

Remington Arms Co., Inc.
Bolt-Action Bolt-Lock Safety Modification Program
Question and Answers
Version 1

Question	Answer
How can I tell if my firearm has a bolt lock safety	<p>Assess age and how gun was purchased – based on answers assess whether gun is likely to our not likely to have the feature. if unsure walk customer through the following:</p> <ol style="list-style-type: none"> 1. Are you familiar with 10 commandments of Firearms Safety? <ul style="list-style-type: none"> • Web, mail or fax it to you 2. Have you got the firearm in front 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 safe direction:- 4. Lets make sure it is unloaded Check firearm (magazine, blind magazine, chamber etc.) 5. Make sure the safety is in the “S” or “On Safe” position - make sure your finger is not touching or near the trigger 6. Move the bolt forward and close it down 7. 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 8. If you could not, then you probably have a bolt lock gun 9. Make sure gun is pointed in a safe direction 10. OK, so 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- now, 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 <p>Remember please take our 10 commandments of safety course on the web and advise your friends and family to do the same.</p>
I read the information on the bolt-lock program. What do I do with my rifle?	<p>Does your rifle have the bolt lock style safety? Need to make some choices</p> <ol style="list-style-type: none"> 1. Determine if you firearm has the bolt-lock mechanism 2. Determine if you want to take advantage of the program 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?	<p>No, it is not a recall. This is a safety modification program that is voluntary.</p> <p>This is designed to remind people of the existence of the bolt-lock feature and to offer customers the opportunity to modernize products</p>
Why is Remington offering this safety modification program?	<p>We are offering this modification for several reasons. They are</p> <ol style="list-style-type: none"> 1. Consumers preference for this feature has waned over the last twenty years. 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

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	<p>4. We are aware of accidental discharges with firearms with the bolt -- lock mechanism</p> <p>"Bolt --lock" locks a firearm's bolt in the down or ready-to-fire position 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 cautious when unloading, however, because the safety must be in the off or fire position to raise the bolt and begin the unloading process.</p> <p>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.</p>
Why is this not a recall?	<p>It's an opportunity to upgrade at a discount.</p> <p>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.</p> <p>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.</p>
What is the cost of this modification?	<p>For all rifles except certain model 600's and 660's and some XP-100 target pistols, you will be charged \$20 for the cleaning and inspection of the gun, and removal of the bolt-lock, plus shipping and handling.</p> <p>If you participate in this bolt lock removal program, you will also receive a transferable coupon good for up to \$20 towards the purchase of any Remington Safety product, including gun locks, hearing and eye protection, and gun safes.</p>
Why not do the work for free instead of giving us a \$20 coupon?	\$20 is significant discount to cost of cleaning and inspection particularly if 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 checkup -- please do not copy and distribute to friends as only one rebate per serial number will be allowed.
I do not want my bolt lock changed. Is there anything I should do.	<p>Yes.</p> <ul style="list-style-type: none"> 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 purchase a used gun without having it serviced by a competent gunsmith --see our website article Always read your instruction manual Do not assume that a friends gun is in good condition
I have a model 600 or 660. What do	All the rifles were made with bolt-locks. Moreover, most model 600 and 660

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I do with this rifle?	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 retrofitted) 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 bumped it hard. Hang fires (pull the trigger and nothing happens for a second then 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 condition (ammo in the chamber etc.) then	<ul style="list-style-type: none"> • Be certain that the muzzle is always pointed in a safe direction. • Make sure that the safety is in the "S" or "On Safe" at all times. • Can you safely walk your firearm to an area where the round can be fired? (Range or open field with suitable backstop.) • Contact local gunsmith and request house call. • Contact local authorities & request they transport to local gunsmith. <p>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.)</p>
I have a rifle without the bolt-lock feature. Can I get it converted to have the bolt-lock?	No, Remington will not make that alteration.
How can I tell if my gun has been altered? - check cleanliness - check functioning of gun - have gunsmith review	<p>If you have any concerns about the safe functioning of your firearm, especially if it was acquired "used" or inherited or it is an older gun, take it to a RARC gunsmith (or send it to us at Remington) for a complete check-up.</p> <p>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 RARC check it out</p> <p>Remember that you, as the user, are the firearms best safety. As a firearms user, you have an obligation to follow the 10 commandments of safe handling whenever you handle a firearm. We can send you out a copy of 10 commandments or you can access them and take training courses at our website: www.remington.com</p>
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.

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	<p>Over 4 million model 700 of these rifles have been sold to hunters, target shooters and law enforcement agencies across the United States.</p> <p>When used following the rules of safe gun handling, including proper maintenance, and not inappropriately altered, the Remington model 700 is a safe rifle.</p> <p>We suggest you go to "the safety center" on our website www.remington.com</p>
I had my rifle changed when the TV program came out. Can I have the \$20 coupon? When? Which TV program? "60 Minutes" in 1994? Barber stories on CBS News, CNN?	Yes, Remington has sent coupon to everyone who had the change to their rifle done through Remington. If you have not received a coupon for the \$20 in the mail please let me have your mailing address and I will send one out.
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 than the trigger?	<p>Yes, there are there items that may need to be changed that are not covered under the \$20 trigger cleaning/inspection.</p> <p>What might those be? - Cracked stocks, broken bolt handles, marred barrels etc)</p>
Is my model eligible for the change if so what is the cost? -721,722 -660,600 -725 -788 -XP-100 -40X -Seven -710	<p>Yes, the models 721, 722, *600, *660, *XP-100, and 40X are models that will remove the bolt lock for a \$20 charge</p> <p>*The 600, 660, and xp-100 were part of an earlier recall and if your 600, 660, 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 no charge.</p> <p>Model's Seven and 710 do not have the bolt-lock feature and never have had them.</p> <p>Remington Model 725 rifles have a three-position safety which permits those rifles to be unloaded with the safety in the "mid" position.</p> <p>Model 788 - The model 788 has a bolt-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.</p>
Why did you put a special section on our website for the bolt lock?	<p>Because we want customers to be aware of the offer. Our website is a new 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 tailored to different audiences 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.</p> <p>Some of the major safety sections within Safety 1st are as follows: (see website):</p> <ul style="list-style-type: none"> - 10 commandments of Firearms Safety course - Shotgun safety section - Black powder safety

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	<ul style="list-style-type: none"> - Ammunition safety - Tree stand safety - Safety product we sell - Education links for local safety courses <p>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.</p>
Is my rimfire under this program because it is a bolt lock gun?	No, this program only covers bolt action centerfire firearms
Have the Barber's filed a lawsuit against you?	Yes they have
Can you tell me anything about the case? Have you paid them a million dollars	I am not able to comment on the particulars of the case. It is between Remington and the Barber family
Tell me about the Hesters case	I am sorry but we can not comment on the Hester case or any case for that matter.
I heard that ...	I am sorry but we can not comment on the Barber case or any other case
I heard that the gun used by the mother was	I am sorry but we can not comment on the