

Remington Arms Co., Inc.

Q&amp;A on Model 700

| Section | Question                                                                                                                     | Answer                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|---------|------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| General | How many Remington Model 700's have you made?                                                                                | We have made over 4,000,000 since 19xx.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|         | 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..<br>As a matter of record we do not comment on the condition of any individual the firearm..                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|         | Is the TPA in the Model 700 ML the same as your centerfire rifle?                                                            | Yes, the Trigger Plate or fire control is of the same design. However, the natural build up & corrosion capabilities of the propellants used in muzzleloading firearms require additional care & cleaning in order to maintain proper operation..                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|         | Should I be concerned about the safety of my other Remington firearms?                                                       | As with all Remington firearms, including the Model 700, when you adhere to the "10 Commandments of Firearms Safety", and properly maintain your firearm and do not make inappropriate alterations to your firearms, your Remington firearm is safe..                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|         | As a result of this accident, what is Remington's future course of action?                                                   | As provided in the statement to CNN. The entire Remington family is saddened by this tragic accident and we extend our condolences to the Barber family.<br>We are redoubling our efforts to educate hunters in the safe use and proper maintenance of the rifle and of all firearms. The popularity of the Model 700 is attested to by the fact that 4 million of these 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.<br>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 or due to the complaints against this one?                 | No. When used following rules of safe gun-handling, including proper maintenance, and not inappropriately altered, the Remington Model 700 is a safe rifle..                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|         | Are the Model 710's safer than the Model 700's?                                                                              | Each Remington firearm is safe as long as close adherence to the "10 Commandments of Firearm Safety" is followed and proper care and maintenance is performed. (Rifle or shotgun)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|         | Is the TPA in your new Model 710 the same as the Model 700? Is it any safer?                                                 | Each Remington firearm is safe as long as close adherence to the "10 Commandments of Firearm Safety" is followed and proper care and maintenance is performed. (Rifle or shotgun)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|         | How many FSR's (Fire on Safety Release) do you get each year. The TV show said you get xxx per year and do nothing about it. | Although we get claims of this occurrence we are unable to repeat the claim. We do look at the guns and make every effort to duplicate the incident and identify any potential concerns, we do not comment on any individual consumer guns.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|         | My gun fired when I:<br>- Closed the bolt                                                                                    | We would like to look at your gun, please send the gun to:<br>Remington Arms Co., Inc.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |

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| Section          | Question                                                                                                                           | Answer                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
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|                  | <ul style="list-style-type: none"> <li>- Moved the gun safety from safe to fire</li> <li>- When I dropped it</li> </ul>            | Attn: Product Services<br>14 Hoefler Avenue<br>Ilion, NY 13357                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Bolt Lock safety | Please tell me if my gun has a bolt lock style safety                                                                              | With a bolt lock safety gun, 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 safety firearm where the gun safety can be in either position in order for the bolt to be opened.<br>So in order to test your gun, follow the principles outlined in the 10 commandments of safety, get the firearm out of your gun safe, get the bolt (which should be out of the gun when stored), pick up the gun, make sure that there are no rounds in the gun (chamber and magazine), and that the safety is in the safe "S" position. Install the bolt, close the bolt and then try to open the bolt with the safety still in the safe position. If it will not open, make sure your finger is not on the trigger and that the gun is pointed in a safe direction and install the bolt. Put the safety in the fire "F" position. |
|                  | When did you switch from a bolt lock style safety to standard safety?                                                              | In 1982                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|                  | Can I get my firearm, which has a bolt lock safety installed updated to a current non-bolt lock safety?<br>How much would it cost? | Yes. We can do it for you in the factory. The cost for this service is _____. 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 which includes a non-bolt lock safety.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|                  | Why would I want a bolt lock safety on my firearm                                                                                  | You may want it for certain hunting applications. For those that do want it, is a matter of personal preference.<br><br>An example of why someone may want it is that they are traveling, (walking or riding) through heavy brush and wants to have his gun loaded and ready to fire. The individual does not want to take a chance that the bolt handle would be opened up by a foreign substance and then when they get ready to fire the firearm the gun would not work as the bolt handle has been lifted. Note: We do not recommend having your gun loaded as you travel through the woods.                                                                                                                                                                                                                                                                                           |
| Recalls          | Have you ever recalled the Model 700                                                                                               | Yes, <b>insert recall listing by serial number.</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|                  | Have you ever recalled my Model 700                                                                                                | Please tell me your serial number and I will let you know.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|                  | What have you recalled Model 700's for...                                                                                          | Refer to above                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|                  | Please tell me more about the trick test that they referred to in                                                                  | We perched the safety arm between safe and fire, pulled the trigger,                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |

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|                             | the TV show                                                                                                                     | then moved the safety arm to the fire position - in certain guns, the gun would go off. This does not in anyway relate to what the barber claims or others for that matter as they claimed the trigger had not been pulled and that the gun safety was in the safe position.                                                                                                                                                                                                                  |
| Safety                      | How can I tell if my firearm is safe                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|                             | How can I tell if my gun has been altered<br>- Check cleanliness of gun<br>- Check functioning of gun<br>- Have gunsmith review | It is very difficult to do. The best thing to do is to take it to a qualified gunsmith (or send it to us at Remington) who can look at the various settings of the screws and then identify if it in fact has been altered. When we manufacture the firearm we lock tight various screws on the fire control (TPA). It is easy for someone qualified to tell if the gun has been altered by seeing if the seals have been broken..                                                            |
|                             | Is the Model 700 a safe firearm                                                                                                 | Yes it is and for nearly 40 years, the Remington Model 700 bolt-action rifle has been one of America's premier hunting rifles. The popularity of the Model 700 is attested to by the fact that 4 million of these rifles have been sold to hunters, target shooters and law enforcement agencies across the United States.                                                                                                                                                                    |
| Cleaning                    | How should I clean my gun                                                                                                       | See cleaning instructions                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|                             | What should I use when I clean my gun                                                                                           | See cleaning instructions                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Repair and Checkup services | Where can I take the gun to have it checked out                                                                                 | 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. Additionally, you could send it back to us at the factory and we would be glad to look at it for you:<br>Remington Arms Co., Inc.<br>Attn: Arms Service Division - TPA<br>14 Hoeffer Avenue<br>Ilion, NY 13357<br><br>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. |
| Used guns                   | I bought a used gun what should I do                                                                                            | 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. Additionally you could send it back to us at the factory and we would be glad to look at it for you:<br>Remington Arms Co., Inc.                                                                                                                                                                                                                  |

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|                |                                                                                                                                                             | Attn: Arms Service Division - TPA<br>14 Hoefler Avenue<br>Ilion, NY 13357<br><br>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. |
|                | How can I tell if the gun has been altered                                                                                                                  | Have a gunsmith check it out.                                                                                                                                                                                |
| Other lawsuits | Is it true you have been sued over xx times                                                                                                                 | As a matter of record we do not comment on other peoples firearms or previous lawsuits.                                                                                                                      |
|                | Please tell me more about the Collins case<br>What did you settle the Collins case for<br>Why did you settle the case<br>I heard you paid over \$20 million | As a matter of record we do not comment on other peoples firearms or previous lawsuits.                                                                                                                      |
|                | 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 etc...