

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	
		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	Trigger	--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 Trailering 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*	Apr	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

QTY	PART NO.	NAME OF PART	UNIT	PRICE	AMOUNT					
PAID CASH 11/09/10										
						LEROY'S SERVICE STATION 154 S. Pine Street Blvd. LAKE CITY, SC 29560 (803) 394-2741				
						NAME <u>Ronnie Smith</u> DATE RECEIVED <u>11-08-10</u>				
						ADDRESS _____ DATE RETURNED <u>11-09-10</u>				
						CITY _____ STATE _____ ZIP _____				
						PHONE _____				
						OPER NO. <u>1205</u> INSTRUCTIONS <u>Exd</u> AMOUNT <u>1449.66</u>				
						LEARN ☐ CHANGE ☐ CHANGE ☐ CHANGE ☐ WASH ☐ POLISH ☐				
						CATE ☐ OIL ☐ TRANS ☐ DIFF. ☐				
						Have IDs to check No-Start Condition				
Remove Starter Harness and Subsea/Repair Ignition Lead Sensor										
Repair 4WD Harness										
THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.										
DISCLAIMER OF WARRANTIES										
TOTAL PARTS										
HALE GAS										
OTS OIL										
155 GREASE										
TOTAL GAS OIL GREASE										
TOTAL LABOR (2.0) 107.00										
TOTAL PARTS										
GAS OIL GREASE										
ACCESSORIES										
TIRES TUBES										
SMILEY WORK										
TOTAL 107.00										
TAX										
TOTAL AMOUNT 107.00										

+ 803.95
910.95

ORIGINAL

Remington Arms Company, Inc.

Madison, NC 27025

Seller's
Invoice

Date

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. _____

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# 212055		
	Case # 5051		
Wire Transfer Information			
Bank:			
ABA:			
Pay to:			
Acct #:			
Distribution		Gross	
8850050-230145	Cost Element/Cost Center		910.95
	Tax	Discount	
		Net	
			910.95

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.

Signed:

Signed:

Date: 1/14/2011

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.

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

Notary signature: Jelicia 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 Lam
Response Date: _____
Response/File: _____

Case #	5057	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		☒				VTR

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

Other Product	
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Notes	Couple of us use the LTRs, they bought VTRs 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 in it. He hasn't touched it but it's a light pull.
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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		XXXXXXXXXXXXXXXXXX	
DESCRIPTION:		I WILL MAIL	
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

4XX556 NOV 11, 2010 ALL COM US0 1 OF 1
SVC ONDCOR ACT 03 10.0 LB5
TRACKING 1249X5560057113752
REF 1 JAMES HARRIS/CD/CH
REF 2 260706901554

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG5: SVC T/P US0
0V 0.00 COD 0.00 PS 0.00
00 0.00 DCD 0.00 SD 0.00
01 0.00 PE 0.00 SP 0.00
101 PUB CHG R 74 PUG/HANDLING 0.74

From: James Harris
3401 Monasias Rd
Cookeville, TN 38506
ph # 931-260-3598

FAX: 336-548-7872

CHRISTY MITCHELL

MHNO

01-09-10

Repair Number: RE00213058		Serial: 08801054 Model: 7002 Color: Silver 308 W/M Product: 09/15/2009 SKID: 84371		Repairman: 	
Verify Repair		Status: Parked 12/3/2010 8:58:13 AM			

ADDRESS INFORMATION	
Customer: JAMES HARRIS Address 1: 3401 MANASSAS ROAD Address 2: PO Box: City: CREEKVIEW State: TN Zip Code: 38506 Country: US	Received from: JAMES HARRIS Address 1: 3401 MANASSAS ROAD Address 2: PO Box: City: CREEKVIEW State: TN Zip Code: 38506 Country: US

FPL:

Control / Condition / Problems / Estimate / History / Status / Shipping / Billing

Date	Code	User ID	Event	Desc2		Current Status
12/3/2010 8:58	New	valenids	Repair Added		☐ Shipping Hold ☐ Interference Hold	Current Status: Parked 12/3/2010 8:58:13 AM Supply
12/1/2010 9:44	Update	valenids	Repair information change		☐ Estimate Start ☐ Parts Received	Check In: Repair Location (0)
12/1/2010 12:12	EmailSent	AnnEmail	Repair Received	JHARRIS20	☐ Passed Inspection ☐ Return as Received	Current Location: (0)
12/1/2010 12:12	EmailReceived	AnnEmail	Receipt	JHARRIS20	☐ Has Been Approved	Transfer Number: (0)
12/3/2010 8:58	ParkedEst.	sturgill	Placed in PS Back Rack	Waiting for d	☐ Internal Repair ☐ Exclude TATC	

Repair Search
Refresh
Close

~~12/7 Her saying return it.~~

12/7 Danny ok'd reimbursing for truck.
He will fax receipt for truck repair.

RECEIVED
DEC - 2 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

James Harris
3401 Manassas Rd
Cookville, TN 38506

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

TRSD 12/3/10

Subject: #5051, Model 700

Dear Mr. ~~Phillips~~ 5 ?

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.

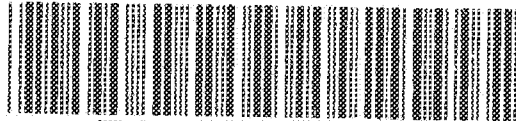
Sincerely,

Christy Mitc
Consumer A
Phone: 800-
christy.mitch

12/3/10

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 danger of \$1,075 w/ 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

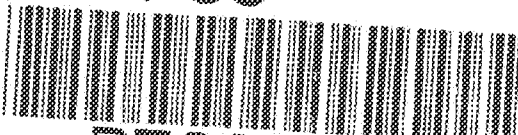
NOTE: Please complete and print this form, and then include it with your firearm.

Model Number: 700 VTR	Serial Number: G 6901554
Are you the original owner? ☒ YES ☐ NO	
Name: James Harris	Date of Purchase: NOVEMBER 2009
Address (no PO Boxes): 3401 MINNASSAS ROAD	
City: COOKEVILLE	State: TN Zip: 38506
Phone (Daytime): 931-260-3598	Fax:
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) jharris205@hotmail.com	
E-mail Address: ☐ I would like to receive future e-mail updates from Remington.	
Please describe your problem and date of occurrence: THE GUN DISCHARGED THREE TIMES, AS YOU PUSH THE SAFETY OFF, WITHOUT PULLING THE TRIGGER. 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.	
500 characters left	
Ammunition Information: WINCHESTER	
Manufacturer: WINCHESTER	Type: Supreme
Other (i.e. bullet weight/type, shot size, powder): 150 GRAIN	

Powder Weight:	
Primer Used:	
Reloader Used:	

G6901554

Model: 700



RE00212058

Trig Waiver?

Warning Ltr if they won't
sign Documenting

Roth

Nagle / super

Balio

Nick.

Evans + us