

RARC calls made pertaining to Bolt Lock Modification program

37 calls made: RARC's from AK to MI

Approximate number of calls received by these RARC's: 420

Approximate number of rifles left for modification: 25

36 calls made: RARC's from MI to PA

Approximate number of calls received by these RARC's: substantial

Approximate number of rifles left for modification: 116

25 calls made: RARC's from PA to WI

Approximate number of calls received by these RARC's: 27

Approximate number of rifles left for modification: 17

Comments about the package:

Most thought it was self-explanatory. Two said the volume of paper made it confusing.

Most said they had been making this type of modification when requested by customer. One said that he had never done this and requested a sample of a modified safety arm.

Four said they had not received the packet. Four will call us back next week, and a new packet was sent to the RARC in HI. Messages were left at three RARC's.

Most frequent questions were on payment schedule.

Comments about customer calls:

Most had received calls from customers. The customers were confused thinking there was a major recall of all Model 700 rifles. Once the issue was explained, some of the customers wanted to take part in the modification program.

The majority of the RARC's said they received several calls following the CBS announcement, and the calls quickly tapered off after that.

About 1/3 of the RARC's had between two and three firearms that had been brought in for the modification.

The RARC in AK stated that most hunters in his area want the bolt lock feature.

Most activity was in the Montana repair shops.

Overall Comments:

Most felt it was a positive step by Remington Arms Co. and well received by customers.