

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
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-----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

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