

Danny Evans

From: Evans, Danny
Sent: 02/07/2003 06:11:03 PM
To: Evans, Danny
CC:
BCC:
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.

5. Received with trigger assembly so dirty that Remington is unable to clean it.
 - a. Install new trigger assembly - normal charged repair.
 - b. The majority of the time Remington would install a new trigger assembly not clean and reset the trigger assembly that came with the rifle.

If the trigger is the only reason for the return of firearm, this would be less than \$75, and we would replace without notification to the customer.

6. Received with broken parts or missing parts in the trigger assembly.
 - a. Install new trigger assembly - We do not change individual components within the trigger assembly. The trigger assemblies are built, set, inspected and sealed at the trigger assembly area.
7. Received with a note that the customer will sign a waiver to get their old trigger assembly returned.
 - a. We do not think that this is a good idea since that trigger assembly could be used in another Model 700 rifle.
 - b. If it was done, we feel that any customer taking advantage of the \$20.00 exchange cost for the bolt lock modification program should have to pay full price for the trigger assembly.

We will not return the altered trigger assembly to the customer regardless of their request. Have not faced the need to consider the waiver supplied as of this date.

Scenario - Customer hunts Alaska & wants the bolt lock safety on his gun. However upon return TPA is in such condition that the trigger requires replacing...we would if requested replace the TPA with a new TPA & install his old bolt lock arm. Only if the gun was originally received & produced with a bolt lock safety.
 (**You cannot put a bolt lock safety on a new (post 1982 non-bolt lock style firearm - the bolt no longer has the cut for the bolt lock arm to engage.)

Work is also going on to change the wording to the tag that we send back with a firearm that we deem as unsafe. The tag will be 3 1/8 inches by 6 1/4 inches - the following warning will be on the tag:

Warning! Your firearm has been inspected
 By our gunsmiths and has been found to be
 In an unsafe condition,
 This firearm should not be fired.
 Firing will create the risk of damage to the
 Firearm and/or possible injury to yourself or others.

The top of the tag will have a place for the gunsmith to list the serial number of the firearm being returned.

The lower portion of the tag will have an area for the gunsmith to list the reason for the firearm being returned.

(examples of above)

- Gun was in a fire & customer refused estimate supplied.
- Barrel is bent from accident & estimate refused.
- Parts not of our manufacture installed.