

Remington Arms Co., Inc.
Product Service
Legal Case #:7327

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
257731	2/7/2012	1/26/2012	2/8/2012				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Trent	Pedersen	11232 N. Shoreline Dr	Highland	UT	84003		H 801-301-5136 E trent.pedersen@ic.fbi.gov

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4006 Altered Adjustments or Components			Unknown
S	Fired on safety release Concern:1007 Fired on Safe Release			
C				

1/26/12 Per call from Pedersen, he is the original owner of this rifle and has had it glass bedded but no other alterations. He has shot about 200-300 rounds through it with no problems until recently. He had it at the bench and when he released the safety it fired.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/260 REM	84018	S6653059	KC	5/14/2008 5:14:20 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
6/8/2008	GALLENSONS & ASSOCIATES I		Y			

CONCERN: FSR

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
Return as received						

Repair/Replacement Cost Repair/Replacement Date

1/26/12 Emailing ARS.cm 2/14/12 Per Ilion, trigger screws altered. Trigger pull set below specs and trigger not returning properly. Can offer to replace TPA, check over, test at 1/2 normal cost.cm 2/23/12 Per Pedersen, return as rec'd since we will not warranty the out of spec trigger that he had adjusted.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		2/8/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4006	Altered Adjustments or Components	
Barrel	Description		24" 260 REM FL SS
	Date Code		KC
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		

	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Not Functioning	
	Stock Condition	Slightly Worn; Functioning	BEDDED
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		XMP SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.009
	Notch	Slightly Worn; Functioning	
		Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	TRIG NOT RETURNING PROPERLY WILL FOLLOW DOWN
	Pull	---Select---	1.5#
	Altered	True	SCREWS ALTERED
	Sub-Assembly	X-Mark Pro	

Service Request

Remington Service
PO Box 700

Madison, NC 27025-0700

www.Remington.com



ATTN: Prod Serv #7327

Parts and Repairs: P:800-243-9700/F:336-548-7801

This document is a summary of your request for service. Please review the document for accuracy and to insure the services you are requesting are noted. This information will serve as a guideline for our Service Department to address your specific concerns and provide you with accurate and complete service. **ENCLOSE THIS DOCUMENT WITH YOUR RETURN.**

Service Request Number SR00010966	Serial Number / Description S6653059 Model 700 RIFLE	Date of Request: 01/26/2012 Date Printed: 01/26/2012
Customer: TRENT PEDERSEN 11232 N. SHORELINE DR HIGHLAND, UT 84003 US Email: trent.pederssen@ic.fbi.gov		Destination: Arms Services 14 Hoefler Ave Ilion, NY 13357 US Email: trent.pederssen@msn.com

Your request for service on the item(s) will be evaluated by our repairman to determine if it is covered under our warranty policy. If it is your firearm will be repaired and returned. If not, you will be contacted with an estimate before work is performed.

Reason For Return
M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION *DEFECTIVE SAFETY, Gun Fired multiple times when safety was moved from safe to fire.*

Service Request Section

Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount
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Serial Number: S6653059

Model: 700



RE00257731

RECEIVED
FEB 09 2012

BY: _____

Trig. screws altered. Trig. pull set below specs and Trig. not returning properly. Can often to replace TDA, check over + test at 1/2 normal cost.

quote

THIS IS NOT AN INVOICE. This is a pre-estimate to repair, recondition, or replace the item(s) being sent based on the conversation with our representative.

Sub Total: .00
Est Sales Tax: .00

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

Model Number:	Rem 700 SF CDL LTD	Serial Number:	S665 3059
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name:	TRENT PEDERSEN	Date of Purchase:	6/8/2008 \$855 (see receipt)
Address (no PO Boxes): 11232 N. SHORELINE Dr.			
City:	Highland	State:	VT Zip: 05103
Phone (Daytime):	801-301-5136	Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) trent.pedersen1@msn.com			
E-mail Address: trent.pedersen@ic.fbi.gov I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: I was chocking the weapon from the bench chronographing loads. After cleaning the weapon, I started to fire a 3 shot string. Each of the three rounds fired when the safety was moved from SAFE to FIRE. It has subsequently done this on multiple occasions when I dry fired it to see if the problem would repeat itself. THE MESPIRES WERE WITNESSED BY S.A. DAN WARD, AN FBI SNIPER FROM SALT LAKE CITY. I HAVE SHOT 100-200 rounds through this rifle as currently SET UP w/ NO PREVIOUS PROBLEMS. GUN IS UNUSUAL w/ CURRENT safety/trigger mechanism.			
500 characters left			
Ammunition Information:			
Manufacturer:		Type:	
Other (i.e. bullet weight/type, shot size, powder):			
Handload Information:			
Powder Used:	H4350	Powder Weight:	44gr.
Case/Hull Used:	Rem	Primer Used:	210M
Bullet Type/Shot Size:	120 NBT	Reloader Used:	RCBS

2.82 CDL .020 - .030 jump.

GALLENSONS
166 E. 200 SO
SALT LAKE CITY UT 84111
(801) 328-2016
MH240020128585

COPY
06/09/2008 14:03:41
Sale:

Transaction # 9
Card Type: Disc/NOUUS
Acc: *****3040
Entry: Swiped
Total: 1333.89
Reference No.: 00000017
Auth. Code: 009889
Respon. APPROVED

CUSTOMER COPY

183992

PHONE
(801) 328-2016

Gallenson's

(GALLENSON & ASSOCIATES)

166 EAST 200 SOUTH - SALT LAKE CITY, UTAH 84111

CASH SALES

SOLD BY	AMT. REC'D	DATE		
Adrian		6/18/08		
Cat.	Quan.	DESCRIPTION	Price	Amount
	1	Rem 700 R60	855.00	
		30156653059		
		08-2850		
	1	W/Key 5-20	437.95	
	1	Base & Rings	42.00	
		Sub	1334.95	
		Tax	91.94	
		Sub+Tax	1426.39	
		Badj	7.50	
			1433.89	
		Less Deposit	100.00	
			1333.89	

NO REFUND WITHOUT THIS SALES SLIP
NO REFUND AFTER 30 DAYS

Gallenson's

200 SOUTH
CITY, UTAH
328-2016

SPECIAL ORDER

NAME TRENT PEDERSEN (FBI)
ADDRESS 11232 N. Shoreline
CITY Highland, UTAH
DATE 4/1
PHONE 801-579-4718
MAKE Remington PRICE \$5.41 + tax
MODEL 700 CDSF 1-E TAX
P.O. 46 BCI 7.50

DESCRIPTION 260 SHIPPING
#841018 TOTAL

Picked up
Non-refundable DEPOSIT 100.00
BALANCE

CUSTOMER SIGNATURE *

* You must bring copy of special order to get credit for deposit.
Valid 2 years from date of order.

ORDERED FROM

DATE

SALESMAN

Please send your firearm back via a traceable method of shipping to the address below.

This Service Request number is only valid for this return.

Please follow these guidelines:

- Include a copy of your proof of purchase to assist in the evaluation of your repair
- Record your serial number for future reference
- Remove any accessories (sling, scope, scope mounts, case, etc.) unless these items are needed to assist in the evaluation.
- Properly package your **unloaded** firearm. Do not ship in your hard case (note: Original boxes are not returned with repair)
- **Do not send live/loaded or spent ammunition with your firearm.**
- Please package the ammunition in a secure carton or box.
- The package should be stuffed to prevent movement.
- Include service request number.
- Shipment of live ammo must be via U.P.S. only.
- Please advise your local U.P.S. mailing center of the contents so that a special Other Regulated Materials-Domestic (ORM-D) label can be applied.

Please let us know of any address change requests by email or phone. Our returns process will take approximately 2-3 weeks to complete and a confirmation email will be sent once we have shipped your firearm.

Should you have any further questions or concerns please don't hesitate to contact us via email (info@remington.com <<mailto:info@remington.com>>) or by phone at 800-243-9700, M-F 9am - 5pm, EST. We look forward to helping you resolve this issue!

Mailing Label:

(cut here)

Arms Services
SR# SR00010966
14 Hoefler Ave
Ilion, NY 13357 US

Email:
Attn: Prod Serv #7327



ARS LABEL REQUEST FORM

DATE: 01/26/2012	Service Request # SR00010966
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: mitchellcs	
email address: Christy.Mitchell@remington.com	

Business:	Remington Service PO Box 700 Madison, NC 27025-0700 www.Remington.com
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LABEL INFORMATION

MAIL LABEL TO:	TRENT PEDERSEN 11232 N. SHORELINE DR HIGHLAND, UT 84003 US SR00010966 Email: trent.pedersen@ic.fbi.gov
RETURN ITEM TO:	ILN Arms Services



4XX596 JAN 26, 2012 ACT WT 10.0 LBS #PK 1
 SVC GNDCOM BL WT 10.0 LBS
 TRACKING# 1Z4XX5969066419820 ALL CURRENCY USD
 REF 1:SR00010966
 REF 2:

HANDLING CHARGE 0.00		FRT: 3RD	
SHIPMENT PUB RATE CHARGES:		SVC T/P USD	
DV 0.00	COD 0.00	RS	1.00
DC 0.00	DGD 0.00		
AH 0.00	PR 0.00	RDD	10
TOT PUB CHG 14.02		PUB + HANDLING 14.02	

ATTN: Prod Serv #7327

ARS LABEL REQUEST FORM

DATE: 01/30/2012	Service Request # SR00010966
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: mitchelles	
email address: Christy.Mitchell@remington.com	

Business:	Remington Service PO Box 700 Madison, NC 27025-0700 www.Remington.com
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LABEL INFORMATION

MAIL LABEL TO:	TRENT PEDERSEN 11232 N. SHORELINE DR HIGHLAND, UT 84003 US SR00010966 Email: trent.pedersen@ic.fbi.gov
RETURN ITEM TO:	ILN Arms Services



4XX596 JAN 30, 2012 ACT WT 10.0 LBS #PK 1
 SVC GND COM BL WT 10.0 LBS
 TRACKING # 1Z4XX5960066796075 ALL CURRENCY USD
 REF 1: SR 00010966
 REF 2:

HANDLING CHARGE 0.00		FRT: 3RD	
SHIPMENT PUB RATE CHARGES:		SVC T/P USD	
DV 0.00	COD 0.00	RS	1.00
DC 0.00	DGD 0.00		
AF-1 0.00	PR 0.00	ROD	0.00
TOT PUB CHG 14.02		PUB + HANDLING	14.02

ATTN: Prod Serv #7327

COMPLAINT ACTIVITY REPORT Case # 33020671**Better Business Bureau of Central North Carolina**

Consumer Info: Pedersen, Mr. Trent
11232 N. Shoreline Dr.
Highland, UT 84003
801 763-0356 801 763-0356
trentpedersen1@msn.com

Business Info: Remington Arms Company, Inc.
14 Hoeffer Ave
Ilions, NY 13357
336 548-8700

Location Involved: (Same as above)

Consumer's Original Complaint :

Remington 700 rifle has a defective trigger that fires when taken off safety. Remington has refused to repair or replace the defective trigger.

I purchased a \$900 Remington 700 CDL Stainless Fluted limited edition .260 Remington rifle. Remington claims that the X-Mark Pro is an adjustable trigger and markets this heavily to sell this gun and trigger configuration. I adjusted the trigger appropriately, it worked fine, was tested according to gunsmithing standards and worked perfectly for approximately 200-300 rounds. The weapon has never been used for hunting and has always been shot from a bench and has been stored in a gun safe. After approximately 200-300 rounds...which is just enough to fully break in a barrel and develop load data for this weapon, the trigger started to stick and would not return. As a result, the weapon would fire automatically when the safety was moved from the safe to fire position. I own over 30 firearms and at least a dozen other Remington weapons. I also use Remington weapons as work and I probably shoot 20,000-30,000 rounds a year through my various weapons. In 40 years of shooting this is the first weapon I have seen with such an unsafe and defective trigger mechanism. I sent the weapon to Remington and they refused to cover the defective trigger and would only repair it for near the price of a new custom trigger that is significantly better in quality.

I questioned Customer Service about all of their advertising claims about the X-Mark Pro being an adjustable trigger as this is one of their big marketing ploys. They immediately backed off their advertising and claimed that it could not be adjusted by the consumer and could only be done by Remington. However, this is not Remington's sales pitch with any of their dealers or advertising materials and is just an excuse to not back up their products. They claimed that if the trigger pull was adjusted, they would not warrant the trigger. Call any Remington dealer in the country and they will tell you the X Mark Pro is an adjustable trigger and none will say it voids the warranty if the consumer adjusts the trigger.

Finally, I had an FBI sniper sitting and shooting next to me and he witnessed the entire incident and he is willing to make a statement about the malfunctioning of the firearm.

Consumer's Desired Resolution:

After spending over \$10,000 on Remington products over the years, I can't believe they won't warrant a \$50 trigger that is clearly defective. All I request is that the trigger unit be replaced and I will even have my gun smith personally place it on the gun. Thanks

BBB Processing

03/06/2012	web	BBB	Complaint Received by BBB
03/06/2012	dme	BBB	AB Complaint Validated by BBB Operator
03/06/2012	Otto	EMAIL	AB Send Acknowledgement to Consumer
03/06/2012	Otto	EMAIL	AB Inform Member of Complaint



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700
657930039



