

**Customer calls with question on Model 700 firearms**

Ask the person if they are aware of what type of firearms they have ....

Model 700 rifles manufactured before 1982, (identifiable by serial numbers that have no prefix, or have an "A" or "B" prefix up to B6349999), and some other older Remington rifles (Models 721, 722, 788, 600, and 660 series) were manufactured with a "bolt lock" feature.

Customer wants to get the gun checked out:

Options that we will face:

1. **Clean only** --we will return within approx. 4 weeks -- no charge for services performed. \$6 for S&H will be applicable
  - a. Keep bolt-lock safety
  - b. Keep non bolt lock safety
2. **Clean and update** safety arms by machining off tab that makes it a bolt lock safety - \$15.00 for the repair and \$6 for S&H.
3. **Fire control appears to have been altered** and it is beyond repair/update and we need to replace with a non-bolt lock safety.
  - a. \$42.00 for the replacement and \$6 for S&H.

Can provide ARS label.

Fax, mail, or have consumer download repair instruction form, & include with firearm so that clear precise instructions are provided.

Services can be performed at either Remington or a Remington Authorized Repair Center.

If a safety or accident or property damage claim is made or hinted at then we need to get the gun to Product Services -- Dennis Sanita.