

Remington Arms Co., Inc.  
Q&A on Model 700

Section	Question	Answer
General	How many Remington Model 700's have you made?	Over 4,000,000 Remington Model 700's have been manufactured since 1962.
	They said you looked at the gun owned by the Barber family that discharged, what did you find?	Yes, we did look at the firearm with representatives from the Barber Family In general we found a rifle which had been poorly maintained, and which had been altered after it had left the factory in 1972. Regardless, the rifle passed all tests during the examination and would not accidentally discharge
	Is the TPA or Fire Control in the Model 700 Muzzle loader (ML) the same as your centerfire rifle?	Yes, the Trigger Plate Assembly or fire control is of the same design.
	Should I be concerned about the safety of my other Remington firearms?	Remington considers all Remington firearms, including the Model 700 safe in us so long as you adhere to the "10 Commandments of Firearms Safety"
	As a result of this accident, what is Remington's future course of action?	Do not make inappropriate alterations to your firearms. The entire Remington family is saddened by this tragic accident and we extend our condolences to the Barber family. We are redoubling our efforts to educate hunters in the safe use and proper maintenance of the rifle and of all firearms.  4 million model 700 rifles have been sold to hunters, target shooters and law enforcement agencies across the United States. When 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 that you go to "the safety center" on our website <a href="http://www.remington.com">www.remington.com</a> .
	Are you going to recall the Model 700 as a result of this tragedy?	No. When used following rules of safe gun-handling, including proper maintenance, and not inappropriately altered, the Remington Model 700 is a safe rifle as are all Remington Firearms
	Is the Model 710's safer than the Model 700's?	No. Remington does not consider any of its firearms safer than any other firearm it manufactures  Remington does not consider any of its firearms to be more safe or less safe than any others. All Remington firearms are safe to use when handled properly in accordance with the Ten commandments of firearms safety.
	Is the TPA in your new Model 710 the same as the Model 700? Is it any safer?	It has similar features and some common parts. It is assembled in different plants.

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	The TV show said you get a lot of complaints regarding Fire on Safety Release each year and do nothing about it.	Whenever a customer reports a potential safety problem, including problems such as Fire on Safety Release, Remington seeks to examine the firearm including Model 700's to determine the cause of the accident.  That is not true. Whenever a customer reports a potential safety problem with any Remington firearms, including firing on safety release, Remington asks to examine the firearm to evaluate its condition. If any repairs or adjustments are needed they are made.
	My gun fired when I: - Closed the bolt - Moved the gun safety from safe to fire - When I dropped it	Your rifle should be shipped to Remington for inspection @: Remington Arms Co., Inc. <b>Attn: Product Services-TPA</b> 14 Hoefler Avenue Ilion, NY 13357
Bolt Lock safety	Please tell me if my gun has a bolt lock style safety. How can I tell if my gun has the bolt lock safety on it. How can I tell which type of safety is on my firearm	Model 700 Rifles manufactured prior to 1983 included a bolt lock safety.  Rifles manufactured since 1983 were not made with a bolt lock style safety.  If your gun has a bolt lock safety, the safety must be in the "F" or fire position for you to open the bolt on the gun. This contrasts to a non-bolt lock firearm where the bolt may be opened with the safety on the "S" or safe position. To determine whether your rifle has a bolt lock safety do the following: 1. Make sure your rifle is completely unloaded - no rounds in magazine or chamber 2. Point the muzzle in a safe direction 3. Place the safety in the safe position 4. Close the bolt 5. Try to open the bolt while the safety is still in the "S" position 6. If your bolt cannot be opened - <b>The gun has a bolt lock safety</b> 7. If your bolt can be opened - <b>Then the gun does not have a bolt lock safety</b>
	When did you switch from a bolt lock style safety to standard safety?	In 1982. We switched because the market asked for that feature to be eliminated. We have over the years replaced a persons bolt lock safety with a non-bolt lock safety.  We removed the bolt-lock from Model 700 rifles made after 1982 because we perceived that more customers were preferring rifles without bolt-locks. We have, over the years since, replaced a customer's bolt-lock safety with a non-bolt lock safety upon request.

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	Can I get my firearm, which has a bolt lock safety installed, updated to a current non-bolt lock safety? How much would it cost?	Yes. We can do it for you in the factory, or you can take it to one of our Authorized Repair Centers. If you would like to do this we would be glad to clean your firearm at the same time. There will be no charge for the cleaning service, just the replacement of the bolt lock safety. When we change the safety, we will install an entirely new trigger assembly that includes a non-bolt lock safety.

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	Can I get my firearm, which has a non-bolt lock safety changed to a bolt-lock safety?	Remington will not make that alteration.
	Why would some hunters prefer a bolt lock safety on their rifles?	<p>Some hunters prefer to know that whenever the safety is in the "s" position the bolt cannot be lifted inadvertently thereby preventing the rifle from firing.</p> <p>Others use the bolt-lock safety as a means of checking to make sure the safety is on "S" position. <b>They know that if they cannot raise the bolt, the safety is on.</b></p> <p><b>For those reasons the bolt lock safety feature was used on most military bolt-action firearms over the last 50 years.</b> However in recent times, bolt-action shooters expressed a desire for being able to unload the rifle when the safety is in the "S" safe position. To accomplish this the bolt lock had to be removed. Absent that feature, the firearms perform in the exact same manner.</p>
Recalls	Have you ever recalled the Model 700? What have you recalled Model 700's for?	Over the years certain batches of Model 700 rifles have been recalled due to manufacturing issues. If you would provide me with your serial number, I can tell you if it has ever been recalled.
	Have you ever recalled my Model 700?	<p>Please tell me your serial number and I will let you know.</p> <p>Over the years a limited number of Model 700 rifles have been voluntarily recalled due to manufacturing concerns. If you provide me with the serial number of your rifle, I can tell you if it was subject to any recall.</p>
	Please tell me more about the trick test that they referred to in the TV show?	<p>The "tricking" phenomenon referred to in the program has nothing to do with the type of accidental discharge alleged in the Barber incident. Change was made 25 years ago to prevent possibility from happening.</p> <p><i>(The "Trick test" as its name implies involved the deliberate manipulation of the rifle to see if it could be induced to malfunction. The 1% or 20,000 figure referenced an estimate of the number of Model 700's made before 1975 that due to a stack up of manufacturing tolerances could potentially be "tricked". Although we did not believe that "tricking" was a phenomenon likely to occur in the field, in 1975 dimensional changes were made to the internal parts of a Model 700 rifle to eliminate the potential of such an event. As a result model 700 made after 1975 cannot be "tricked".)</i></p>
	On previous recalls, how was the public notified?	We utilize various national publications and other forms of advertising to

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Safety	How can I tell if my firearm is safe?	<p>advise the general public of a recall on a particular firearm. Additionally, we utilize, to the extent we have them, owners cards to send direct correspondence to the owner of the firearm.</p> <p>If you have any concerns about the safe functioning of your firearm we would be more than happy to help you get the firearm a safety check-up. You have two choices</p> <ol style="list-style-type: none"> <li>1. You should have the firearm checked out by a qualified gunsmith. We can help refer you to one or you can look in your local telephone book.</li> <li>2. Or you could send it back to us at the factory and we would be glad to look at it for you:</li> </ol> <p>Remington Arms Co., Inc. Attn: Arms Service Division - TPA 14 Hoefler Avenue Ilion, NY 13357</p> <p><b>Remember Firearms Safety depends on the person holding the gun and his /her following the 10 commandments of safety</b></p> <p><b>Note: Remind people that they should have the guns checked out periodically by a qualified gunsmith</b></p>
	<p>How can I tell if my gun has been altered?</p> <ul style="list-style-type: none"> <li>- Check cleanliness of gun</li> <li>- Check functioning of gun</li> <li>- Have gunsmith review</li> </ul>	<p>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.</p> <p>Mailing address Remington Arms Co., Inc. Attn: Arms Service Division - TPA 14 Hoefler Avenue Ilion, NY 13357</p> <p>Remember that you, as the user, are a <i>firearms best safety</i>. As a firearms user, you have an obligation to follow the 10 commandments of safe gun handling whenever you handle a firearm. We can send you out a copy of the 10 commandments or you can access them and take a training course at our website: <a href="http://www.Remington.com">www.Remington.com</a></p>

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	Is the Model 700 a safe firearm?	<p>Yes, for nearly 40 years, the Remington Model 700 bolt-action rifle has been one of America's premier hunting rifles.</p> <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>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.</p> <p>We suggest that you go to "the safety center" on our website <a href="http://www.remington.com">www.remington.com</a>.</p>
	Why did we put a special section on our website for bolt lock?	<p>The internet is the most efficient 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.</p> <p>Additionally we have rolled out other safety related sections (see website:</p> <ul style="list-style-type: none"><li>- 10 commandments course</li><li>- Shotgun safety section</li><li>- Black powder safety</li><li>- Ammunition safety</li><li>- Tree Stand safety</li><li>- Safety product we sell</li><li>- Education links for local safety courses</li></ul> <p>It will be updated with more safety related information on an ongoing basis and the key section will be rotated based on the hunting season we are in. Making quality firearms that can be used reliably and safely has always been important to Remington. Focusing on safety on the website is part of that long time concern.</p> <p>The safety section will be updated on an ongoing basis and the key topic will be rotated based on the current hunting season</p>

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Section	Question	Answer
	Why did we put up a safety section on our website?	<p>Making quality firearms that can be reliably and safely used has always been important at Remington. Focusing on safety on the website is part of that long time concern. Additionally, we have rolled out other safety related sections. See website for the following sections:</p> <ul style="list-style-type: none"> <li>- 10 commandments course</li> <li>- Shotgun safety section</li> <li>- Blackpowder safety</li> <li>- Ammunition safety</li> <li>- Tree Stand safety</li> <li>- Safety products we sell</li> <li>- Education links for local safety courses</li> <li>-</li> </ul> <p>The safety section will be updated on an ongoing basis and the key topic will be rotated based on the current hunting season</p>
Cleaning	How should I clean my gun?	See cleaning instructions, website and owners manual/instruction booklet
	What should I use when I clean my gun?	See cleaning instructions, website and owners manual/instruction booklet
Repair and Checkup services	<p>Where can I take the gun to have it checked out?</p> <p>Obsolete Current production model</p>	<p>You have two choices:</p> <ol style="list-style-type: none"> <li>1. You should have the firearm checked out by a qualified gunsmith. We can help refer you to one or you can look in your local telephone book.</li> <li>2. Or you could send it back to us at the factory and we would be glad to look at it for you:</li> </ol> <p>Remington Arms Co., Inc. Attn: Arms Service Division - TPA 14 Hoefler Avenue Ilion, NY 13357</p> <p>Please go to our website and fill out the factory repair form and include it with the firearms when you send it back to us.</p> <p><b>Note: Remind people that they should have the guns checked out periodically by a qualified gunsmith</b></p> <p><b>NOTE: An obsolete gun may not be repairable</b></p>



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Used guns	I bought a used gun what should I do?	Whenever you acquire a used firearm you must have the firearm checked out by a RARC qualified gunsmith BEFORE YOU USE IT. We can help refer you to one or you can look in your local telephone book. Additionally you could send it back to us at the factory and we would be glad to look at it for you: Remington Arms Co., Inc. Attn: Arms Service Division - TPA 14 Hoefler Avenue Ilion, NY 13357  Please go to our website and fill out the factory repair form and include it with the firearms when you send it back to us <b>Note: Remind people that they should have their guns checked out periodically by a qualified gunsmith</b> <b>NOTE: An obsolete gun may not be repairable.</b>
Other lawsuits	Is it true you have been sued over xx times?	Remington's policy is not to comment on the details of litigation or potential litigation.
	Please tell me more about the Collins case? What did you settle the Collins case for Why did you settle the case I heard you paid over \$20 million	Remington's policy is not to comment on the details of litigation or potential litigation.
	Please advise me as to what the Garza lawsuit was about?	Garza was a class lawsuit settled in 1996. It was an economic value class action lawsuit. See Q&A developed for Garza lawsuit settlement.

**Important:**

Always finish each call with a discussion around the 10 commandments of safety and ask the customer if they have gone to the website to read the commandments, taken the course. If they are unable to get access to the WEB we would be more than happy to mail them some literature.