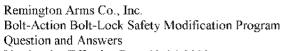


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|--------------------------------------|----|
| Question                             |    |

| How can I tell if my firearm has a                                     | Assess age and how gun was purchased - based on answers assess whether gun   |  |
|--|--|--|
| bolt lock safety   | is likely to our not likely to have the feature, if unsure walk customer through   |  |
|  | the following:   |  |
|  |  |  |
|  | Are you familiat with 10 commandments of Firearms Safety?  |  |
|  | Web, mail or fax it to you   |  |
|  | 2. Have you got the firearm in from of you – if no – please get it and call  |  |
|  | me back  3. OK, now that you have the gun - make sure it is pointed in a sa  |  |
|  | 3. OK, show that you have the gun - make sure it is pointed in a sa  |  |
|  | 4. Lets make sure it is unloaded   |  |
|  | Check firearm (magazine, blind magazine, chamber etc.)   |  |
|  | 5. Make sure the sufety is in the "S" or "On Safe" position - make sure  |  |
|  | your finger is not touching or near the trigger  |  |
|  | 6. Move the bott forward and close it down   |  |
|  | Without touching the safety, can you lift the bolt handle and pull the   |  |
|  | bolt back out. If yes then you do not have a bolt lock gun   |  |
|  | If you could not, then you probably have a bolt lock gun   |  |
|  | Make sure gun is pointed in a safe direction   |  |
|  | 10. Okaso you could not pull the bolt back – Make sure your finger is not  |  |
|  | near the trigger. Push the safety arm to the "F" or "Off or Fire"  |  |
|  | position man, see if you can pull the bolt handle up - if you can now  |  |
|  | then you have a gun with a bolt lock safety mechanism. If you still  |  |
|  | can't get the bolt open then something else is wrong with your gun and   |  |
|  | we need to get it to a gunsmith  |  |
|  | D 1 10 10 10 10 10 10 10 10 10 10 10 10 1  |  |
|  | Remember please take our 10 commandments of safety course on the web and advise your friends and family to do the same.          |  |
| I read the information on the bolt-                                    | Does your tille have the bolt lock style safety?   |  |
| lock program. What do I do with  | Need to make some choices  |  |
| my rifle?  | Determine if you firearm has the bolt-lock mechanism   |  |
| my rine:   | 2 Determine if you want to take advantage of the program   |  |
| \ \tag{\tag{\tag{\tag{\tag{\tag{\tag{                                  | 3. If yes to both, then we need to get the firearm to either a Remington   |  |
|  | Authorized Repair Station or have it returned to the factory. See the  |  |
|  | website for detailed instructions.   |  |
|  | 4. If no to either question, make sure they are aware of our Remington Safety  |  |
|  | center for tips and suggestions on safe gun handling, purchasing a used  |  |
|  | gun etc.   |  |
| Is this a recall?  | No, it is not a recall. This is a safety modification program that is voluntary.   |  |
|  | This is designed to people against a selection of the selections of the field last for the selections.                           |  |
|  | This is designed to remind people of the existence of the bolt-lock feature and to   |  |
| Drog the firearm in about 10 1402                                      | offer customers the opportunity to modernize products  We do not agree with CBS characterization of this as a deadly defect. The |  |
| Does the firearm involved in this update program have a deadly defect? | removal of the bolt-lock so one does not have to move the safety to the "Fire"   |  |
| program nave a deadly well-  | position while unloading, reduces the risk of accidental firing during the   |  |
|  | unloading process. With the "bolt-lock" removed, there is no reason for the  |  |
|  | safety to be in any position other than "safe" while unloading. This change also   |  |
|  | brings older rifles in conformity with Remington rifles produced after 1982.   |  |
| Is the bolt lock safety what could cause                               | No, the bolt lock mechanism itself cannot make the firearm discharge. Users of   |  |
| my gun to discharge?   | the firearms need to be particularly cautious when unloading, however, because   |  |
|  | the safety must be in the off or fire position to raise the bolt and begin the   |  |
|  | 1  |  |

Answer

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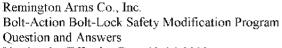
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Question

| Queation   | Allawoi   |
|--|---|
|  |   |
|  | unloading process. Remington is aware of reports that rifles with this feature      |
|  | when initiating the unleading process have accidentally discharged, and             |
|  | whenever a gun fires accadentally, there is a risk of property damage, serious      |
|  | injury or death. This program is for owners of older bolt-action firearms who       |
|  | want to be able to unload their guns with the safety in the "safe" or "On Safe"     |
|  | AAAAAAAAAAAAAAAA  |
|  | position.   |
| Is my firearm with a bolt-lock   | No, "Bolt -lock locks a firearm's both in the down or ready-to-fire position        |
| mechanism an unsafe gun?   | whenever the manual safety is in the "on" or "safe" position.                       |
|  | Traditionally, the purpose of the feature was to prevent inadvertent lifting of the |
|  | bolt while a riffe was being carried in the field.                                  |
|  | Users of the firearms need to be particularly cautious when unloading, however,     |
|  | because the safety must be in the off or fire position                              |
|  | to raise the bolt and begin the unloading process.                                  |
|  | If you participate in the program your firearm will be modified to eliminate the    |
|  | bolt-lock feature and you will be able to unload your firearm                       |
|  | while the safety is kept in the "S" or " On Safe" position. The operation of your   |
|  | firearm will not otherwise be affected.   |
| Why is Remington offering this   | We are offering this modification for several reasons. They are                     |
| safety modification program?   | Consumers preference for this feature has wanted over the last twenty               |
| bares, mountaines, programme   | VCMS  |
|  | 2. All guns Remington produced since mid 1982 do not have this feature              |
|  | and as such we want to offer people who own older guns the ability to               |
|  | upgrade to the current safety mechanism, particularly those who may                 |
|  | not feel need for bolt-lock.  |
| ,  | 3. People who have bought older guns or inherited older guns may not be             |
|  | Familiar with the operation of the bolt-lock  |
|  | 4. We are aware of accidental discharges with firearms with the bolt –              |
| ****   | lock mechanism  |
|  | Bolt lock locks a firearm's bolt in the down or ready-to-fire position              |
| áto.   | whenever the manual safety is in the "on" or "safe" position. Traditionally, the    |
|  | purpose of the feature was to prevent inadvertent lifting of the bolt while a rifle |
|  | was being carried in the field. Users of the firearms need to be particularly       |
|  | cause the safety must be in the off or fire   |
| <i></i>  | 1 2000000000  |
|  | position to raise the bolt and begin the unloading process.                         |
|  |   |
|  | Remington is aware of reports that rifles with this feature when initiating the     |
|  | unloading process have accidentally discharged, and whenever a gun fires            |
|  | accidentally, there is a risk of property damage, serious injury or death. This     |
|  | program is for owners of older bolt-action firearms who want to be able to          |
|  | unload their guns with the safety in the "safe" or "On Safe" position.              |
| Why is this not a recall?  | It's an opportunity to upgrade at a discount.                                       |
|  |   |
|  | Remington wanted to make people aware of the existence of feature on the            |
|  | older guns and give a chance to upgrade. Mechanically, the safety is working        |
| ***************************************  | the way it was designed.  |
|  |   |
|  | When the rifle was first produced, most post WWII rifles were produced with         |
|  | the bolt lock safety, and (most) shooters were familiar with the feature. Now       |
|  | because firearm training is so different, and consumer demands have changed,        |
|  | we are providing an option for owners of pre '82 rifles to have the change made     |
|  | to their rifle and also to make people aware that the feature exists.               |
| Lancara de la companya de la company | to their time and also to make people aware that the realine exists.                |

Answer

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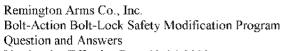
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|--|---|
|  |   |
|  |   |
| What is the cost of this modification?   | For all rifles except certain model 600's and 660's and some XP-100 target pistols, you will be charged \$20 for the eleaning and inspection of the gun, and removal of the bolt-lock, plus shipping and handling.  If you participate in this bolt lock removal program, you will also receive a transferable coupon good for up to \$20 timevards the purchase of any Remington Safety product, including gun locks, hearing and eye protection, and gun safes.   |
| Why not do the work for free instead   | \$20 is significant discount to cost of cleaning and inspection particularly if   |
| of giving us a \$20 coupon?  | additional repair is required. Appropriate charge for guns at least 20 years old.   |
| Can I use this \$20 towards new firearms?  | No it is just safety-related products: It is transferable to other people, only rule is one coupon for every effecting – please do not copy and distribute to friends as only one return per serial number will be allowed.   |
| I do not want my bolt lock changed. Is there anything I should do  | Yes.  • Follow the 10 commandment of Firearms Safety See our website for the commandments and our interactive course  • Make sure those that you hunt/shoot with do so also.  • Have your firearm checked regularly by a competent gunsmith  • Always keep the gun in Safe mode unless shooting.  • Never parchase a used gun without having it serviced by a competent gunsmith—see our website article  • Always read your instruction manual  • Bornat assume that a friends gun is in good condition  |
| I have a model 600 or 660. What do<br>I do with this rifle?  | All the rifles were made with bolt-locks. Moreover, most model 600 and 660 rifles (plus some XP-100) were recalled and repaired in 1979 for safety reasons related to the trigger assembly. Model 600 and 660 rifles were manufactured (or reportingly with bolt-lock features. If your rifle was not retrofitted as part of that recall, the entire trigger assembly will be replaced at no charge. To check whether your model 600 or 660 rifle, or XP-100, was subject to the 1979 recall or repaired as part of it, please provide us with the serial number of your gun (check in recall book for info on determining if the rifle is or has been involved). To learn more about the 1979 recall, check our web site at www.remington.com. |
| How do I know if my 600 or 660 has been updated as part of the 1979 recall?  | If there is a "V" stamped on the left side of the trigger then it has been updated as part of the 1979 recall. However your gun still has the bolt lock mechanism on it.  |
| My gun fired when I:  - Closed the bolt.  - Moved the gun safety from safe to fire.  - Dropped or hamped it hard.  Hang fires (pull the trigger and nothing happens for a second them fires) | Your rifle should be shipped to Remington for inspection to: Remington Arms Co., Inc. Attn: Product Service- TPA 14 Hoefler Ave. Ilion, NY 13357  Please include a description of the problem or we could have our product service group call you back prior to you sending it in.  |
| If the rifle is currently in an unsafe<br>condition (ammo in the chamber etc.)   | <ul> <li>Be certain that the muzzle is always pointed in a safe direction.</li> <li>Make sure that the safety is in the "S" or "On Safe" at all times.</li> </ul>   |

Answer

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Can you safely walk your firearm to an area where the round can be

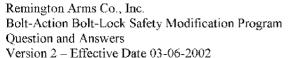
then



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| Question  | Answer   |
|---|--|
|   |  |
|   | fired? (Range or open field with suitable backstop.)  Contact local gains with and request house call.   |
|   | Contact local authorities & request they transport to local gunsmith.  |
|   | After assuring that round has been fired, normal mailing or transporting procedures can be followed. (Include correspondence   |
|   | - advising gunsmith that fired cartridge is in the chamber.)   |
| I have a rifle without the bolt-lock  | No, Remingtor will not make that alteration.   |
| feature. Can 1 get it converted to have the bolt-lock?  |  |
| How can I tell if my gun has been altered?  | If you have any concerns about the safe functioning of your firearm, especiall if it was acquired "used" or inherited or it is an older gun, take it to a RAR gunsmith (or said it to us at Remington) for a complete check-up.  |
| - check cleanliness   | guisines and the surface of the surf |
| - check functioning of gun - have gunsmith review   | Are you the original owner of the gun? If yes, then you should know if it has been. If NO, then you should have the gun checked by a competent gunsmith if not sure we will gladly take a look at it or you should have a RAR  |
|   | clieck it out  |
|   | Remember that you, as the user, are the firearms best safety. As a firearms user you have an obligation to follow the 10 commandants of safe handling whenever you handle a firearm. We can send you out a copy of 10  |
|   | communication or you can access them and take training courses at our websit www.remington.com   |
| Is the Model 700 a safe firearm?  | Yes, for nearly 40 years, the Remington Model 700 bolt-action rifle has been one of America's premier hunting rifles.  |
|   | Over 4 million model 700 of these rifles have been sold to hunters, targe sheeters and law enforcement agencies across the United States.  When used following the rules of safe gun handling, including properties.   |
|   | maintenance, and not inappropriately altered, the Remington model 700 is safe rifle.   |
| The description of the second | We suggest you go to "the safety center" on our website www.remington.com Yes. Remington has sent coupon to everyone who had the change to their rifle   |
| I had my rifle changed when the TV  | done through Remington. If you have not received a coupon for the \$20 in the  |
| program came out. Can I have the \$20 coupon? When? Which TW  | mail please let me have your mailing address and I will send one out.  |
| program? "60 Minutes" in 1994?  |  |
| Barber stories on CBS News, CNN?  |  |
| Can I have a box for shipping?  | If you have a rifle that you have a concern about we can send you a box.   |
| Is there a charge for anything other  | Yes, there are there items that may need to be changed that are not covered  |
| than the trigger?   | under the \$20 trigger cleaning/inspection.  |
| man one trigger (   | What might those be? - Cracked stocks, broken bolt handles, marred barrels etc.  |
| Is my model eligible for the change if  | Yes, the models 721, 722, *600, *660, *XP-100, and 40X are models that wi  |
| so what is the cost?  | remove the bolt lock for a \$20 charge   |
| -721,722  |  |
| -660,600  | *The 600, 660, and xp-100 were part of an earlier recall and if your 600, 66 and xp-100 are included in this recall and had not been updated your trigg  |
| -725  | and xp-100 are included in this recall and had not been updated your trigger assembly will be replaced to a non-bolt-lock style trigger and safety at 1  |
| -788  | charge.  |
| -XP-100   |  |

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| , Cision D | Littotive                               | Dute 03                                 | 00 40 | <i>-</i>                                |        |
|------------|---|---|-------|---|--------|
| Question   | *************************************** | *************************************** | ••••• | *************************************** | Answer |

| *  | 1000000000   |
|--|--|
|  |  |
| -40X   | Model's Seven and 710 do not have the bolt-lock feature and never have had   |
|  | them.  |
| - Seven  | tien.  |
| -710   |  |
|  | Remington Model 725 rifles have a three-position safety which permits those  |
|  | rifles to be unloaded with the safety in the "mid" position.   |
|  |  |
|  | M. 4.1 700 TJ. 2011 700 E. 201 |
|  | Model 788 - The model 788 has a belt-lock mechanism installed on guns  |
|  | made prior to 1975, but it is different than the one installed on the firearms   |
|  | included in this safety modification program and therefore not included.   |
|  |  |
|  |  |
| Why did you put a special section on   | Because we want customers to be aware of the offer. Our website is a new   |
| our website for the bolt lock?   | extension to our commitment to safety. Ever since the company was founded in   |
|  | the early 1800's safety has been an important part of the Remington Arms   |
|  | Company Each year we spend thousands of dollars educating consumers on   |
|  | safe gun handling practices through our contributions to conservation and  |
|  |  |
|  | education foundations our website, the instructions manuals in each gun we   |
|  | sell and our various publications we send to consumers. The website has  |
|  | allowed us to reach more people with a greater variety of offerings uniquely   |
|  | the second to the second that the second to  |
|  | tailered to different authorices from the novice new shooter to the experienced  |
|  | deer hunter. The Internet is the most effective way to reach a large part of the   |
|  | user base with up to date information.   |
|  |  |
|  | Some of the major safety sections within Safety 1st are as follows: (see   |
|  | Some of the major safety sections within safety 1 are as follows: (see   |
|  | websur)  |
|  | - 10 commandments of Firearms Safety course  |
|  | - Shorgun safety section   |
|  | - Black powder safety  |
|  |  |
| ****   | - Ammunition safety  |
| ``   | Free stand safety  |
|  | - Safety product we sell   |
|  | - Education links for local safety courses   |
|  | Agadedicit links for focal safety courses  |
| (1) (1) (1) (1) (1) (1) (1) (1) (1) (1)  |  |
|  | It is always being updated with more safety related information on an ongoing  |
|  | basis and the key section will be rotated on the hunting seasons. We are   |
|  | continually marketing quality firearms that can be used reliably. Safety has   |
|  |  |
|  | always been important to Remington. Focusing on safety on the website is part  |
|  | of that long-term concern.   |
| Is my rimfire under this program   | No, this program only covers bolt action centerfire firearms   |
| because it is a bolt lock gun?   |  |
|  |  |
| Have the Barber's filed a lawsuit  | Yes they have.   |
| against you?   |  |
| Can you tell me anything about the   | I am not able to comment on the particulars of the case. It is between   |
| van you ten me anytning about the  |  |
| case? Have you paid them a million   | Remington and the Barber family  |
| dollars  |  |
| The state of the s | I am sorry but we can not comment on the Hester case or any case for that  |
| Tell me about the Hesters case   |  |
|  | matter.  |
| I heard that   | I am sorry but we can not comment on the Barber case or any other case   |
| 400000000000000000000000000000000000000  |  |
| I heard that the gun used by the   | I am sorry but we can not comment on the   |
| mother was   |  |
|  |  |
|  | •  |
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Remington Arms Co., Inc. Bolt-Action Bolt-Lock Safety Modification Program Question and Answers Version 2 – Effective Date 03-06-2002

Question Answer

