

## TRAINING QUESTIONS '04

- What finish is on the 1100 Steel Shot barrel?
- I lost the combination to my safe, what do I need to do? The problem is I gave the safe to my father several years ago and he died over the weekend.
- I was just looking at your new catalog and was wondering if you will be bringing out the 700LVSF in the .308 caliber this year?
- When will the 700CDL in 7mm08 be out? Can you tell me which dealers will have them?
- What is the best scope to use on the new Model 504?
- I have a question about an old Model 58. If I give you the serial number can you tell me when it was made? Can you send me an owner's manual? How many of this model were made? In what gauges?
- Is my \$20 rebate coupon I received for the Model 700 Safety Modification Program good towards the purchase of a new gun?
- I have an old Ithaca 10, will the SP-10 barrel fit?
- I am calling from a retail dealer. We have an Express 16 gun safe on the floor that we can't open. We have checked the combination and have installed a new battery. What do we do now?
- My dealer sent my gun in for repairs. Who do I talk to for an update?
- My husband bought some brass for a 25-06. Six of the necks are split. What does he do?
- Can I use Hevi-Shot in a fixed full choke barrel? I have a Benelli.
- I am a dealer and have lost the instructions on my Express gun cabinet. What do I need to do to get in it?
- I need to speak with someone in Sales. I am a salesperson with Sports South. I need a barrel for a Model 1100 that will handle 3" shells. Which barrel will work? What finish does the barrel have?
- I need a magazine for a Model 541.

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- I just bought a new 16 gauge Model 1100. I plan to use it for upland and deer. Which choke do I use to shoot slugs? Do they make anything other than 2 3/4" shells for this model?

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- I am using RemOil on my gun. Is there any compatability problems using a synthetic base grease after using RemOil?

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- Will the 2 3/4" barrel work on a magnum Model 870? How many shells will it hold of each? Will a 3" barrel work on a non-magnum receiver?

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- I recently purchased a Model 11-87. I noticed that some of the guns came with a R-3 recoil pad. Can I get one for my gun?

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- Why do you have one for synthetic guns but not for wood?

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- I need to order a catalog.

- I am calling from Joe's Guns and we need a couple of boxes of catalogs. What do we need to do?

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- I need to speak with Tommy Millner.

- I need to speak with someone in Law Enforcement.

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- I need to order some parts please.

- I was recently given a Model 11-87. Can I get an owner's manual for this?

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- How do I tell how old it is? Will other Remington 12 gauge choke tubes work in this gun?

- Can I shoot magnum shells out of this gun?

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- I am calling about the Model 700 recall.

- I am calling from Canada and I need to order some parts.

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- I have a Model 700 22-250 that I have had for years. Winchester has a varmint round that will do 4000 fps with 45 grain bullet. Will this round hurt my gun?

- What pressures are these gun set up to take? Ruger says their guns will take any factory loaded round.

- May I speak with someone in your Marketing Department? I am from Guns & Ammo magazine and I need images from your new Remington Art book.
- I am looking for gun #25819. What dealers have them? I have had mine on order for a while and my dealer says you aren't making them. Can I call the distributor and get one?
- I have a Remington Model 742 Woodsmaster. I need step-by-step instructions on how to break it down and clean it.
- Is Remington owned by WalMart? Do they sell 2<sup>nd</sup> quality guns? Why are their guns cheaper than the local gun shop?
- I need to speak with someone in Tech Support. I have a Model 1100 that won't eject. I am using Winchester Light loads and FIOCCHI Crushers. When I used the Crushers I couldn't even get the bolt open but with the Winchester the gun did try to cycle.
- I have an old Model 32. What information can I get about it? How much is it worth?
- I need a little information. How much does a Hevi-Shot choke tube cost? Can I use it for geese using steel shot? Can I use Hevi-Shot with a Turkey Super Full?
- Can you give me Ron Bristol's (COO) email address?
- I need to speak with Fred. He's in NY.
- This is a real stupid question. What is a BDL? What is the new CDL? Then what is an ADL?
- I am trying to get some information about wholesale purchasing of reloading components, especially bullets and what we need to do to buy directly from Remington. We are in Canada, does that make a difference?
- I need to talk to a gunsmith.
- Are you an ammo expert?
- I need to speak with someone in AR.
- Scott Lester, please. Also, I need his extension number.

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- I have a question about your warranty. I bought a Police model about 4 days ago. I took the stock off and leaned it up against the wall. The stock fell and broke. The stock is still functional but it is not aesthetically pleasing. Is this covered under warranty? I live in Alaska so I need to know before I go to the expense of sending it in. Can I speak with a gunsmith?

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- I have a question about your ammunition. I have the 7mm Ultra Mag. I was on your website the other day I can't find the ballistics on the 160 grain. Where do I find this information? Are you not making the 160 grain anymore? Why?

- I have the 870 SuperMag. Will the barrels off my other 12 gauge interchange?

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- I have an 870 Express. I want to put a slug barrel on my gun. Which barrel do I need? Is the Special Purpose the same barrel? What's the difference?

- I need the price of a Model 1100.

- I am a dealer in CA and I have run out of catalogs. I need some more.

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- Is Little Johnny Loschin there?

- I am calling from Fort Bragg and I need to talk to someone about the M-24.

- I need to check the shipping status of a parts order.

- I need to talk to someone in Customer Service about product information. I am calling from Bangers.

- My Model 700 was sent back for the Safety Modification Program. I sent my coupon and receipt in and it was returned to me. I sent it to an "Airport Road" address. Is the program no longer going on? Will I get my \$20.00? Who do I send it to?

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- I need to speak with someone in Consumer Services about the MBNA program. Do I have to buy a gun before May 31?

- I have a Model 597 and I need to someone to help me sight it in. I can't hit anything with it.

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- I need to speak with someone in Sales. I want to buy some of your accessories. I want to buy a gun case like the one on page 65. Also, why do you make more different rounds for the 300 SAUM than you make for the 300 UM?

- Could you direct me to Engineering? I have a question about whether the barrel on an older gun will fit a new gun.

- What is the address to your NY facility? What's the phone number in case I need to talk to a gunsmith?

- I need to speak with Dennis Sanita.

- My husband died about 5 years ago. I was going through his things and found an old bayonet with Remington logo dated 1917. What is it? Is it worth anything?

- I have a Model 870 Wingmaster. Is the head pressed in or threaded?

- I have a Remington chainsaw. I have a Remington security system. I have a Remington shaver. I have a Remington nail gun. Who do I talk to?

- I need to speak to someone in Customer Service. I am a dealer and I have a customer that has a Model 870 SM and the recoil pad has recessed in the stock.

- My gardener told me that Remington buys black walnut trees. We are getting ready to take one down. Who do I talk to about buying the wood?

- I recently bought a Model 870. What chokes do I get with the rebate? What do I use those chokes for?

- When I bought my Model 870 Express it was missing two choke tubes.

- I am calling from Wal-Mart #73. Do you offer a left-handed version of the Model 7400? Can you switch the trigger?

- I would like to speak with someone regarding the difference between a regular synthetic F100 and the F100 Competition Master. Are the actions the same? How do I tell if it is a 2004 model?

- In your standard caliber guns, what length barrels do you offer in a 22-250? I want an ADL? Why do you have different barrel lengths? I have a book that says this model has always had a 22" barrel?
- You make the 700 Titanium. Is it available in the 300 Winchester Short Magnum? My dealer says he has some coming in.
- Do you make any guns in the 204 Ruger? Are they in your catalog? When will they be out? How much do they cost?
- I have a customer that wants 2 Model 332 shotguns. He wants one with the old style finish and one with the new finish. How do I find what he wants?
- Can you give me any information on a Remington 603 double barrel shotgun? Do you have a department that repairs or restores these models? I have a 218 Bee rifle, how much would a box of shells cost?
- I recently purchased a 54 caliber 700ML. I want to shoot the 348 Arrow Tip bullet with either Triple-7 or Cleanshot powder. What load do I use? I talked to an engineer previously who told me what he used.
- I have a Model 870 Super Mag. I want an 18" barrel that will shoot 3 1/2" shells. Can I buy a 3" barrel and put it on this gun? Can you custom make this barrel for me?
- I have a Model 870 Classic Trap. The side of the barrel says 2 3/4" Target Contour. Can I use magnum 2 3/4" shells with this gun? Will other barrels fit this gun?
- How do I send a fax to Bill Hendrix?
- I have a gun built in the Custom Shop in 1998, how much is it worth? What did it sell for when it was new? How many were made?
- I was using your ammunition in my Beretta and it blew up and burned my face. I need to talk to someone about this.
- I need to talk to someone about the Shooting School.
- Who do I need to speak with about attending the Armorer's Training?
- I need to speak with someone in service.

- Is Remington chambering anything in the 17 Mach II? Which distributors will get them first?
- I need to speak with someone in charge of your telephone system.
- I work for the VA Police out of Lexington, KY. I need more information on your lead-free ammo.
- I ordered shooting patches and score pads over a month ago. You said they were backordered but I should have them in 30 days. It's been 30 days. Who do I need to speak with about this?
- I need to speak with someone that can help me with sighting in my gun to achieve what you have in your catalog.
- I need to order a catalog. My name is John Smith #123456, 123 Any Road, Building 901, Anytown, US 98765.
- Who is in charge of Human Resources?
- I am a dealer and am looking for a 25939. I saw it at Wal-Mart. Where can I order one?
- My 870 opens when it is fired. Is it supposed to do that?
- Do you still make the .32 Remington shell? Where can I get it?
- I need parts for my Remington Model 32 over&under shotgun.
- I have a Model 1100 20 gauge and I would like to order a new barrel for it. What barrels are available?
- I have a Model 512 and it doesn't have a serial number. How do I know how old it is?
- I have a question about the Model 1100 28 Sporting. Does it have a butt plate or a recoil pad?
- How many shells will the 870 Express hold?
- I need directions to your corporate office from the GSO airport.
- I have a Cal-M-Rue scale that is bad. What do I do?

- I am ordering the Model 870 Classic Trap. Your website says it has gold inlay, but I don't see any in the picture. Does it? I need to know before I order the gun.
- I bought some Stren fishing line and it just keeps knotting up on me. Do you have a warranty on this?
- I just bought a new safe and I can't get it open. What do I need to do?
- Is your company privately or publicly held? Who do I talk to about a financial report?
- I bought some 270 rounds and took them on my last hunt. I had four shells out of the box fail and lost a trophy. This ruined my trip. I paid \$4,000 for this trip and I want you to do something about it.
- What is the rate of twist on a 6.5 Remington?
- What year did you come out with the Model 870?
- I want to order a Law Enforcement catalog. I am a police officer but I want you to send it to my house. If I find a gun I want, can I order it directly from you? What is the shortest length barrel I can legally have?
- My gun was stolen and I need the serial number for insurance purposes. I sent in my warranty card, do you have that information?
- I am a dealer and my books are in a mess. I have about 4 guns here that I don't know where I got them. If I give you the serial numbers will you tell me who I bought the guns from? I really need this information before the ATF busts me.
- I have an idea for a new gun that you could make. If you take the 1100 ....
- This is an emergency. I need to speak with the President. I was firing my 700 with some Federal Ammunition and it just blew up. It cut my face. What are you going to do???
- I am calling from the UK. I need to talk to someone about by youth sized stocks.
- What is the highest pressure load a Model 700 300 Ultra Mag will take?
- I want a Model 700 VES with a stainless steel barrel. Will the Custom Shop make this for me?
- I bought a gun at Sears about 40 years ago and they said you made it. Can you tell me how old it is and send me an owner's manual?



- Someone just called me from this number. Was it you?
- Can I shoot my RemChoke barrel with the choke tube out? Will it hurt it?
- I bought a 1999 Bullet knife at a yard sale and the blade is broken. Where do I send it for repair? Is it warranted? Can you send me a box and a copy of the original papers? What is it worth?
- What is the difference between a regular 870 Express, a Wingmaster, and a LE model? Is the 870 Express made out of lower quality parts?
- Why can't I put a magazine extension on my 11-87? What do I need to do?
- If I port the barrel on my 1100 will it hurt anything?
- I bought an 11-87 SPS-T shotgun for turkey hunting. Can I also use it for skeet?
- Do you still make the 2x6 loads? Where can I get some?
- I have a Model 870 with a live shell stuck in it. It won't pump, it is completely jammed. I can't transport it to my gunsmith with live ammo in it. What do I need to do?
- My 700 fires when I take the move the safety from safe to fire. Is this one of the guns under recall?
- I have a Model 870 that I have had for about 20 years. I was down at the gun store and a fellow down there said you recalled all of those guns. Is this gun safe to use?
- I am calling from Dick's Sporting Goods. We have a safe on the floor and we've lost the combination. Can you give it to me?
- I am calling from Ahlman's. We have tried to reach someone in the Field Service Department all week and they must all be out. Is there someone else we can talk to while they are out?
- I have some .270 rounds that I bought about 15 years ago. Are they still safe to use?
- My Model 700ML is about 7 years old. On your new guns it says you can shoot up to 150 grains of powder. Will that work in my gun?
- Can I use smokeless powder in my 700ML? How much?

- None of my local dealers carry your knives. I want a knife from the Deerhunter's Series.
- I need to order some "Fundamentals of Trapshooting" brochures and some patches. Do I talk to you?
- My son just won the Wyoming State Sporting Clays Shoot. Who do I need to talk to about sponsorship?
- I am calling from Bubba's Gun Shop. We are sending a gun back for repair. What is your FFL?
- My family and I are going to the Baseball Hall of Fame this summer. I think this is near your factory. Do you have a museum or some type of tours available?
- Oh, I'm sorry I thought I was calling Winchester. Do you have their number?
- I need to speak with Arthur Wheaton.
- I have a Model 11-48 and I want to know how old it is. The serial number is 5144228.
- What kind of powder do you use in your shells? Where do you get it?
- I just bought a Model 11-87 at Wal-Mart. In the fore-end there is a little brass round thing that has been stained over. Did this break and someone tried to fix it?
- I need some information on your copper solid sabot slugs. Can I use it in a smooth bore barrel? What kind of accuracy can I expect?
- I need to speak to a ballistiem.
- Is Remington still making any handguns?
- Will your new "Managed Recoil" loads work in an autoloader?
- What's the rate of twist in your fully rifled barrels?
- I bought a pair of waders a couple of months ago and they are leaking. Where do I send them for repair?
- My 700 has a 24" barrel and I want about 2" cut off. Can I send it to your factory for that?

- Your new Model 504 is advertised as having 5-R rifling. What is that?
- I was in Gander Mun. and I saw the new BDL in the .270 WSM. It has a synthetic stock and black matte barrel. What other calibers does it come in? It's not in this year's catalog.
- Are your copper coated shells safe to use in my full choke? My choke tube says "lead only".
- Do you make the Model 332 in a Trap version? 20 gauge? Do you think they will make a Target version next year?
- I have over 100 Remington guns in my safe. I have never had a problem with one of them except this 870 I just bought. Every time I fire it the action comes open. What is going on?
- Do I have to ship my gun back to you by overnight mail? Do I need to send it through a dealer? Do you have to send it back to a dealer? I live in NY City in Queens.
- I am calling from Roadway and our driver is having problems making a delivery. Who can help me with this?
- I am a gunsmith and I used to get books about how to service your guns. I need one for the new models like the 597 and 710. Will you send me one?
- I have a Taurus 9mm. Is it safe to use your +P ammo in it?
- I am calling in regards to your 22 Thunderbolt ammo. I had a lot of misfires. The firing pin is hitting the primer every time but it's not firing. Am I going to be stuck with bad ammo?
- I need the ballistics on all of your 30-06 ammo. I don't have access to the internet.
- Who makes the stock for your 700 LVSF?
- I need to know how to adjust the trigger on my Model 700. It's too loose and I want to know which screw to turn to tighten it up.
- Will you send me a sticker and some patches for me and my buddies? We all shoot Remington guns.
- I want to buy the Model 842EX safe. How much does it cost? How much does it weigh? What is the fire rating? Can I keep my important papers in it?

- Where can I get EtronX primers?
- Are you making any 5mm ammo? I heard on the internet you might load some this summer.
- Are your clay targets toxic? My husband shot a bunch over our pasture and I am worried they could hurt our horses. How do I get rid of the debris?
- I want to talk to someone in R&D.
- What is the ballistic coefficient for the 22-250 55 grain PSP?
- What is the recoil for the 300 Ultra Mag?
- If I put a muzzle break on my gun will it affect my warranty? How much difference will it be in recoil?
- What is the ballistic coefficient of a 260 Remington 140 grain?
- What is the best ammunition and gun for hunting wild boar?
- I applied for a rebate on my Model 700 last fall and haven't heard a thing.
- I am looking for the new Buckhammer slug. Where do I find it?
- How much WD-40 do you I need to put on my 1100?
- I have a Model 870 in a black synthetic, can I send it back to the factory for you to put a camouflage finish on it?
- I broke the door on my Remington Wildlife Feeder. Can I send it back to your factory for repair?
- Where do I get a dehumidifier for my gun safe?
- I need a magazine for my new Model 504. Can I order one directly from you?
- I bought some 17 Remington ammunition and it won't go in my 597.