

Jason Spradlin

From: Roy Christensen
Sent: 03/29/2004 11:13:26 AM
To: Spradling, Jason
CC:
BCC:
Subject: RE: Attn: Tom - Remington Triggers

Thanks Jason,
Sound perfectly reasonable. We will take care of this customer as you have suggested.

Roy Christensen
Gander Mtn.
Gunsmith Department
12400 Fox River Road
Wilmot, WI 53192
Office (262) 862-2563
Fax (262) 862-9712
Cell (262) 909-1061

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

From: Spradling, Jason [mailto:Jason.Spradling@remington.com]
Sent: Monday, March 29, 2004 10:11 AM
To: roy.christensen@GanderMountain.com
Subject: RE: Attn: Tom - Remington Triggers

Roy:

You guys, as authorized repair centers, are authorized to adjust triggers. My understanding of this situation is that the customer has a rifle and the trigger pull is measuring near the top of our range for factory specs (4.5 – 6 lbs). There are a couple of ways this situation can play out in the future.

1 – Customer's trigger is within factory specs, but a bit heavy. You guys can charge him for a trigger job. DO NOT ADJUST THE SEAR ENGAGEMENT SCREW!!!!!! Only the trigger pull and overtravel screws may be adjusted. If it is taken below 4.5 lbs, the trigger warranty is voided and the customer will be charged for a new trigger if the gun ever comes to the factory for service. Reseal the trigger screws and send him on his way.

2 – Customer's trigger is obscenely heavy (6+ lbs). You guys can adjust this trigger to within factory specs OR replace the trigger assembly as a warranty repair. DO NOT ADJUST THE SEAR ENGAGEMENT SCREW!!!!!! Only the trigger pull and overtravel screws may be adjusted.

On this particular customer, please go ahead and adjust his trigger to the 4.5 lb mark, reseal the screws, and charge us as a warranty repair.

I understand that this is a pretty touchy subject, so let me know if you guys have questions or need clarification on any of this. Thanks.

Jason

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

From: Roy Christensen [mailto:roy.christensen@GanderMountain.com]
Sent: Monday, March 29, 2004 9:37 AM
To: Spradling, Jason
Cc: GM121GS; GM965 Gunsmith

Subject: RE: Attn: Tom - Remington Triggers

Hi Jason,

How does Remington want to handle this customer? See below.

Thanks

Roy Christensen
Gander Mtn.
Gunsmith Department
12400 Fox River Road
Wilmot, WI 53192
Office (262) 862-2563
Fax (262) 862-9712
Cell (262) 909-1061

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

From: GM121GS [mailto:GM121GS@GanderMountain.com]
Sent: Saturday, March 27, 2004 12:34 PM
To: GM965 Gunsmith
Cc: Roy Christensen; GM121 Store Manager
Subject: Attn: Tom - Remington Triggers

Mr. Menge,

I have a new Remington 700 that came in for warranty work due to heavy trigger pull. What is the factory spec for trigger pull weight on the new 700's? The customer seems to think that the threshold is lower than I believe it is. Are we allowed to break the seal and adjust that trigger under Remington's warranty? Or are we required to replace the assembly (like they do at the factory)? This customer has gone round and round with Remington and apparently with Cory over at #122. The customer gave me a lot of attitude at the window as well so I would like to take care of him as expediently as possible and move on.

Thanks,

Michael J. Gibson
Gunsmith, Store #121
262.250.0600

This email has been scanned for viruses by McAfee Webshield e500 virus scanner.

This email has been scanned for viruses by McAfee Webshield e500 virus scanner.

This email has been scanned for viruses by McAfee Webshield e500 virus scanner.