

Remington Arms Co., Inc.
Product Service
Legal Case #:5938

Case Information

KE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		2/24/2011	2/28/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Greg	Leverman	99 Ancaster Ct	Dartmouth	NS	B2V 1J2		C 902-233-4343

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S	Firing pin dropped when reaching for bolt	Cause:4079 Other - Unexamined Concern:1005 Unexplained Discharge Safe ON		Unknown
C				

2/24/11 Per email sent to Remington.com, incid # 110120-000074, "I recently purchased a Remington model 770 bolt action rifle in the fall of 2010 based on Remington's reputation of building a quality safe rifle. I used this gun this past deer season on 4 separate occasions based on my ability to get away to the woods on weekends. The first few times i took the gun into the woods i had no problems what so ever. But on my fourth trip into the woods I had an extremely frightening experience. After transporting my rifle with a trigger lock and safety on, I was in the process of removing my bolt from my action in order to load a round in the chamber as well as my clip. While reaching for my bolt i heard the firing pin inside the action click while the safety was on(gun was luckily unloaded at this time). I have been around guns my entire life and knew full well what sound i heard at that exact time. I proceeded to slide my bolt back and forth in my action to make sure this sound did not occur again. It didn't for the next few seconds. Rattled and confused about the firing pin going off on my brand new supposedly safe rifle I then walked to my tree stand with an unloaded rifle for fear that if i loaded it it might discharge while walking in the dark early morning. Once i got to my tree stand i proceeded to release my bolt over and over to convince myself i was only hearing things. I then put the bolt back into the action and made sure my safety was on(it was). Just before gathering the confidence to actually load my gun for the day of hunting i picked up my rifle again only to here the firing pin release again. I promptly left my stand with the breach open for fear that if any debris were in my gun at all, it may discharge and fire something in any direction. From that moment onward in deer season i never touched my gun. My brand new gorgeous rifle that i was thrilled to purchased destroyed the 2010 deer season for me."

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	770/300	n/a			
Date Purchased	Where Purchased	Accessories	Original Owner			
			Y			

Ammunition Information - None Defined

Other Products information - None Defined

Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
			Remington/770/CF/BA			
Gravel Agency will replace the 770 with a 750						

Repair/Replacement Cost Repair/Replacement Date

2/24/11 Had emailed Leverman originally on 1/25 however did not receive a reply until 2/18 through RightNow. I have spoken with Greg's brother and he said the the 750 .270 wood stock, #27059 would be acceptable. I told him they could remove the Bushnell scope and keep it before shipping. I will contact Gravel for assistance with receiving the 770 for destruction and shipping of the 750 to a FFL near Leverman.com
From: CSR [mailto:csr@gravelagency.com] Sent: Monday, February 28, 2011 10:30 AM To: Mitchell, Christy Subject: RE: Remington model 770 bolt action multiple misfires and unsafeuse[Incident: 110120-000074] I HAVE CONTACTED MR. LEVERMAN, AND I AM ARRANGING SHIPPING OF HIS GUN DIRECTLY TO US. THERE IS NO POINT IN INVOLVING HINATHUK'S. HE IS QUITE AGREEABLE TO THIS AGREEMENT. June Rondeau Représentante au service à la clientèle Customer Service Représentative GRAVEL AGENCY Tél. // Phone : 418.682.3000 poste // ext. 2254 Téléc. // Fax : 418.682.3343 1530 rue Provinciale, Québec, QC G1N 4A2

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
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Mitchell, Christy

From: CSR [csr@gravelagency.com]
Sent: Monday, February 28, 2011 10:30 AM
To: Mitchell, Christy
Subject: RE: Remington model 770 bolt action multiple misfires and unsafeuse[Incident: 110120-000074]

I HAVE CONTACTED MR. LEVERMAN, AND I AM ARRANGING SHIPPING OF HIS GUN DIRECTLY TO US. THERE IS NO POINT IN INVOLVING HNATIUK'S. HE IS QUITE AGREEABLE TO THIS AGREEMENT.

June Rondeau
Représentante au service à la clientèle Customer Service Representative GRAVEL AGENCY

Tél. // Phone : 418.682.3000 poste // ext. 2254 Téléc. // Fax : 418.682.3343 1530 rue Provinciale, Québec, QC G1N 4A2

-----Original Message-----

From: Mitchell, Christy [mailto:Christy.Mitchell@remington.com]
Sent: 25 février 2011 17:33
To: CSR
Subject: FW: Remington model 770 bolt action multiple misfires and unsafeuse [Incident: 110120-000074]

Afternoon! Under advisement of Danny Evans, I am going to replace Mr. leverman's 770 rifle with a Model 750, 270 #27059. I need your assistance in retrieving and destroying the 770 as well as getting the replacement 750 to him. His closest FFL is Hnatiuks in Elmsdale, Nova Scotia. If you have a better source let me know. This FFL is only 1/2 hour from Leverman.

Please email or call me at 336-548-8684 or Christy.mitchell@remington.com.

I told him he could take the Bushnell scope off the 770 and keep it since we would be bringing it in for destruction anyway.

Thank you,
Christy

-----Original Message-----

From: Scott or Greg Leverman [mailto:roof1@levermanroofing.com]
Sent: Thursday, February 24, 2011 8:34 PM
To: Mitchell, Christy
Subject: Fwd: Remington model 770 bolt action multiple misfires and unsafe use [Incident: 110120-000074]

Christy,
The below email was sent weeks ago shortly after you first replied to my initial email. I sent this email to remingtons general information email address and did not direct it to you (my mistake). In addition to this email i will take the time either tomorrow or some time this coming week to call the number you have provided me to discuss replacing my rifle.

Regards,

Greg Leverman B. Comm, BBA

Leverman Roofing

----- Forwarded Message -----

From: "Scott or Greg Leverman" <roof1@levermanroofing.com>
To: "Remington Information" <info@remington.com>
Sent: Tuesday, January 25, 2011 8:46:18 PM GMT -04:00 Atlantic Time (Canada)
Subject: Re: Remington model 770 bolt action multiple misfires and unsafe use [Incident: 110120-000074]

Christy,

I appreciate you getting back to me within reasonable time. My contact info is the following:
street address: 99 Ancaster Court, postal code: b2v 1j2, Dartmouth Nova Scotia Canada.

The best phone number to reach me at is 902 233 4343 it is my brother scotts phone number(it has a voicemail) so if i don't respond please leave a message with your number and ill get back to you as soon as i can. His number is best to call because i work with him on a daily basis and my phone is down at the moment.

As i said i currently own a 770 series bolt action remington model 300 magnum with a bushnell scope. Scope and gun were purchased at a gunshow last fall and were both brand new. The scope is fine and ive had no problems with that so i dont need that replaced. Because of my research i would appreciate a gun without a bolt action. I always have used bolts based on their accuracy however given my research of remingtons 700 bolt series coupled with the walker trigger, a different action would be best in my opinion. My preferred action would be a semi automatic action. I also forgot to mention that my gun has a camo stock. It may be tough for you to replace my gun with a semi auto action as well as a camo stock but it would be greatly appreciated. The camo stock for me was a big selling feature when i purchased the gun last fall. After looking throughout your gun line on your website i noticed you have a wider variety of 270 calibre guns instead of the 300 cal magnum. I would not be apposed at all to a 270 replacing my 300 cal as it seems you have more of them in stock and 270 cal is plenty powerful. Most importantly for me other than the certain gun specification i mentioned is that the gun that replaces my 300 mag is of equal or more value based on my ongoing frustrations and failed 2010 deer season. In Closing, given the specs i mentioned i know it may be tough replacing my gun with all that ive requested but how you resolve this issue will determine how i purchase my guns in the future. Thank you and i look forward to hearing from you.

Regards,

Greg Leverman B. Comm, BBA
Residential Estimator
Leverman Roofing

----- Original Message -----

From: "Remington Information" <info@remington.com>
To: roof1@levermanroofing.com
Sent: Tuesday, January 25, 2011 4:42:32 PM GMT -04:00 Atlantic Time (Canada)
Subject: Remington model 770 bolt action multiple misfires and unsafe use [Incident: 110120-000074]

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 allowing us to be of service to you.

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

Subject

Remington model 770 bolt action multiple misfires and unsafe use

Discussion Thread

Response (Christy) 01/25/2011 03:42 PM

Mr. Leverman, I apologize for the delay in responding. I would like to speak with regarding replacing the rifle. I will need to work through our Canadian Representatives to set that up and would like to speak with you by phone. Please forward your contact information and address so that I can call you and make arrangements on the resolution you requested.

Sincerely,

Christy Mitchell

800-243-9700, press "0" for the operator and ask for Christy or dial direct to 336-548-8684

Customer (Scott or Greg Leverman) 01/20/2011 04:12 PM

To whom it may concern,

I recently purchased a Remington model 770 bolt action rifle in the fall of 2010 based on Remington's reputation of building a quality safe rifle. I used this gun this past deer season on 4 separate occasions based on my ability to get away to the woods on weekends. The first few times i took the gun into the woods i had no problems what so ever. But on my fourth trip into the woods I had an extremely frightening experience. After transporting my rifle with a trigger lock and safety on, I was in the process of removing my bolt from my action in order to load a round in the chamber as well as my clip. While reaching for my bolt i heard the firing pin inside the action click while the safety was on(gun was luckily unloaded at this time). I have been around guns my entire life and knew full well what sound i heard at that exact time. I proceeded to slide my bolt back and forth in my action to make sure this sound did not occur again. It didn't for the next few seconds. Rattled and confused about the firing pin going off on my brand new supposedly safe rifle I then walked to my tree stand with an unloaded rifle for fear that if i loaded it it might discharge while walking in the dark early morning. Once i got to my tree stand i proceeded to release my bolt over and over to convince myself i was only hearing things. I then put the bolt back into the action and made sure my safety was on(it was). Just before gathering the confidence to actually load my gun for the day of hunting i picked up my rifle again only to here the firing pin release again. I promptly left my stand with the breach open for fear that if any debree were in my gun at all, it may discharge and fire something in any direction. From that moment onward in deer season i never touched my gun. My brand new gorgeous rifle that i was thrilled to purchased destroyed the 2010 deer season for me. I sat on this gun for the past month or so to figure out what i should do with it. Just last weekend i was about to bring the rifle back out to the woods to go coyote hunting to see if anything might happen yet again. But before bringing this disaster waiting to happen back into the woods i decided to research my rifle and Remington's 700 series gun's and this is what i found.

<http://thetruthaboutguns.com/2010/10/robert-farago/rambo-sues-remington-over-model-700s-walker-fire-control-trigger/>

http://www.usatoday.com/money/industries/manufacturing/2010-10-20-remington-700-trigger-cnbc_N.htm?csp=34news

<http://answers.yahoo.com/question/index?qid=20101020210136AAdPKfR>

http://www.cnn.com/id/39743024/Inside_Remington_Rifle_s_Controversial_Trigger

After all my research i then thoroughly examined my gun for dirt, rust , debre or anything that might be self induced to lead this gun to fire unintentionally on my behalf. I found

nothing. I also made sure to check if my rifle in fact had the controversial walker trigger with grooves instead of the newly designed X-Mark pro trigger that has a completely smooth trigger. My Remington model 770 bolt does in fact have the problematic walker trigger and explains the terrifying problems I've had. I am now left with the task of demanding for my money back, or having my gun replaced, or if that cannot be done, turning in my gun to the local RCMP office where it can be properly destroyed will be my only option. If this is the path I have to go then I will be taking my story to the local news station and paper immediately and again prior to next year's deer season. I do not feel right selling my gun to someone around here so they can venture into the woods and kill either themselves or someone else.

In closing, I would appreciate a prompt reply on what I consider an urgent matter that involves the safety of whom used to be a satisfied Remington customer. If I do not hear back in the next short while, I will be forced to take my rifle to the RCMP where it will be destroyed and Remington will again be notified of this as will all local media outlets. If Remington cannot remedy this situation and return me to a satisfied customer I will do all I can to make sure Nova Scotia Canada knows full well of all the dangerous Remington model 700 series rifles are out there. A return of money or exchange for a gun of similar value would suffice as I would like to actually enjoy this coming year's hunting instead of owning a ticking time bomb. I have no problem sending my gun to your headquarters to then have a gun of similar value then sent to my address. I look forward to hearing from a representative of Remington.

Regards,

Greg Leverman B. Comm, BBA
Residential Estimator
Leverman Roofing

Question Reference #110120-000074
Product Level 1: History
Date Created: 01/20/2011 04:12 PM
Last Updated: 01/25/2011 03:42 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> -----
[---001:005320:12474---]

Reference #
110218-000017

Status
Waiting

Assigned To
Administrators
Christy -

Product
Firearms

SLA
Not specified

Queue
CSR

Re: Remington model 770 bolt action multiple misfires and unsafe use [Incident: 110120-000074]

Discussion Thread

Response (Christy -) 02/24/2011 05:06 PM

Mr. Leverman, I did not receive any additional contact from you. To prevent any further issues you can email me directly at christy.mitchell@remington.com or call me toll free at 800-243-9700, press "0" for the operator and ask for me.

I went into the previous email to check for replies from you and do not have one recorded. I sent that to you so that you can view it also and verify.

Sincerely,
Christy Mitchell

Customer (Scott or Greg Leverman) 02/18/2011 10:26 AM

Christy,
I responded to your latest email weeks ago making sure all remington representaives were fully aware that my issue has not been resolved. This is still the case as i have yet to hear back from you regarding my latest response. I have been extremely patient the last few weeks waiting to hear from you and have heard nothing. Your last email did give me some peace of mind knowing you have recognized the situation and seemed to be willing to act on replacing my rifle. Since then ive heard nothing and have grown extremely frustrated on the situation. I am now again forced with the need to destroy my rifle at the local RCMP office and bring this story to all media outlets unless the situation is remedied. I hope to hear back from you very soon rather than later.

Regards,
Greg Leverman
Residential Estimator
Leverman Roofing

----- Original Message -----
From: "Remington Information" <info@remington.com>
To: roof1@levermanroofing.com
Sent: Tuesday, January 25, 2011 4:42:32 PM GMT -04:00 Atlantic Time (Canada)
Subject: Remington model 770 bolt action multiple misfires and unsafe use [Incident: 110120-000074]

Note (RightNow Administrator -) 02/18/2011 10:26 AM

Incident created due to reply to expired incident 110120-000074.

Primary Contact

First Name: Scott
Last Name: or Greg Leverman
Organization:
Login: roof1@levermanroofing.com
Title:
Contact Type:
Email: roof1@levermanroofing.com
Email - Alternate #1:
Email - Alternate #2:
Office Phone:
Mobile Phone:
Fax:
Assistant Phone:
Home Phone:
Street
City
State/Province
Postal Code
Country

2/25/11
preferred
Closest AFFL to
Leverman:

1/2 hr. drive Hnativks (Wachuk)
Emsdale, NS
Told him he could keep the Bushnell
scope before shipping back.
How can we cover shipping?
Destruction of 770?
OK w/ # 27659

Additional Information

Reference #
110120-000074

Status
Solved

Assigned To
Administrators
Christy -

Product
History

SLA
Not specified

Queue
CSR

Remington model 770 bolt action multiple misfires and unsafe use

Discussion Thread

Response (Christy -)

01/25/2011 03:42 PM

Mr. Leverman, I apologize for the delay in responding. I would like to speak with regarding replacing the rifle. I will need to work through our Canadian Representatives to set that up and would like to speak with you by phone. Please forward your contact information and address so that I can call you and make arrangements on the resolution you requested.

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01/20/2011 04:13 PM

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Regards,

Greg Leverman B. Comm, BBA
Residential Estimator
Leverman Roofing

Primary Contact

First Name: Scott
Last Name: or Greg Leverman
Organization:
Login: roof1@levermanroofing.com
Title:
Contact Type:
Email: roof1@levermanroofing.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

5938

Mitchell, Christy

From: Scott or Greg Leverman [roof1@levermanroofing.com]
Sent: Thursday, February 24, 2011 8:34 PM
To: Mitchell, Christy
Subject: Fwd: Remington model 770 bolt action multiple misfires and unsafe use [Incident: 110120-000074]

Christy,
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Regards,

Greg Leverman B. Comm, BBA
Residential Estimator
Leverman Roofing

750 Syn MSRP = 805.22
270 # 85685
no 300 magnums
June prod.
27059
Wood 270
Mar. prod.

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<http://answers.yahoo.com/question/index?qid=20101020210136AAdPKfR>

http://www.cNBC.com/id/39743024/Inside_Remington_Rifle_s_Controversial_Trigger

After all my research i then thoroughly examined my gun for dirt, rust , debris or anything that might be self induced to lead this gun to fire unintentionally on my behalf. I found nothing. I also made sure to check if my rifle in fact had the controversial walker trigger with grooves instead of the newly designed X-Mark pro trigger that has a completely smooth trigger. My Remington model 770 bolt does in fact have the problematic walker trigger and explains the terrifying problems Ive had. I am now left with the task of demanding for my money back, or having my gun replaced, or if that cannot be done, turning in my gun to the local RCMP office where it can be properly destroyed will be my only option. If this is the path i have to go then i will be taking my story to the local news station and paper immediately and again prior to next years deer season. I do not feel right selling my gun to someone around here so they can venture into the woods and kill either themselves or someone else.

In closing, i would appreciate a prompt reply on what i consider an urgent matter that involves the safety of whom used to be a satisfied remington customer. If i do not hear back in the next short while, i will be forced to take my rifle to the RCMP where it will be destroyed and Remington will again be notified of this as will all local media outlets. If Remington cannot remedy this situation and return me to a satisfied customer i will do all i can to make sure Nova Scotia Canada knows full well of all the dangerous Remington model 700 series rifles are out there. A return of money or exchange for a gun of similar value would suffice as i would like to actually enjoy this coming years hunting instead of owning a ticking time bomb. I have no problem sending my gun to your headquarters to then have a gun of similar value then sent to my address. I look forward to hearing from a representative of Remington.

Regards,

Greg Leverman B. Comm, BBA
Residential Estimator
Leverman Roofing

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----- 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

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<http://www.remington.com/safety> -----

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