

Remington Arms Co., Inc.  
Product Service  
Legal Case #:5059

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
215149	12/17/2010	11/11/2010	12/28/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Jay	Lowinsky	811 Rice Creek Terrace	Friendly	MN	55432		H 612-719-1575 E ltswoods@aol.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S	Fired when he touched bolt	Concern:1006	Unexplained Discharge Safe OFF	Unknown
C				

11/11/10 Per call from Lowinsky, he is the original owner of his 700 and years ago he had two incidents when it fired when he touched the bolt. The safety was off.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/30-06 SPR	n/a	B6329953	KB	5/12/1981
Date Purchased	Where Purchased	Accessories	Original Owner			
	SPORTS SOUTH INC SHREVEPORT LA	TWO PIECE SCOPE BASE	Y			

CONCERN:FIRES LIFTING BOLT

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, replace TPA, clean, test at BLSM program price						
	Repair/Replacement Cost	Repair/Replacement Date				
	77.90	1/5/2011				

11/11/10 Mailing ARS.cm 1/5/11 Per Ilion, could not duplicate concern. Trigger assm is very dirty and sticky. Trigger is contacting trigger guard. Replace TPA, clean and test fire under BLSM program price.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=5059&Type=Case>

1/5/2011

Examination	Exam Date	12/28/2010	
	Product Type	RF	
	Action Type	A	
	Assigned To	T.NAGLE	
Cause	4038	Could Not Duplicate Concern	
Barrel	Description	22" 3006 SPR	
	Date Code	KB	
	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	
Extractor	Stop	Slightly Worn; Functioning	BINDS
	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
Locking	Ext/Eject Test	False	
	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
Overall	Notch Condition	---Select---	
	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
Receiver	Fore End Condition	---Select---	
	Condition	Slightly Worn; Functioning	
Safety	Bulged	False	
	Description	M/700 BOLT LOCK SAFETY	
	Function	Like new; Functioning	
Scar	Sub-Assembly	Non-ISS	
	Lift	---Select---	.011
	Notch	Slightly Worn; Functioning	
Feeding Test	Tests	Test Fired	False
		False	

Trigger	Condition	Slightly Worn; Functioning	T.A. VERY DIRTY. TRIG CONTACTING T.G.
	Pull	---Select---	4.5#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE SCOPE BASE

5059

22"  
KBS/81  
45#  
1011

November 11, 2010

Jay ~~Lewinsky~~ *Lowinske*  
811 Rice Creek Terrace  
Friendly, MN 55432

Subject: #5059, Model 700

Dear Mr. ~~Lewinsky~~ *Lowinske*

Per our phone conversation, enclosed is the prepaid UPS ground shipping label for shipment of the firearm to our factory for inspection. Please include a copy of this letter 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 "Product Service".

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

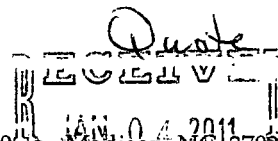
27  
35  
17.50  
15.  
20.40  
114.90  
37.  
77.90

Serial Number: **B6329953**  
Model: **700**



**RE00215149**

could not duplicate concern  
T.A. is very dirty + sticky. Trig.  
is contacting T.G. replace TPA,  
clean + Test Fire under  
BLP Cor. \$20.00 + ship



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

Phone 800-243-9700 • [www.remington.com](http://www.remington.com)

BY:.....

NOTE: Please complete and print this form, and then include it with your firearm.

Model Number: <u>Remington Model 700</u>		Serial Number: <u>B6329953</u>	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <u>Jay Lowinske</u>		Date of Purchase: <u>Do Not remember</u>	
Address (no PO Boxes): <u>811 Rice Creek Tr.</u>			
City: <u>Fridley</u>		State: <u>MN</u>	Zip: <u>55432</u>
Phone (Daytime): <u>612-719-1575</u>		Fax: <u></u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>LTSwoods@aol.com</u>			
E-mail Address: <input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: <div style="border: 1px solid black; padding: 10px; min-height: 150px;"><p>Take safety off to unload. Touch Bolt &amp; gun goes off. Has happened Twice 6-7 years ago and 2 years ago. Does not happen very often. I saw a special &amp; seem just like what has happened to me</p></div>			
Ammunition Information:			
Manufacturer: <u>Federal</u>		Type: <u>30-06</u>	
Other (i.e. bullet weight/type, shot size, powder): <u>150gr.</u>			
Handload Information:			
Powder Used: <u></u>		Powder Weight: <u></u>	
Case/Hull Used: <u></u>		Primer Used: <u></u>	
Bullet Type/Shot Size: <u></u>		Reloader Used: <u></u>	

Firearms Care (Cleaning and Lubrication):	
Brand of cleaning solution used:	Hoppes
How often do you clean the bore? (Months or Number of rounds)	Once every 12 months
How often do you clean the action? (Months or Number of rounds)	Once every 12 months
How often do you clean the trigger assembly? (Months or Number of rounds)	Once every 12 months
Brand of lubricant used:	Hoppes
How often do you lubricate the bore? (Months or Number of rounds)	once every 12 months
How often do you lubricate the action? (Months or Number of rounds)	once every 12 months
How often do you lubricate the trigger assembly? (Months or Number of rounds)	once every 12 months
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?	
<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?)	
What were the services performed?)	
Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357	
<p>Ⓢ WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. THIS IS A VIOLATION OF FEDERAL LAW. IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM.</p> <p>:: Record the serial number of your firearm before sending it.</p> <p>:: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned)</p> <p>:: Remove all accessories from your firearm to prevent loss or damage.</p> <p>:: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.</p>	

# Quotation

## REMINGTON ARMS 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.

<b>Repair Number</b>	<b>Serial Number / Description</b>	<b>Date Received:</b>
RE00215149	B6329953	12/17/2010
	Model 700 Center Fire Caliber: 3006 SPRG	<b>Estimate Date:</b> 12/29/2010
		<b>Date Printed:</b> 01/05/2011

### Customer:

JAY LOWINSKY  
811 RICE CREEK TERRACE  
MINNEAPOLIS, MN 55432 US

### Return To:

JAY LOWINSKY  
811 RICE CREEK TERRACE  
MINNEAPOLIS, MN 55432 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.

### Problems

#### Reported

M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

#### Found

M106 - COULD NOT DUPLICATE CUSTOMERS CONCERN  
M240 - BOLT LOCK SAFETY MODIFICATION  
M992 - DIRTY&STICKY TPA IS CONTACTING SEAR

### Technician Comments

Offer to replace under this program were we replace trigger assm., clean, test for 20\$ + 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
4000118	Service	GR-CLEAN	1	Warranty	1	.00	0	.00
4000119	Service	GR-TEST	1	Warranty	1	.00	0	.00
4000294	Service	GR-CHECK TPA	1	Warranty	1	.00	0	.00

Sub Total: 37.00  
Est Sales Tax: .00

Total \$37.00



www.remington.com

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

## ARS LABEL REQUEST FORM

DATE:	11/11/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
<b>PLEASE CHECK ONE:</b> MEDIA COORDINATOR TO MAIL		I WILL MAIL xxxx	
DESCRIPTION:  700 B6329953			

## LABEL INFORMATION

MAIL LABEL TO:	Jay Lowinsky 811 Rice Creek Terrace Friendly, MN 55432
RETURN ITEM TO:	Rem Prod Serv

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

4XX596 NOV 11, 2010 ALL CURR USD 1 OF 1  
SVC CND COM ACT WT 10.0 LBS  
TRACKING# 1Z4XX5969067722900  
REF 1 JAY LOWINSKY/CD/CM  
REF 2 700/B6329953

HANDLING CHARGE 0.00		SVC T/P USD	
SINGLE-PIECE PUB RATE CHRG:			
DY 0.00	COD 0.00	RS 0.50	
DC 0.00	DDG 0.00	SD 0.00	
AH 0.00	PR 0.00	SP 0.00	
TOT PUB CHG 8.74		PUB+HANDLING 8.74	



