

Remington Arms Co., Inc.
Product Service
Legal Case #:9697

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
334543	1/17/2014	12/16/2013	1/20/2014	12/13/2016			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Michael	Stielvogle	226 Spruce Ave	Altoona	PA	16601		H 814-207-0825

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S FSR	Concern:1007	Fired on Safe Release		Unknown
C				

12/16/13: I received call from Michael Stielvogle, he said that while deer hunting his rifle fired on safety release. He said that he was not injured. jbi

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	N/A	A3203703	AA	3/31/1980
Date Purchased	Where Purchased	Accessories	Original Owner			
	AMER HD SPLY BUTLER PA	TWO PIECE BASE	U			

CONCERN: FSR

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				
	\$27					

12/17/13: Sending ARS, letter, and SR paperwork. jbi 1/21/14: Per Ilion, "could not duplicate concern. Trigger assembly dirty. Replace trigger assembly, check over, and test fire under bolt lock program for \$20.00 + shipping." jbi 1/24/14: I left message requesting a call back. jbi 2/7/14: I received call from Michael Stielvogle, he said that he had call earlier and approved quote with a credit card and was just checking the status. jbi

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

Examination	Examiner	B.TRAVIS
	Exam Date	1/20/2014
	Product Type	RF
	Action Type	A
	Assigned To	S.NICHOLS
Cause	4038	Could Not Duplicate Concern
Barrel	Description	22" 270 WIN
	Date Code	AA
	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
		SLUGGISH
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
	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
Sear	Lift	---Select---
	Notch	Slightly Worn; Functioning
	Tests	Test Fired
Feeding Test	False	False
Trigger	Condition	Slightly Worn; Functioning
	Pull	---Select---
	Altered	False
	Sub-Assembly	M/700 Bolt Lock
Non-Remington Components	Description	TWO PIECE BASE

Quotation

Remington Service

PO Box 700

Madison, NC 27025-0700

www.remington.com

Estimating Report

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

Page: 1

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.

Remington disclaims all warranties concerning legality of a firearm's configuration under applicable state, county & local laws or regulations. Consumers are advised to check their local laws to determine whether certain firearm features are lawful.

Customer:

MICHAEL STIELVOGLE
226 SPRUCE AVE
ALTOONA, PA 16601 US

Item Return To:

MICHAEL STIELVOGLE
226 SPRUCE AVE
ALTOONA, PA 16601 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.

Repair Number	Serial Number / Description	Date Received:	01/18/2014
RE00334543	A3203703	Estimate Date:	01/21/2014
	Model: 700 270 Caliber BOLT Action RIFLE MfgBy:	Date Printed:	1/22/2014
	Remington-USA		

Problems

Reported:

R014 - Service Request

Found

U007 - REPLACE TRIGGER ASSEMBLY
U008 - BOLT LOCK SAFETY MODIFICATION

Technician Comments

could not duplicate concern. trigger assembly dirty. replace trigger assembly, check over and test 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: 2.22

Grand Total: \$39.22

Remington®

22"
AA3/8"
2.5"
.001

December 17, 2013

COPY

Michael Stielvogle
226 Spruce Ave
Altoona, PA 16601
Phone: 814-207-0825

Ref # 9697, Model 700, Serial #A3203703

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination.

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 / H&R
Phone: 336-548-8684
Fax: 336-548-7872

RECEIVED
JAN 21 2014

BY:

9697

could not dup. concerns.
7.12.12. dirty. Rep. T.A. check
over + test and BLP
for 20 +

Q

Serial Number: A3203703

Model: 700



RE00334543

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

PS 34035

Please note I have never had
this rifle adjusted in any manner.
I did replace the stock as it
cracked when I fell on ice.
I had the magazine spring replaced
as it had become weak.
Mike Spink

PS 34037

ARS LABEL REQUEST FORM

DATE:	12/17/2013	Service Request #	SR00071297
QUANTITY:	1	WEIGHT PER PACKAGE:	10 LBS
REQUESTED BY:	irvagh	email address:	will.mall

Business:

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

LABEL INFORMATION

MAIL LABEL TO:

MICHAEL STEINVOGLE
 224 SPRUCE AVE
 ALTDUNA, PA 16601 US
 SR00071297

Email:

RETURN ITEM TO:

ILN

Arms Services



410596 DEC 17, 2013 ALL CURR USD 1 OF 1
 SVC 000000 ACT WT 10.0 LBS
 TRACKING# 124X15360007309047
 REF 1:SR00071297
 REF 2:

HANDLING CHARGE 0.00		
SINGLE-PIECE PUB RATE CHRG:		SVC 1/P USD
DY 0.00	CDD 0.00	RS 0.50
SD 0.00	USD 0.00	SO 0.00
RM 0.00	FR 0.00	SP 0.00
TOT PUB CHG 0.20		PUB+HANDLING 0.20

ATTN: Product Service







