING
	Sub-Assembly	M/700 Bolt Lock	

Quotation

Remington Service

PO Box 700

Madison, NC 27025-0700

Estimating Report

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

www.Remington.com

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 (6) WEEKS AFTER RECEIPT OF APPROVAL. IF WE DO NOT RECEIVE YOUR APPROVAL IN 21 DAYS, WE WILL RETURN THE ITEM(S) AS RECEIVED, POSTAGE DUE.

Repair Number RE00327419	Serial Number / Description 6595696 Model 700 Center Fire Caliber: 30 -06 SPRG	Date Received: 11/12/2013 Estimate Date: 11/13/2013 Date Printed: 11/14/2013
Customer: BILL'S GUN SHOP AND RANGE 4080 W BROADWAY AVE ROBINSDALE, MN 55422 US		Return To: BILL'S GUN SHOP AND RANGE 4080 W BROADWAY AVE ROBINSDALE, MN 55422 US

Please Circle One:
 VISA MC DISCOVER Card No. _____ Exp.Date _____
 Open Account: R _____ PO Number: _____

Approval Signature: _____ Date: _____
 Daytime Phone: (____) _____ Time to Call: _____

☐ If you desire any change, please use the reverse side for your comments and mark this box.

Reported	Problems Found
M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION	M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION M240 - BOLT LOCK SAFETY MODIFICATION

Technician Comments
 trigger assembly very dirty and sticky parts work sluggish.bolt stop switch broken and pin out of position.replace trigger assembly,check over and tes
 t fire under bolt lock program for \$20.00 + shipping

ESTIMATE (note: C.O.D./Shipping and Handling Charges are NOT Included in this Quote.)								
Material	Type	Description	Qty Needed	Warranty	Qty From Inv	Price	Disc	Amount
F305570B	Part	X-MARK PRO 700 TRIG ASSB RH BLACK (OS)	1	Warranty	1	.00	0	.00
4000114	Service	GR-SHIPING & HANDLING (GUN REPAIR)	1	Billable	1	17.00	0	17.00
4000116	Service	GR-LABOR	20	Billable	20	1.00	0	20.00
4000119	Service	GR-TEST	1	Warranty	1	.00	0	.00

Sub Total: 37.00
Est Sales Tax: .00
Grand Total: \$37.00



22⁴
EW 10/12
6#
.007

October 22, 2013

COPY

Dave Bialke
8161 Hayland Rd
Embarrass, MN 55732
Phone: 612-363-5741

9327

Ref # 9327, Remington Model 700, Serial # 6595696

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination. A box will arrive separately.

Please include a copy of this letter and service request to put inside the shipping container. The letter and service request inside are important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly. Mark the ends of the box with "Product Service". Product Service will be inspecting the firearm.

I hope that this action will keep you a loyal Remington customer.

Sincerely,
J.B. Irving
Consumer Affairs Administrator
Remington Arms Co, LLC
Phone: 336-548-8684
Fax: 336-548-7872

RECEIVED
NOV 14 2013

BY:.....

Serial
Number:

6595696

Model: 700



RE00327419

Trigger Guard dented, contacts TITQ.
T.A. very dirty & sticky. parts
work slugs. Bolt stop switch broken &
pinned out of pos. up - T.A. check over
test and BCP Rep 20 +

Q

Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700



ATTN: Product Service

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 SR00065185	Serial Number / Description 6595696 Model 700 Center Fire	Date of Request: 10/22/2013 Date Printed: 10/22/2013
Customer: DAVE BIALKE 8161 HAYLAND RD EMBARRASS, MN 55732 US Email:	Destination: Arms Services 14 Hoefer Ave Ilion, NY 13357 US 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

M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Service Request Section

Product Service #9327

Parts And Service Details

Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount
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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

Grand Total: \$.00



Repair Order

Date: 11/5/13
Factory: Remington / Ahlmans

Model Number: 700
Serial Number: 6595696
RMA Number: SR00065185

(Check One)

- ☐ Factory Repair
☒ Factory Warranty
☐ Factory Range Program Service

Describe firearm failure:

Send to Remington for Safety
Recall

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Mentzuma, IA 50171

ATTACH
TO GUN

JOB
NO. 781961

Date Left 11/2/13 Date Promised _____
Make Rem Model 700
Ser. # 6595696 Cal. 30-06
Owner David Bialke
Address 117 3rd Ave SE
City Osseo ST MN Zip 55369
Email _____
Phone 612-363-5741 (cell)
☐ Malfunction ☐ Action Work ☐ Clean
☐ Mount Scope ☐ Recoil Pad
☒ Other / Details Recall

SEND to Remington for
safety recall

Pull _____ Drop _____ Pitch _____
Inches High _____ Yds. _____ Gr. Bulle
% Pattern _____ Shot with _____ Cho

CLAIM CHECK

NO.

781961

SAVE THIS CHECK
YOU MUST PRESENT IT TO CLAIM YOUR PROPERTY
(NOT RESPONSIBLE FOR FIRE OR THEFT)

STORE TAG

4080 W Broadway Ave, Robbinsdale, MN 55422
P: 763.533.9594 F: 763.533.2997

3621 88th Ave NE, Circle Pines, MN 55014
P: 763.792.4867 F: 763.784.7648

ARS LABEL REQUEST FORM

DATE:	10/22/2013	Service Request #	SR00065185
QUANTITY:	1	WEIGHT PER PACKAGE:	10 LBS
REQUESTED BY:	irvingjb	email address:	I will mail

Business:

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

LABEL INFORMATION

MAIL LABEL TO:

DAVE BIALKE
8161 HAYLAND RD
EMBARRASS, MN 55732 US
SR00065185

Email:

RETURN ITEM TO:

ILN

Arms Services



4XX596 OCT 22, 2013 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969067765132
REF 1:SR00065185
REF 2:

HANDLING CHARGE 0.00		
SINGLE-PIECE PUB RATE CHRG:		SVC T/P USD
DV 0.00	COD 0.00	RS 0.50
DC 0.00	DCD 0.00	SD 0.00
AH 0.00	PR 0.00	SP 0.00
TOT PUB CHG 11.01	PUB+HANDLING	11.01

ATTN: Product Service











