

---

**From:** jeff kelland [bluesuiter@hotmail.com]  
**Sent:** Friday, February 17, 2006 6:44 PM  
**To:** Nickerson, E. Ken  
**Subject:** RE: sniper online post

Ken,

Sorry for not getting back to you sooner regarding your message in reference to my post on snipersonline. Believe me when I say I have nothing against Remington's products personally, but our team has had some issues in the last year or so with both our older PSS's and newer LTR's (Two of each). Instead of going on with a rambling narrative, I'll just list the problems as we've encountered them...

Two broken extractors, last one was in Oct. while one of our new members was at his first sniper school and during final qual no less.

Significant POA/POI shift from cold bore to subsequent rounds from one of the LTR's (Mine). After several range sessions and tracking of behavior of rounds fired, the problem seems to result from the difference between a clean vs. fouled bore. When scrubbed squeaky clean, the cold bore was consistently high left, when left "Somewhat dirty", cold bore was dead on.

Frequent problems with extracting of fired brass when rounds are wet, which is pretty much a constant thing here on the N. Oregon coast.

Bolt release buttons sticking requiring the actions to be taken out of the stocks every few months. Not a huge deal, but is a pain re-zeroing everytime.

And finally, when I attended a Remington armorer's course a couple of years ago (Which you taught by the way, and I thought you did a fine job) you told me that our trigger jobs would not be covered by Remington if something went wrong due to us using a non-Remington authorized repair facility. I completely understand Remington's position on this, but up until that point we had never had a problem regarding the trigger/safety issue. As a result of your admonishment, I told the then-team leader that the triggers needed to be dealt with, and since they were the older PSS's, you had suggested we have the trigger groups completely replaced. Since the same local gunsmith had already done the trigger jobs on our new LTR's, it was decided that we would have all four triggers redone to be on the safe side.

There are only two factory authorized repair facilities here in Oregon according to the handouts that came with the class. We tried the closest one first (In Portland) and requested new triggers that were adjusted to 3 lbs trigger pull. Now I wasn't the team leader at the time, so I don't recall the exact sequence of events as I was not dealing with the shop or the rifles that had the problem, but at some point very soon after having the work done, two of the rifles started to "Fire" when moving the safety from safe to fire. The decision was made to go to the other shop to get the problem fixed. That problem was taken care of but shortly thereafter, my rifle began to "Fire" when I dropped the bolt handle down after cocking. Needless to say, we were getting pretty frustrated by then and wishing for the "Good ol' days" when our non-authorized trigger jobs worked just fine.

Now, all that being said, Remington products are all I've ever worked with since becoming a sniper, so I can't say from personal experience one brand of rifle is better than any other, but I do recall a paraphrased quote from

a Remington guy sometime ago on sniperonline that basically said Remington sells every \$700 sniper rifle they make, implying there was really no motivation to improve a product that is fiscally successful for the company. Again, don't take this personal or as a slam against your company, but it seems to me that the overall feeling is that most agencies are going to have the rifles "Worked on" anyway (To the tune of another couple of Grand) so why bother??

Anyway, I need to get going (Duty calls) but I appreciate your time and welcome any feedback you may have.

Take care,

Jeff Kelland

>From: "Nickerson, E. Ken" <Ken.Nickerson@remington.com>  
>To: <bluesuiter@hotmail.com>  
>Subject: sniper online post  
>Date: Tue, 24 Jan 2006 09:41:31 -0500  
>  
>Mr. Jeff Kelland,  
>  
>  
>  
>I would like to introduce myself to you. I am the Field Service Support  
>Manager for Remington Arms, and I am also one of the instructors in the  
>Law Enforcement training division. I have been a member of this web ring  
>for many years and have worked to take care of any issues that any  
>snipers have had with our products.  
>  
>  
>  
>I would like an opportunity to resolve any and all issues with the 700P  
>your department may have encountered. Remington has a long tradition of  
>supporting our law enforcement officers and US military. If there are  
>any "continued reliability issues" with the 700P's we are unaware of  
>them. Remington is the number one leader in sniper rifles and don't plan  
>on resting on our laurels. If you have a problem with a 700 we would  
>like to take care of them.  
>  
>  
>  
>I don't like to post on the web ring because I don't everyone thinking  
>of me as a "sales rep type" that is not my job. I will pull no punches  
>about our product because there is no room for second best when lives  
>depend on your shot. I think if you check with Ed Gross he can attest to  
>my level of service and commitment to the sniper community.  
>  
>  
>  
>I hope you give us the opportunity to keep you using the 700P as well as  
>supporting an all American made and owned company.  
>  
>  
>  
>Please feel free to contact me directly either by email or at the number  
>listed below.  
>

>  
>  
>Thank you,  
>  
>Ken Nickerson  
>  
>Field Service Support Manager  
>  
>Instructor Law Enforcement Training Division  
>  
>PH: 336-548-8783  
>  
>  
>  
>  
>  
>This Email has been scanned for Viruses by an E500 McAfee Engine

This Email has been scanned for Viruses and Spam by an E500 McAfee Engine