

Remington Arms Co., Inc.
Product Service
Legal Case #:9484

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		11/15/2013		11/12/2013			

Customer Information

Type	Business First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident	Robert	Jasper	225 N. Grant	New Braunfels	TX	78130		H 713-449-4891 E e-jasper@hotmail.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD bullet damage to Jeep	Cause:4079 Other - Unexamined		Unknown	
S FSR	Concern:1007 Fired on Safe Release			
C				

Per RightNow Email, "I am writing to inform you that on Tuesday November 12, 2013 my Remington Model 700 30-06 fired while I was unloading it. I had been deer hunting that morning with a companion. As we returned to the vehicle to return to camp I attempted to unload the gun to pack away in the back of the jeep. I attempted to open the bolt but could not as the gun was on safety. I then pushed the safety to fire with my thumb to open the bolt and the gun fired into the back of the Jeep. I was shock as my finger was not on the trigger and I was attempting to open the bolt. Fortunately I had the rifle pointed away from my self and my companion as is my practice when handling a weapon and no one was injured or killed." jbi

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPR	N/A	B6227364		6/4/1980
Date Purchased	Where Purchased	Accessories	Original Owner			
	REM ARMS GMBH WEST GERMANY		N			

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
	Repair/Replacement Cost	Repair/Replacement Date				

11/15/13: I replied to RightNow Email requesting a mailing address to send a UPS shipping label. jbi 11/27/13:
Sending ARS, letter, and SR paperwork. jbi

Examination[Remington/CF/BA]

http://cps03sp01.remington.com:99/Remington_PSA/PrintDisplay.aspx?ID=9484&Type... 11/27/2013

Part	Sub-Part	Code	Comment
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Reference #
131114-000066

Status
Updated

Assigned To
Administrators
J.B. -

Product
Firearms

SLA
Not specified

Queue
CSR

Date Created
11/14/2013 05:13 PM

Date Initial Solution Response
11/15/2013 04:00 PM

Last Updated
11/18/2013 12:13 PM

Customer SmartSense
0 (on -3 to +3 scale)

Staff SmartSense
+1 (on -3 to +3 scale)

Remington Model 700 misfire

Discussion Thread

Customer (Bob Jasper)

11/18/2013 12:13 PM

225 N. Grant New Braunfels, TX 78130
Thank you.

Sent from my Samsung smartphone on AT&T

----- Original message -----

Recently you requested personal assistance from our on-line support center. Below is our response.

We will assume your issue has been resolved if we do not hear from you within 72 hours.

Thank

you for contacting the Remington Arms Co. Online Help Center, we appreciate your inquiry and look forward to the opportunity to be of service to you. You can also contact our Consumer Services Department at 800-243-9700, 9:00 am 5:00 pm, EST, Monday through Friday.

To access your question from our support site, click here.

Subject

Remington Model 700 misfire

Discussion Thread

Response Via Email (J.B.) 11/15/2013 04:00 PM

We would like to have the firearm come into our Product Services

Department at our factory for examination. Please reply back to me with your mailing address. We would like to send you a pre-paid shipping label for UPS to have the firearm come in. I will also include a form that you can fill out to let the examiner know exactly what happened and when this occurred.

Sincerely,

J.B

Customer By Email (Bob Jasper) 11/14/2013 05:13 PM

To whom it may concern:

I am writing to inform you that on Tuesday November 12, 2013 my Remington Model 700 30-06 fired while I was unloading it. I had been deer hunting that morning with a companion. As we returned to the vehicle to return to camp I attempted to unload the gun to pack away in the back of the jeep. I attempted to open the bolt but could not as the gun was on safety. I then pushed the safety to fire with my thumb to open the bolt and the gun fired into the back of the Jeep. I was shock as my finger was not on the trigger and I was attempting to open the bolt. Fortunately I had the rifle pointed away from my self and my companion as is my practice when handling a weapon and no one was injured or killed.

I am not sure what to do at this point. I will not load another shell into this fire arm as it is clearly not safe. I am a loyal Remington owner as I have a model 7 .243, a 770 .270, a model 1100 shotgun and a 870 shotgun. All of my Remington rifles and shotguns have performed flawlessly over the years. This incident was shocking and frightening to me. The Model 700 is a new gun to my collection (I purchased it second hand) and I have only fired it a few times while sighting it in at the range.

Can someone please contact me with some insight on this incident? I have attached pictures of the Jeep damage and the rifle.

Model 700 30-06
serial # B6227364

Thank you for your time,

Robert Jasper
713-449-4891

===== image File Attachment =====
Jeep 1.jpg, 9479 bytes, Added to incident

===== image File Attachment =====
Jeep
2.jpg, 6151 bytes, Added to incident

===== image File Attachment =====
Remington Model 700 30-06.jpg, 10902 bytes, Added to incident

Question Reference #131114-000066

Product Level 1: Firearms

Date Created: 11/14/2013 05:13 PM

Last Updated: 11/15/2013 04:00 PM

Status: Waiting

----- We hope that this information will be helpful to you. If we can be of further assistance, please contact us at 1-800-243-9700, M-F, 9am-5pm EST. Remington Arms Co. -- America's Oldest Gunmaker 870

Remington Drive, Madison, NC 27025 1-800-243-9700 or 1-336-548-8700—FAX: 1-336-548-7801 Visit us in Remington Country at <http://www.remington.com/> REMEMBER, FIREARMS SAFETY DEPENDS ON YOU! Whether you are a beginner or an advanced user, our new Safety Section is a must for everyone. <http://www.remington.com/safety>

Response (J.B. -)

11/15/2013 04:00 PM

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Remington Model 700 30-06.jpg, 10902 bytes, Added to incident

Primary Contact

First Name: Bob
Last Name: Jasper
Organization:
Login: e-jasper@hotmail.com
Title:

Contact Type:

Email: e-jasper@hotmail.com

Email - Alternate #1:

Email - Alternate #2:

Office Phone:

Mobile Phone:

Fax:

Assistant Phone:

Home Phone:

Street

City

State/Province

Postal Code

Country

Additional Information

File Attachments

<u>Name</u>	<u>Size</u>	<u>Content Type</u>
• Jeep 1.jpg	9.26k	image/jpeg
• Jeep 2.jpg	6.01k	image/jpeg
• Remington Model 700 30-06.jpg	10.65k	image/jpeg







ARS LABEL REQUEST FORM

DATE: 11/27/2013	Service Request # SR00069210
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: [signature]	email address: jwill@mail

Business:

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

LABEL INFORMATION

MAIL LABEL TO:

ROBERT JASPER
225 N. GRANT
NEW BRAUNFELS, TX 78130 US
SR00069210

Email:

RETURN ITEM TO:

ILN

Arms Services



440096 NOV 27, 2013 ALL CURR USD 1 OF 1
CVC 04000M ACT WT 10.0 LBS
TGA0X140H 1742X0000067587540
REF 1: SR00069210
REF 2:

MAILING CHARGE 0.00
7.00LBS-PIECE PUB RATE CHRG: SVC T/P USD
DN 0.00 DSD 0.00 RS 0.00
DC 0.00 DSD 0.00 SD 0.00
DS 0.00 PS 0.00 SP 0.00
TNT PUB CHG 12.00 PUB-MANUOL INC 12.00

ATTN: Product Service