

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	5/22/2013				

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 W 801-579-6515 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

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Sending new TPA no charge as goodwill						

Repair/Replacement Cost	Repair/Replacement Date
22.97	5/21/2013

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 4/4/13 Per email from D. Watkins, "Mr. Pedersen has experienced a problem with his M700 fire control, see below. Please contact Mr. Pederson and make arrangements to have the fire control sent to E-town for my inspection." Mailing ARS for trigger to ship to Watkins. Called Pedersen and left a voice msgc. 801-579-6515, to let him know it would be mailed and that Watkins would contact him after inspection.cm 5/9/13 Per request from D. Watkins, I called Pedersen to let him know Watkins would be calling him tomorrow regarding the inspection.cm 5/21/13 Per D. W Atkins, send new TPA no charge as goodwill to replace the one Pedersen sent Watkins, ord #1505399.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	

Mitchell, Christy

From: Pedersen, Trent E. [Trent.Pedersen@ic.fbi.gov]
Sent: Tuesday, May 21, 2013 9:46 AM
To: Mitchell, Christy

Kristy,
Sorry for the delay in getting back to you but I have been a bit overwhelmed the past few days. Attached is my mailing address:

Trent Pedersen
C/O FBI
5425 W. Amelia Earhart Drive, Salt Lake City, Utah 84116. The telephone number for the office is 801-579-1400.

Thanks

Trent



www.remington.com

Remington Arms Company, Inc.
870 Remington Drive
P. O. Box 700
Madison, NC 27025-0700

ARS LABEL REQUEST FORM

DATE:	4/4/2013	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAG	2 lbs
PLEASE CHECK ONE:			
MEDIA		XXXXXXXXXXXXXXXXXXXX	
COORDINATOR		I WILL MAIL	
TO MAIL			
DESCRIPTION: trigger			

LABEL INFORMATION

MAIL LABEL TO:	Trent Pedersen 11232 N. Shoreline Dr Highland, UT 84003
RETURN ITEM TO:	Remington R&D Attn: Derek Watkins, case # 7327 E'town, KY

PLEASE COMPLETE ALL PARTS OF THIS FORM AND SEND TO THE MEDIA COORDINATOR

4XX596 APR 4, 2013 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 2.0 LBS
TRACKING# 1Z4XX5969067190833
REF 1: TRENT PEDERSEN/SWP/CHRISTY
REF 2: TRIGGER

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG: SVC T/P USD
DV 0.00 COD 0.00 RS 0.50
DC 0.00 DGD 0.00 SD 0.00
AH 0.00 PR 0.00 SP 0.00
TOT PUB CHG 11.12 PUB+HANDLING 11.12

*Pedersen shipped 4/12
sched. deliv. 4/17*

Mitchell, Christy

From: Watkins, Derek L.
Sent: Thursday, April 04, 2013 1:44 PM
To: Mitchell, Christy
Cc: Moore, Tony L.
Subject: FW: Slap Fire trigger on Remington 700 CDL SF Ltd Edition 260 Rem.

Christy,

Mr. Pedersen has experienced a problem with his M700 fire control, see below. Please contact Mr. Pederson and make arrangements to have the fire control sent to E-town for my inspection. His phone number is 801-579-6515.

From: Moore, Tony L.
Sent: Thursday, April 04, 2013 1:35 PM
To: Watkins, Derek L.
Subject: FW: Slap Fire trigger on Remington 700 CDL SF Ltd Edition 260 Rem.

Who can we have to reach out to Trent and get the trigger back? Can you contact him, info is below?

Thanks

From: TRENT E PEDERSEN [mailto:trentpedersen1@msn.com]
Sent: Sunday, March 24, 2013 3:48 PM
To: Moore, Tony L.
Subject: RE: Slap Fire trigger on Remington 700 CDL SF Ltd Edition 260 Rem.

Tony, I was pretty much out of commission this past week with a new baby and trying to get things settled at home so I apologize for not getting back with you. I will be back to work this week and I am more than willing to send the trigger back to you so you can take a look at it if you will give me the information on where to send the parts. I replaced it with a Timney as I didn't feel the trigger was safe based on the slap firing. After Remington initially refused to address the trigger issue we adjusted the trigger pull (per Remington's instructions for this trigger) and even at high lbs....5-8 lbs it was still slam firing so thus, I took it off and replaced it with the Timney. Not that it is my job to tell you how to run your company.....and I am very familiar with the prior law suits re: triggers, etc. but myself, my gunsmiths and everyone I know that is serious about shooting much preferred the old Remington style triggers that were very easily adjusted and I never had an issue with the old style triggers having had them adjusted by my smiths down to 2-3 lbs. I will likely be able to be reached at 801-579-6515 most of this week.

Thanks

Trent

On Mar 15, 2013, at 11:45 PM, "TRENT E PEDERSEN" <trentpedersen1@msn.com> wrote:
Tony, you reached out to me and requested my information. Here is my info. that I provided with the rifle when I previously sent it back to Remington...Trent Pedersen, 11232 N. Shoreline Dr. Highland UT, 84003. The rifle was a .260 Rem, CDL SF Ltd Edition. The best way to get a hold of me is this email address or my work email address trent.pedersen@ic.fbi.gov or my phone 801-301-5136. I appreciate the fact that you are at least willing to look into this. Because the trigger was not safe I replaced it with a Timney which is currently on the rifle but I believe I still have the old trigger mechanism in the gun safe. I have built a couple of custom rifles ... 6.5-284s on Rem 700 actions and frankly, I was a huge Remington fan and supporter until this incident but it really soured me on Remington when the first and only time I had an issue in 30+ years and I was sent packing. Trent

Service Request

Remington Service
PO Box 700

Madison, NC 27025-0700

ATTN: Prod Serv #7327

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

www.Remington.com

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.**

24"
1.5"
KC5/c
1,009

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.pedersen@ic.fbi.gov		Destination: Arms Services 14 Hoefler Ave Ilion, NY 13357 US Email: trent.pedersen@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.*

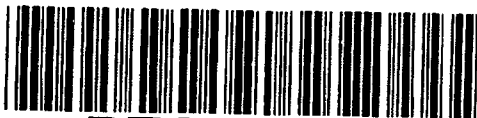
Service Request Section

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

S6653059
Model: 700

FEB 09 2012



RE00257731

Trig. screws A/tuned. Trig. pull set below specs AND Trig. not returning properly. Can offer to replace TRP, 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): 11222 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	
<input type="checkbox"/> I would like to receive future e-mail updates from Remington.	
Please describe your problem and date of occurrence: I was shooting 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 MESSENGERS 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 PRIOR PROBLEMS. Gun is unsafe 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 COL .020 - .030 jump.

GALLENSON'S
166 E. 200 SO
SALT LAKE CITY UT 84111
(801) 328-2016
MH240020126585

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 700 260	855.00	
		3615653859		
		09-2850		
	1	Alfoni 5.20	437.00	
	1	Basic 2.50	412.00	
		Sub	1333.89	
		Tax	91.49	
		Sub Total	1425.38	
		Back	7.50	
			1432.88	
		Less Deposit	100.00	
			1332.88	
			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 (FCI)
ADDRESS 11232 N. Shoreline
CITY Highland, UTAH
DATE 4/1
PHONE 801-579-4718

MAKE Remington PRICE 245.41
MODEL 700 EDL SF TAX
P.O. 260 ECI 7.50
DESCRIPTION #841018 SHIPPING
TOTAL

(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

Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700



ATTN: Prod Serv #7327

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

www.Remington.com

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.**PLEASE RETAIN THIS COPY FOR YOUR RECORDS.**

[illegible]

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 GND COM BL WT 10.0 LBS
 TRACKING# 124XX5969066419820 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	ROD 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

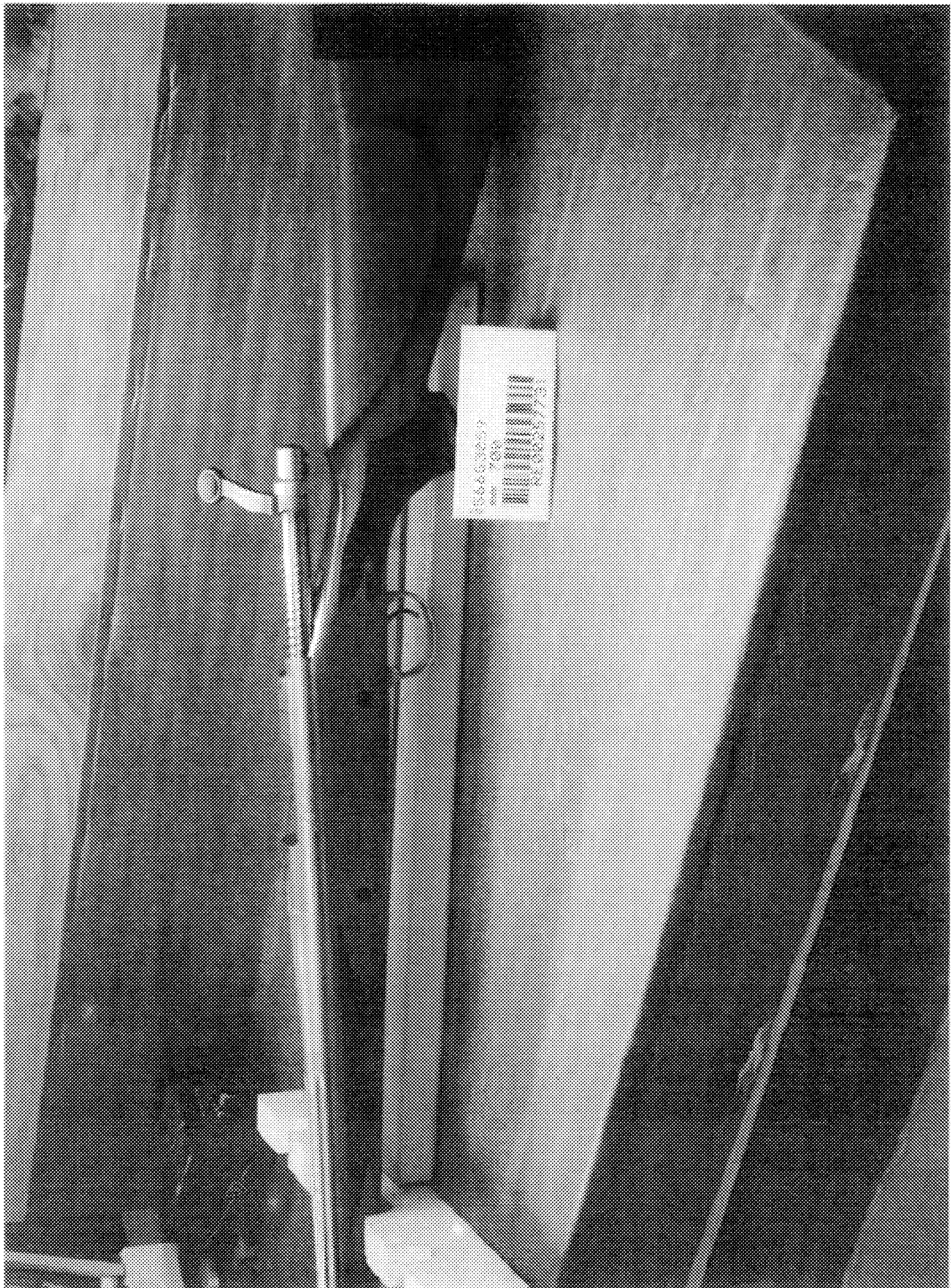
MAIL LABEL TO:	TRENT PEDERSEN 11232 N. SHORELINE DR HIGHLAND, UT 84003 US SR00010966 Email: trent.pedersen@ic.fbi.gov
RETURN ITEM TO:	ILN Arms Services

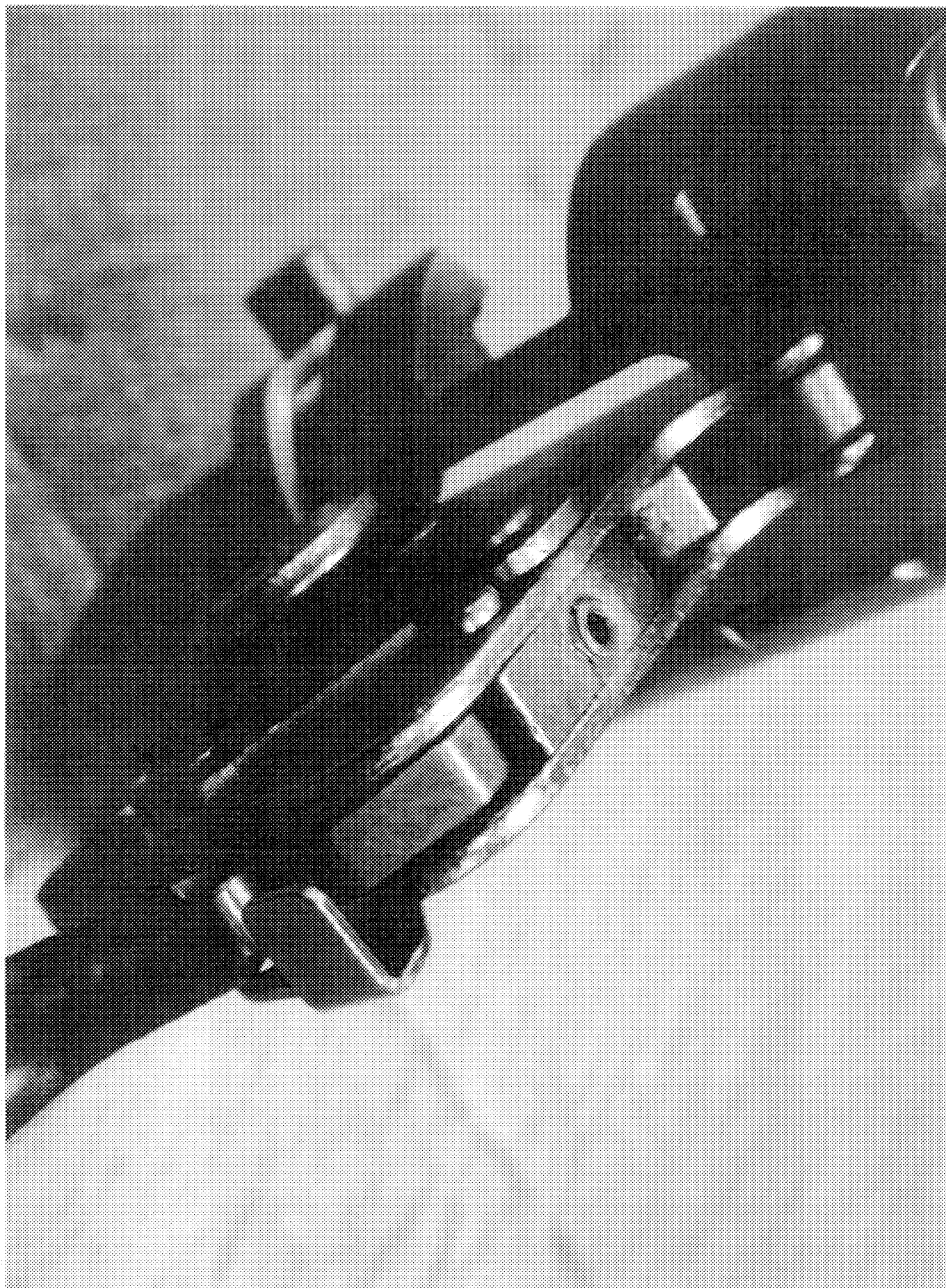


4XX596 JAN 30, 2012 ACT WT 10.0 LBS #PK 1
 SVC GNDCOM BL WT 10.0 LBS
 TRACKING # 124XX596C066796075 ALL CURRENCY USD
 REF 1:SR 00010966
 REF 2:

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	OGD 0.00		
AF 0.00	PR 0.00	ROD	0.00
TOT PUB CHG 14.02		PUB + HANDLING 14.02	

ATTN: Prod Serv #7327









ShipRequest™



Ship To: Derek Watkins, Case 7327
Company: Remington Arms, LLC
Address 1: 315 W. Ring Rd
Address 2:
Address 3:
City: Elizabethtown
State/Province: Kentucky
ZIP/Postal Code: 42701
Country: United States
email:
Phone:
Account: 230145
Package Type: Package
Address Type: Commercial
Deliver By: Fri, May 3, 2013
Package ID: 8800

Special Instructions:

Sender Name: Christy Mitchell
email: Christy.Mitchell@remington.com
Prepared By:

Ph Acct # : 230145 Date: 05-02-13 0 lb 6.4 oz
Cust # : 00L0000014508
Zip/Zone: 42701 / 4
Trk # : 799666904667
Pkg ID #: 8800
Service : FedEx Standard Overnighte

Base \$	8.68
Spc S \$	1.04
Addl \$	0.00
Total \$	9.72