

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
	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
Sear	Sub-Assembly	Non-ISS
	Lift	---Select---
	Notch	Slightly Worn; Functioning
Feeding Test	Tests	Test Fired
		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

27

35

17.50

15.

20.40

114.90

37. —

77.90

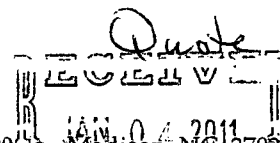
B6329953

Model: 700



RE00215149

could not duplicate concern
 T.A. is very dirty + sticky. T219.
 is contacting T.G. replace TPA,
 clean + Test Fire under
 BLR 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

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:			
<p><u>Take safety off to unload. Touch</u></p> <p><u>Bolt & gun goes off. Has happened</u></p> <p><u>Twice 6-7 years ago and 2 years ago.</u></p> <p><u>Does not happen very often.</u></p> <p><u>I saw a special & seem just like</u></p> <p><u>What has happened to me</u></p>			
500 characters left			
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	
Ⓢ 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.	
:: 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, ship in a firearm box. (Note: Original boxes may not be returned) :: Remove all accessories from your firearm to prevent loss or damage. :: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.	

Quotation

BARBER - Kinzer PPS GAL RE 0011379

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.

Repair Number	Serial Number / Description	Date Received:	12/17/2010
RE00215149	B6329953	Estimate Date:	12/29/2010
	Model 700 Center Fire Caliber: 3006 SPRG	Date Printed:	01/05/2011
Customer:		Return To:	
JAY LOWINSKY		JAY LOWINSKY	
811 RICE CREEK TERRACE		811 RICE CREEK TERRACE	
MINNEAPOLIS, MN 55432 US		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

BARBER - Kinzer PPS GAL RE 0011379

PS 13267

Remington.

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
PLEASE CHECK ONE: 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
 SINGLE-PIECE PUB RATE CHRG: SVC T/P USD
 DV 0.00 COD 0.00 RS 0.50
 DC 0.00 DGD 0.00 SD 0.00
 AH 0.00 PR 0.00 SP 0.00
 TOT PUB CHG 8.74 PUB+HANDLING 8.74

