

Danny Evans

From: Evans, Danny
Sent: 02/07/2003 06:11:03 PM
To: Evans, Danny
CC:
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Subject: FW: 700 TA Meeting270103

Meeting: 27 January 2003
Present: Dennis Sanita Thomas Nagle Fred Supry

Purpose: Discuss current procedures for handling Model 700 Trigger Assembly concerns.

1. Remington trigger assembled received with altered settings
 - a. Reset if able to within factory spec.
 - b. Install new trigger assembly
 - i. Charge open account customers if charges under \$75. No prenotification provided to customer.
 - ii. COD regular customer if charges under \$75. No prenotification provided to customer.
 - iii. Quote cost for either if charges over \$75. Customer is notified via estimate.
 - We do a complete inspection on all firearms received, regardless of the reason for its return.
- /// S.O.P.
 - Firearm may have been returned for entirely different reason other than trigger related or with no correspondence.
 - If sear engagement screw has been tampered with, we will automatically replace the TPA. To set the sear engagement requires a comparator machine that Arm Service does not have access to.
2. Trigger assembly in rifle not of Remington manufacture.
 - a. Test with Remington trigger assembly
 - b. Return customers trigger assembly and rifle with Remington trigger assembly installed.
 - If firearm received for reason not requiring testing, (ie..broken front sight) we will fix the problem & return to the customer with the after market trigger in place as received.
- *notation on the R&E, stating trigger not of original manufacturer.
 - If repair requires function testing, we would install a Remington trigger & then return firearm with aftermarket trigger included in the box & noted on the R&E
3. Received with information that customer has altered trigger assembly and wants it back as received.
 - a. Quote for a new trigger assembly, if turned down install new trigger assembly at no charge. Remington will adjust trigger to Factory spec or replace trigger assembly if required, regardless of customer comments to not adjust the trigger.
 - Customer may even state,,,don't do anything to the gun return as received,,,We will still adjust or replace the trigger.
4. Received with information that the trigger assembly is not of our manufacture and that the customer does not want it altered.
 - a. See answer for scenario #2.