

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

Question	Answer
<b>How can I tell if my firearm has a bolt lock safety</b>	<p>Assess age and how gun was purchased – based on answers assess whether gun is likely to our not likely to, if unsure walk customer through the following</p> <ol style="list-style-type: none"> <li>1. Are you familiar with 10 commandments of Firearms Safety</li> <li>2. Have you got the firearm in front of you – if no – please get it an call me back</li> <li>3. OK, now that you have the gun - make sure it is pointed in a safe direction -</li> <li>4. Lets make sure it is unloaded</li> </ol> <p>Check firearm (magazine, blind magazine, chamber etc.)</p> <ol style="list-style-type: none"> <li>5. Make sure the safety is in the “S” or safe position - <b>make sure your finger is not touching or near the trigger</b></li> <li>6. Move the bolt forward and close it down</li> <li>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</li> <li>8. If you could not then you probably have a bolt lock gun</li> <li>9. 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 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 them something else is wrong with your gun and we need to get it to a gunsmith</li> </ol> <p>Remember please take our 10 commandments of safety course on the web and advise your friends and family to do the same.</p>
<b>I read the information on the bolt-lock conversion what do I do with my rifle?</b>	<p>Does your rifle have the bolt lock style safety?</p> <p>- If yes refer them to a Remington Authorized Repair Station or return to the factory.</p> <p>- If no they do nothing</p>
<b>Is this a recall?</b>	No, it is not a recall. This is a safety modification program that is voluntary.
<b>Why is Remington offering this safety modification program?</b>	<p>We are offering this modification for several reasons. They are</p> <ol style="list-style-type: none"> <li>1. Consumers preference for this feature has waned over the last twenty years.</li> <li>2. All guns 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</li> <li>3. We are aware of accidental discharges with firearms with bolt –lock mechanism</li> </ol> <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. 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</p>
<b>Why is this not a recall?</b>	<p>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.</p> <p>When the rifle was first produced most post war (WWII) rifle of the time where</p>

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	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 their rifle. This is voluntary on the consumers behalf
<b>What is the cost of this modification?</b>	For all rifles except certain model 600's and 660's and some XP-100 target pistols, you will be charged \$20 for the <b>cleaning</b> , 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.
<b>Why not do the work for free instead of given us a \$20 coupon?</b>	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.
<b>Can I use this \$20 towards new firearms?</b>	No it is just safety related products
<b>I have a model 600 or 660 what do I do with this rifle?</b>	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 <a href="http://www.remington.com">www.remington.com</a> .
<b>How do I know if my 600 or 660 has been updated?</b>	If there is a "V" stamped on the left side of the trigger then it has been updated.
<b>My gun fired when I:</b> <ul style="list-style-type: none"> <li>- Closed the bolt.</li> <li>- Moved the gun safety from safe to fire.</li> <li>- Dropped or bumped it hard.</li> </ul> <b>Hang fires (pull the trigger and nothing happens for a second then fires)</b>	Your rifle should be shipped to Remington for inspection to: Remington Arms Co., Inc. Attn: Product Service- TPA 14 Boelter Ave. Ilion, NY 13357
<b>I have a rifle without the bolt-lock feature; can I get it converted to have the bolt-lock?</b>	No, Remington will not make that alteration.
<b>How can I tell if my gun has been altered?</b> <ul style="list-style-type: none"> <li>- check cleanliness</li> <li>- check functioning of gun</li> <li>- have gunsmith review</li> </ul>	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: <a href="http://www.remington.com">www.remington.com</a>
<b>Is the model 700 a safe firearm?</b>	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

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	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 <a href="http://www.remington.com">www.remington.com</a>
<b>I had my rifle changed when the TV program came out, can I have the \$20 coupon?</b>	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.
<b>Can I have a box for shipping?</b>	If you have a rifle that you have a concern about we can send you a box.
<b>Is there a charge for anything other than the trigger?</b>	Yes, there are there items that may need to be changed that are not covered under the \$20 trigger cleaning/inspection.
<b>Is my model eligible for the change if so what is the cost?</b> -721,722 -660,600 -725 -788 -XP-100 -40X -Seven -710	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.
<b>Why did you put a special section on our website for the bolt lock?</b>	Our website is just 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.  Some of our major components are we have rolled out other safety related sections (see website): <ul style="list-style-type: none"> <li>- 10 commandments of Firearms Safety 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> 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.
<b>Is my rimfire under this program because it is a bolt lock gun</b>	Not this program only covers bolt action centerfire firearms
<b>Have the Barber's filed a lawsuit against you</b>	Yes they have.

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<b>Can you tell me anything about the case? Have you paid them a million dollars</b>	I am not able to comment on the particulars of the case. It is between Remington and the Barber family.
<b>Tell me about the Hesters case</b>	As reported it has been settled but I am sorry but we can not comment on the Hester case or any case for that matter.
<b>I heard that ...</b>	I am sorry but we can not comment on the Barber case or any other case.
<b>I heard that the gun used by the mother was .....</b>	I am sorry but we can not comment on the ....