

Remington Arms Co., Inc.

Product Service

Legal Case #:5051

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
212058	12/2/2010	11/10/2010	1/14/2011	11/8/2010			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Ronnie	Smith	3007 Peavine Fire Tower Rd	Crossville	TN	38571		
Reporter		James	Harris	3401 Manassas Rd	Cookville	TN	38506		C 931-260-3598

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD shot truck engine	Cause:4038 Could Not Duplicate Concern			
S Fires on safety release	Concern:1007 Fired on Safe Release		Unknown	
C				

11/10/10 Rec'd voice mail from Harris stating that he had a VTR .308 and he has just returned from a trip and it fired when safety was released 3 times. On the 3rd time it shot through the floorboard of the truck. 11/10 2:50: Spoke with Harris, a couple of the officers where he works bought VTR's since they use LTR's on the job. Was going to shoot at a deer, took the safety off and it fired. He thought he made the mistake so he and his friend go to another area, a doe comes up and he gives his rifle to his friend to shoot. His friend takes that safety off and it fires. He takes it back to the truck, pulled out the fired shell and put another round in the chamber and it fired and put a hole through the engine. He stated that it has a "hair trigger" and he hasn't adjusted it. It came from the factory that way. He's been a cop for 17 years.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/308 WIN	84371	G6901554		9/15/2009 8:51:31 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	SPORTS SOUTH LLC		Y			

Ammunition Information

Mfg.	Type	Cal./Ga.	SKU	UPC	DOM	Mfg. Code
Winchester	/150					
Concern	Other	Factory	Reload			
0:	Supreme SilverTip	Y	N			

Other Products Information - None Defined

Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Refund for truck repair and repair 700 at no charge			910.95		1/14/2011	
	Repair/Replacement Cost	Repair/Replacement Date				
	62.40	1/14/2011				

11/10/10 Mailing ARS and letter.cm 12/7/10 D. Evans said ok to refund for truck repairs. Called Harris and let him know we

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=5051&Type=Case>

1/14/2011

would refund for repairs and repair 700 no charge. Awaiting receipt for repairs.cm 12/21/10 Mailing release to truck owner, Ronnie Smith.cm 1/14/11 Rec'd signed release. Processed G408 for refund of \$910.95.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		supry
	Exam Date		12/3/2010
	Product Type		RF
	Action Type		A
	Assigned To		Supry
Cause	4038	Could Not Duplicate Concern	Could not get this to fire without pulling the trigger
Barrel	Description		22 inch Model 700 VTR 308 caliber
	Date Code		DD
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Like new; Functioning	
Bolt	Firing Pin	Like new; Functioning	
	Shroud	Like new; Functioning	
	Face	Like new; Functioning	
	Handle	Like new; Functioning	
	Stop	Like new; Functioning	
Extractor	Condition	Like new; Functioning	
	Cut Condition	Like new; Functioning	
	Ext/Eject Test	True	
Locking	Block Condition	---Select---	
	Lug Condition	Like new; Functioning	
	Notch Condition	---Select---	
Magazine	Condition	---Select---	
	Box Condition	Like new; Functioning	
Overall	Exterior Condition	Like new; Functioning	
	Stock Condition	Like new; Functioning	
	Fore End		

	Condition	---Select---		
Receiver	Condition	Like new; Functioning		
	Bulged	False		
Safety	Description		Model 700	
	Function	Like new; Functioning		
Sear	Lift	---Select---	.013"	
	Notch	Like new; Functioning		
	Trigger	Condition	Like new; Functioning	With the safe arm in the null position and repeated pulling of the trigger the safe would move to th
Pull		---Select---	2.5 lbs	
Altered		False		
Sub-Assembly		X-Mark Pro		

12/08/2010 at 10:24 AM
30161

Job Number:

JULIAN'S AUTO BODY AND FRAME
Family Owned and Operated
1702 South Jefferson Ave.
Cookeville, TN 38506
(931)372-0102

PRELIMINARY ESTIMATE

Written By: Matt Julian
Adjuster:

Insured: Ronnie Smith
Owner: Ronnie Smith
Address: 3007 peavine fire tower rd.
crossville, TN 38571
Day:
Evening:

Claim #
Policy #
Deductible:
Date of Loss:
Type of Loss:
Point of Impact:

Inspect
Location:

Insurance
Company:

Days to Repair

2005 FORD F250 4X4 SUPERCAB 8-6.0L-TD 4D LONG Int:

VIN: UNK

Lic:

Prod Date:

Odometer:

Intermittent Wipers

Dual Mirrors

Clear Coat Paint

Power Steering

Power Brakes

AM Radio

FM Radio

Stereo

Search/Seek

Anti-Lock Brakes (4)

Driver Air Bag

Passenger Air Bag

4 Wheel Disc Brakes

Rear Step Bumper

Trailer Package

6 Speed Transmission

4 Wheel Drive

Overdrive

Styled Steel Wheels

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
1#	Repl	CARPET	1	532.53	4.0	
2		CAB				
3*	Rpr	Floor pan assy manual trans			1.0	0.0
Subtotals ==>				532.53	5.0	0.0

Parts		532.53
Body Labor	5.0 hrs @ \$ 40.00/hr	200.00
SUBTOTAL		\$ 732.53
Sales Tax	\$ 732.53 @ 9.7500%	71.42
GRAND TOTAL		\$ 803.95
ADJUSTMENTS:		
Deductible		0.00

$$\begin{array}{r} + 803.95 \\ \hline 910.95 \end{array}$$

ORIGINAL

Remington Arms Company, Inc.

Madison, NC 27025

Purchase Order No.
Christy Mitchell
Name of Person Originating APV
Consumer Ext 8684
Location/Extension of Originator
1/14/2011
Date Prepared

Seller's Invoice No. _____ Seller's Invoice Date _____
Pay To: _____ Ronnie Smith
Street and No. _____ 3007 Peavine Fire Tower Rd
City _____ Crossville _____ State _____ TN _____ Zip Code _____ 38571

% _____ Days; Net _____ Days or _____
Desired Pay Date

Vendor Code _____ 106248
Pmt Method

Description	refund for repair of truck	Total	
		Dollars	Cents
Reimbursement for truck repair per C. Mitchell		910	.95
Ref# 38571SmithRonni	Repair# 212058		
	Case # 5051		
Wire Transfer Information			
Bank:			
ABA:			
Pay to:			
Acct #:			
Distribution	<p>The approval signature(s) shown below attest that all required verifications and extensions have been properly made and that Accounts Payable Section can make payments without further checks as to correctness.</p> <p>Signed:</p> <p>Signed:</p> <p>Date: 1/14/2011</p>	Gross	
8850050-230145		910	.95
Cost Element/Cost Center		Discount	
Tax		Net	
		910	.95

For Treasury Use Only

Date Paid _____
Reference No. _____
Bank Acct _____
USD Amt _____
(If in Foreign Currency)

GENERAL RELEASE

KNOW ALL PERSONS BY THESE PRESENTS:

That I Ronnie Smith, having an address at 3007 Peavine Fire Tower Rd, Crossville, TN 38571, being of full age, in consideration of and upon receipt of a check in the amount of \$910.95 for repair of the 2005 Ford F250 sent as a gesture of goodwill ("Consideration"), do hereby release and forever discharge REMINGTON ARMS COMPANY, INC., its parent and affiliated companies and its/their predecessors, successors, assigns, employees, officers, agents and directors ("Releasees") from all debts, claims, demands, damages, costs, expenses, actions and causes of action what-so-ever nature or kind, known and unknown, on account of, resulting, or which may result from an incident occurring on or about November 8, 2010 which I have alleged was caused while using products manufactured and/or sold by Releasees.

I further state that receipt by me of the Consideration described above constitutes a full and complete settlement of the claims described above, that this release is a compromise and is not to be construed in any way as an admission by the Releasees of any responsibility for the incident, or for an alleged defect in said products or that any such defect exists.

I acknowledge that I have carefully read and understand the contents of this release and sign the same as my own free act.

28 IN WITNESS WHEREOF, intending to be bound hereby, I have hereto set my hand this day of December, 2010.

Notary signature: Felicia Applegate

Ronnie J Smith
Print Name

Ronnie J Smith
Signature (Ronnie Smith)

Products (serial numbers):

G6901554
VIN1FTSX21P55EC31099

037925047
Social Security Number or Driver's License #

Received Date: _____
CSR: Alba Ram
Response Date: _____
Response/File: _____

Case #	5051	Date of Call	11/10	Date of Incident	11/8	PreLit		Lit		Obs	
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Reporter	Incident
name	Name/Age
address	address
contact #'s	contact #'s
email	email

James Harris
3401 Manassas Rd. / Cop for
Cookville, TN 38506 17 yrs.
931-260-3598

Injury	
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Medical Treatment	
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Alleged cause	
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Firearm	Ser #	Cal	DOM	Orig owner?	When/Where purchased			
700	66901554	308		<input checked="" type="checkbox"/>				UTR

Ammunition	Factory/Reload	Manuf	Caliber	Bullet type/wgt	Lot #	Additional info
Win				150gr.		Supreme SilverTip -

Other Product	
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Notes:	<p>Couple of us use the UTR, they bought UTRs for hunting. When pushed safety off fired, thought he made mistake. Another area, doe pushed safety off, it fired. Pulled it back in truck, pulled shell out, cycled another in & it fired. It's got a hair trigger on it. He hasn't touched it but it's a light pull.</p>
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Customer's Request	
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My actions/offers	
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www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	11/10/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE:			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	
		XXXXXXXXXXXXXXXX	
DESCRIPTION:			
G6901554 700			

LABEL INFORMATION

MAIL LABEL TO:	James Harris 3401 Manassas Rd Cookville, TN 38506
RETURN ITEM TO:	Rem Prod Serv Ilion, NY

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

4XX596 NOV 11, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 124XX5969067113792
REF 1: JAMES HARRIS/CD/CM
REF 2: 700/G6901554

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	DDG 0.00	SD 0.00
AM 0.00	PR 0.00	SP 0.00
TOT PUB CHG 8.74	PUB HANDLING	8.74

12-09-10

Attn:
CHRISTY MITCHELL

FAX: 336-548-7872

From: JAMES HARRIS
3401 MANASSAS RD
COOKEVILLE, TN 38506
ph # 931-260-3598

frmRepairMain - FGI Repairs

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Location

frmREInquiry - Repair Inquiry

Repair Number: **RE00212058** Serial: 66901554 Model: 700 Center Fire, Caliber: 308 WIN Produced: 03/15/2009 SKU: 84371 Repairman: Status: Parked 12/3/2010 8:56:13 AM

☒ Verify Repair

ADDRESS INFORMATION

Customer: ☒ Received from Return To: ☐ Received from

Name: **JAMES HARRIS** **JAMES HARRIS**

Address 1: **3401 MANASSAS ROAD** **3401 MANASSAS ROAD**

Address 2: PO Box: PO Box:

City: **COOKEVILLE** **COOKEVILLE**

State: **TN** Zip Code: **38506** Country: **US** **TN** Zip Code: **38506** Country: **US**

FFL:

Contact / Condition Problems Estimate History Status Shipping / Billing

Date	Code	User ID	Desc1	Desc2	
12/1/2010 9:3	New	valentids	Repair Added		<input type="checkbox"/> Shipping Hold
12/1/2010 9:4	Update	valentids	Repair information change		<input type="checkbox"/> Interface Hold
12/1/2010 12	EmailSent	ArmEmail	Repair Received	JHARRIS20	<input type="checkbox"/> Estimate Sent
12/1/2010 12	EmailVerified	ArmEmail	Receipt	JHARRIS20	<input type="checkbox"/> Parts Received
12/3/2010 8:5	ParkedExt...	supjfl	Placed in PS Back Rack	Holding for d	<input type="checkbox"/> Passed Inspection
					<input type="checkbox"/> Return as Received
					<input type="checkbox"/> Has Been Approved
					<input type="checkbox"/> Internal Repair
					<input type="checkbox"/> Exclude TATC

Current Status: **Parked**
12/3/2010 8:56:13 AM
supjfl
Check In
Repair Location
ILN
Current Location
Transfer Number

Repair Search Refresh Close

supjfl - ILN/Prod frmRepairMain D1102R7XPL Friday, Dec 3 2010 10:28 AM

start Microsoft Excel DMS - Desktop frmRepairMain - F

12/1 He's saying return it.

12/1 Danny ok'd reimbursing for truck.

He will fax receipt for truck repair.

RECEIVED
DEC - 3 2010
BY:.....

4.0 lbs

from null position safety walks forward
until discharge with repeated pulling of the
trigger,

Could not get the gun to fire unless
the trigger was pulled.

November 10, 2010

We should offer to settle this
with customer - replace trigger
assembly and pay damages

FRED 12/3/10

James Harris
3401 Manassas Rd
Cookville, TN 38506

Subject: #5051, Model 700

Dear Mr. ~~Phillips~~ ^{HARRIS} ?

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 Mitc
Consumer A
Phone: 800-
christy.mitc

Remington
Arms Company
Inc.

G6901554

Model: 700



RE00212058

enclosure

DEAR REMINGTON,

As I mentioned on our phone conversation, I DO HAVE DAMAGES
TO A VEHICLE DUE TO THE DEFECT OF MY RIFLE. PLEASE CONSIDER
THE DAMAGES OF \$1,075⁰⁰ THAT OCCURRED WHEN MY RIFLE DISCHARGED.
LUCKILY NO ONE WAS HURT!

Sincerely, JAMES HARRIS

PH#
931-260-
3598

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

PS 15610

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

Model Number: <u>700 VTR</u>	Serial Number: <u>G 6901554</u>
Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
Name: <u>JAMES HARRIS</u>	Date of Purchase: <u>NOVEMBER 2009</u>
Address (no PO Boxes): <u>3401 MANASCAS ROAD</u>	
City: <u>COOKEVILLE</u>	State: <u>TN</u> Zip: <u>38506</u>
Phone (Daytime): <u>931-260-3598</u>	Fax: <u></u>
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>Jharris205@hotmail.com</u>	
E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington.	
Please describe your problem and date of occurrence: <u>THE GUN DISCHARGED THREE TIMES, AS YOU PUSH THE SAFETY OFF, WITHOUT PULLING THE TRIGGER.</u> <u>THE THIRD TIME THE GUN WENT OFF, IT DISCHARGED WHEN A SHELL WAS CHAMBERED & THE BOLT LOCKED. IT THEN FIRED ON ITS OWN SHOOTING THROUGH THE FLOOR BOARD OF THE TRUCK.</u>	
500 characters left	
Ammunition Information: <u>WINCHESTER</u>	
Manufacturer: <u>WINCHESTER</u>	Type: <u>Supreme</u>
Other (i.e. bullet weight/type, shot size, powder): <u>150 GRAIN</u>	

Powder Weight:	<u></u>
Primer Used:	<u></u>
Reloader Used:	<u></u>

Serial Number: **G6901554**
Model: **700**



RE00212058

181
Number

G6901554

Model: 700



RE00212058

JAMES HARRIS
3401 MANASSAS RD.
COOKEVILLE TN 38506

10 LBS

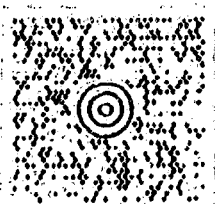
1 OF 1

RS

Handwritten signature

SHIP TO:

ATTN: PRODUCT SERVICES
REMINGTON ARMS CO., INC.
14 HOEFLER AVE.
ILION NY 13357



NY 135 0-01



UPS GROUND

TRACKING #: 1Z 4XX 596 90 6711 3792



BILLING: 3RD PARTY
DESC: FIREARMS
RETURN SERVICE

REF 1: JAMES HARRIS/CD/CM
REF 2: 700/G6901554

HS 12.0.17

LP2442 09 0A 10/2010



International Shipping Notice - Carriage under the rules relating to liability and other terms and conditions established by the Convention for the Unification of Certain Rules Relating to International Carriage by Air (the "Warsaw Convention") and/or the Convention on the Contract for the International Carriage of Goods by Road (the "CMR Convention"). These conventions, technology or software were exported from the U.S. in accordance with the Export Administration Regulations. Diversion contrary to U.S. law prohibited. For shipping please call 1-800-750-7522. United Parcel Service, Louisville, KY

Trig Waiver?

Warning Ltr if they won't
sign. Documenting

Roth

Nagle / Suppy

Balio.

Nick.

Evans + us