

Jennifer Bullins

From: Bristol, Ron
Sent: 03/01/2002 01:15:48 PM
To: Bullins, Jennifer
CC:
BCC:
Subject: FW: ~WRL0252.tmp

see me to discuss
thanks

-----Original Message-----

From: Sanita, Dennis J.
Sent: Friday, March 01, 2002 12:39 PM
To: Evans, Danny
Cc: Bristol, Ron
Subject: ~WRL0252.tmp

Q&A on 700 bolt lock

Question

I read the information on the bolt-lock conversion what do I do with my rifle?

Answer

Does your rifle have the bolt lock style safety?

- If yes refer them to a rarc or return to the factory.

- If no they do nothing.

Question

Is this a recall?

Answer

No, this is not a recall. This is an upgrade to the rifle driven by consumer demand.

Question

Why is Remington offering this safety modification program?

Answer

A "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. Traditional, the purpose of the feature was to prevent inadvertent lifting of the bolt while a rifle is 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. Remington is aware of reports that rifles with this feature have accidentally discharged while being unloaded, 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 "on" or "safe" position.

Question

Why is this not a recall?

Answer

This not a recall because, Remington wanted to make people aware of the option to have the bolt-lock changed. Mechanically the safety is working the way it was designed.

When the rifle was first produced most post war (WWII) rifle of the time where produced with the bolt

lock safety. 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 there rifle

Question

What is the cost of this modification?

Answer

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, inspection, 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 towards the purchase of any Remington safety product, including gun locks, hearing and eye protection, and gun safes.

Question

Why not do the work for free instead of given us a \$20 coupon?

Answer

Because this is not a recall there is a cost to the change, however Remington wanted everyone to have an opportunity to receive safety products at a discount.

Question

Can I use this \$20 towards new firearms?

Answer

No, the coupon is only good for the items listed.

Question

I have a model 600 or 660 what do I do with this rifle?

Answer

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 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.

Question

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)

Answer

Your rifle should be shipped to Remington for inspection to:

Remington Arms Co., Inc.
Attn: Product Service- TPA
14 Hoefler Ave.
Ilion, NY 13357

Question

I have a rifle without the bolt-lock feature, can I get it converted to have the bolt-lock?

Answer

No, Remington will not make that alteration.

Question

How can I tell if my gun has been altered?

- check cleanliness
- check functioning of gun
- have gunsmith review

Answer

If you have any concerns about the safe functioning of your firearm, especially if acquired used or it is an older gun, take it to a RARC gunsmith (or send it to us at Remington) for a complete check-up.

Remember that you, as the user, are a 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

Question

Is the model 700 a safe firearm?

Answer

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, target shooters and law enforcement agencies across the United States.

Like any gun it must be used following the rules of safe gun handling, including proper maintenance, and not inappropriately altered, the Remington model 700 is a safe rifle.

We suggest you go to "the safety center" on our website www.remington.com

Question

I had my rifle changed when the TV program came out, can I have the \$20 coupon?

Answer

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.

Question

Can I have a box for shipping?

Answer

If you have a rifle that you have a concern about we can send you a box.

Question

Is there a charge for anything other than the trigger?

Answer

Yes, there are there items that may need to be changed that are not covered under the \$20 trigger cleaning/inspection.

Question

Is my model eligible for the change if so what is the cost.

- 721,722
- 660,600
- 725
- 788
- XP-100
- 40X

- Seven
-710

Answer

Yes, the models 721, 722, *600, *660, *XP-100, and 40X are models that will remove the bolt lock for a \$20 charge.

*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.

If you have a 725, 788, Seven, or 710 you do not have a bolt lock safety or the bolt lock does not operate in the same manner.

Question

Is my rimfire rifle affected by this offer?

Answer

No, there are no rimfire rifles involved in the conversion offer.

Question

Why did you put a special section on our website for the bolt lock?

Answer

The internet is the most effective way to reach a large part of the user base with up to date information. In light of the Barber tragedy we thought it was appropriate to remind shooter of firearms safety. In addition we have rolled out other safety related sections (see website):

- 10 commandments course
- Shotgun safety section
- Black powder safety
- Ammunition safety
- Tree stand safety
- Safety product we sell
- Education links for local safety courses

It will be 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.

Question

How do I know if my 600 or 660 has been updated?

Answer

If there is a "V" stamped on the left side of the trigger then it has been updated.