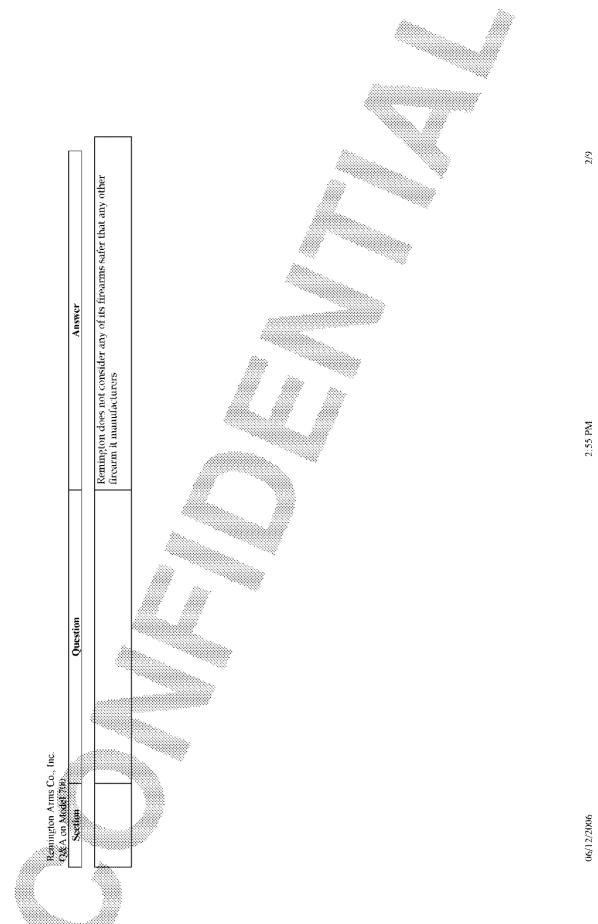
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Remington	Arms	Co.,	(nc
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Section	Question	Answer
neral	How many Remington Model 700's have you made?	Over 4,000,000 Remington Model 700's have been manufactured since 1962.
	They said you locked at 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 Bad 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 Mažzle leader (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?	Remmgton considers all Remington firearms, including the Model 700 safe fir us so long as you adhere to the "10 Commandments of Firearms Safety". Do not make inappropriate alterations to your firearms.
	As a result of this accident, what is Remington's future course of action?	The entire Remington family is saddened by this tragic accident and we extend our condolences in the Barber family. We are redoubling our efforts to educate bunters 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
	Are you going to recall the Model 700 as a result of this tragedy?	www.remington.com . 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 that any other firearm it manufacturers
		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.
5/12/2006		2:55 PM L/9



Subject to Protective Order Williams v. Remington

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REHITZIOU	ATTRS CO., DR.	
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The TV show said you get a lot of complaints regarding Fire on Saiety Release each your and do nothing about it.       Whenever a customer reports a potential safety problem, includi problems such as Fire on Safety Release, Remington seeks to exa firearm including Model 200's to determine the cause of the accid that is not true. Whenever a customer reports a potential safety with any Remington firearns, including firing on safety release. Remington asks to examine the firearm to evaluate its condition, repairs or adjustments are needed they are made.         My gun fired when 1 - Closed the boit - Moved the gun safets from safe to fire - When I dropped it       Aur rile should be shipped to Remington for inspection %: Built Lock safety         Bolt Lock safety       Please tell me if my gun has a bolt lock side yie safety How can I tell if my gun has a bolt lock safety on it for any object of safety is on my firearm       Model 700 Rifles manufactured prior to 1983 included a bolt lock safety on the bolt may be opened with a bolt lock side yie safety is afe position.         When did you switch from a bolt lock style safety to standard safety?       If your bolt canbe opened - The gun has a bolt lock side the folt 0. Make sure your rife is congletely unloaded - no round magazine or chamber 2. Point the muzzle in a safe direction 3. Place the safety in the safety is still in the "5" point 0. If your bolt canbe opened - The gun has a bolt lock side yie with a safety?         When did you switch from a bolt lock style safety to standard safety?       If 902. We switched because the market asked for that feature to be elin We have over the years replaced a persons bolt lock safety with a lock safety.	xdef 7(#)	Ouestion	Answer	٦
on Safety Release each year and do nothing about it.       problems such as Fire on Safety Release. Remington seeks to exa frearm including Model 700's to determine the cause of the acci- with any Remington firearms, including firing on safety release. Remington asks to examine the firearm to evaluate its condition. Pears or adjustments are needed they are made.         My gun fired when it - Closed the boit - When 1 dropped it       Nor rifle should be shipped to Remington for inspection @: Remington Arms Co., Ioc.         Attis Product Services TPA + When 1 dropped it       Nor rifle should be shipped to Remington for inspection @: Remington Arms Co., Ioc.         Joilt Lock afety       Please tell me if my gun bas a bolt lock sitive safety How can I tell if my gun bas the bolt lock sitive safety or in the safety is on my firearm       Model 700/Rifles manufactured since 1983 were not made with a bolt lock sitive is open the bolt in the safety in a safet prime the bill in the safety on a lock firearm where the bill may be agened with the safety on a safe position.         To determine whether your rifle is completely unloaded is no round magazine or chamber 2. Point the muzzle in a safe position 3. Place the safety in the safety is still in the "5" mg 6. If your bolt can be opened. The gun daes not have took safety?         When did you switch from a bolt lock style safety to standard safety?       No were the years replaced a persons bolt lock safety with a lock safety.         When did you switch from a bolt lock style safety to standard safety?       No were the person shot lock safety with a lock safety.         When did you switch from a bolt lock style safety to standard safety?       No were the person shot lock safety wit	<u>* 10000000</u>	Zursaam	45833971	_
<ul> <li>When J dropped it</li> <li>When J dropped it</li> <li>History 1333</li> <li>Bolt Lock afety</li> <li>Please tell me if my gun has a bolt lock style safety to stafely move can I tell if my gun has the bolt lock safety on at How can J tell which type of safety is on my firearm</li> <li>Fiftes manufactured since 1083 were not made with a bolt lock safety on at How can J tell which type of safety is on my firearm</li> <li>If your guid has a bolt lock safety on the safety must be in the "F" or position for you to open the bolt on the gun. This contrasts to an lock firearm when the bolt may be opened with the safety and the safety on the safet position.</li> <li>To determine whether your rifle has a bolt lock safety do the foll</li> <li>Make sure your rifle is completely unloaded in a rounde magazine or chamber</li> <li>Please the safety in the safe position</li> <li>Please the bolt while the safety is still in the "S" point.</li> <li>Gue the bolt your bolt can be opened - The gun daes a bolt lock safety with a bolt lock safety.</li> <li>When did you switch from a bolt lock style safety to standard safety.</li> <li>When did you switch from a bolt lock style safety to standard safety.</li> <li>We removed the bolt-lock from Model 700 rifles made after 1982.</li> <li>We removed the bolt-lock from Model 700 rifles made after 1982.</li> </ul>	on Safety Rehass	g each year and do nothing about it.	Remington asks to examine the firearm to evaluate its condition. If any repairs or adjustments are needed they are made.	
ufety       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       Bifles manufactured since 1983 were not made with a bolt lock st         If your gun has a bolt lock safety, the safety must be in the "F" or position for you to open the bolt on the gun. This contrasts to a r lock firearm where the bolt may be opened with the safety on the safe position.         To determine whether your rifle has a bolt lock safety do the foll         1. Make sure your rifle is completely unloaded no rounds magazine or chamber         2. Point the muzzle in a safe direction         3. Place the safety in the safety is still in the "S" point the muzzle in a safe ty is still in the "S" point the muzzle in a safe to opened - The gun has a bolt lock safety         When did you switch from a bolt lock style safety to standard safety?       In 1982.         We removed the bolt-lock from Model 700 rifles made after 1982	- Moved the - When I dro	gun saféty from safe to fire opped it	Attn: Product Services-TPA 14 Höefler Avenue llien, NY 13337	
safety? We switched because the market asked for that feature to be elin We have over the years replaced a persons bolt lock safety with a lock safety. We removed the bolt-lock from Model 700 rifles made after 1982	How can I tell if How can I tell w	my gun has the bolt lock safety of at the bolt lock safety of a safety is on my firearm	<ul> <li>To determine whether your rifle has a bolf lock safety do the following</li> <li>1. Make sure your rifle is completely unloaded no rounds in magazine or chamber</li> <li>2. Point the muzzle in a safe direction</li> <li>3. Place the safety in the safe position</li> <li>4. Close the bolt</li> <li>5. Try to open the bolt while the safety is still in the "S" position</li> <li>6. If your bolt cannot be opened - The gun has a bolt lock safety</li> <li>7. If your bolt can be opened - Then the gun does not have a bolt lock safety</li> </ul>	ty.
		witch from a bolt lock style safety to standar	<ul> <li>We switched because the market asked for that feature to be eliminated.</li> <li>We have over the years replaced a persons bolt lock safety with a non-bolock safety.</li> <li>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</li> </ul>	

Subject to Protective Order     Remington Arms Co., Inc.       QXEA on Model 3000       Section       Section       Question       Can t get nix firearm, which has a bolt lock safety installed, updated to a current non-bolt lock safety?       How much would it cost?		
Section Question	Answer	
	1	
Can Reet provide a more a bolt lock safety installed.	Yes. We can do it for you in the factory, or you can take it to one of our	
Can t get my firearm, which has a bolt lock safety installed, updated to a current non-bolt lock safety? Set 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	
S How much would it cost?	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.	
_ == ////////////////////////////	includes a non-bolt lock safety.	
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MAE00018091

Remington	Arms Co., Inc.	
OXA on M	od († 768)	

06/12/2006

OXA on Model 70 Section	Question	Answer
	Can Let 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 gillos?	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. Others use the bolt-lock safety as a means of checking to make sure the safety is on "S" position. They know that if they cannot raise the bolt, the safety is on. For those reasons the bolt lock safety feature was used on most military boltsection firearms over the last 50 years. 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 imanner
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?	Please tell me your serial number and I will let you know. 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.
	Please tell me more about the trick test that they referred to in the TV show?	The "tricking" phenomenon referred to in the program has nothing to de- with the type of accidental discharge alleged in the Barber incident. Change was made 25 years ago to prevent possibility form happening. (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 riles to eliminate the potential of such an event. As a result model 700 made after 1975
		cannot be "tricked".)

MAE00018092

Q&A on Model 7(#) Section Question	Answer
	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.
Safety How can Hell if in y freezron is safe?	<ul> <li>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 <ol> <li>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>Or you could send it back to us at the factory and we would be glad to look at if for you:</li> <li>Remember Arms Service Division - TPA 14 Havefler Avenue Host NY 13357</li> </ol> </li> <li>Remember Firearms Safety depends on the person holding the gun and his /her following the 10 commandments of safety</li> <li>Note: Remind people that they should have the guns checked out periodically by a qualified gunsmith</li> </ul>
How can I tell if my gun has been altered? - Check cleanliness of gun - Check functioning of gun - Have gunsmith review	If you have any concerns about the safe functioning of your firearm, especially if acquired used or it is arrolder gun, take it to a RARC gunsmith (or send it to us at Remington) for a complete check-up Mailing address         Remington Arms Co., Inc.         Attn: Arms Service Division - TPA         14 Hoefler Avenue         Ilion, NY 13357         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: www.Remington.com

MAE00018093

Section	Question	Answer
	Is the Model 700 a safe firearm? Why did we put a special section on our website for bolt lock?	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 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 www.remington.com . 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. Additionally we have railed out other safety related sections (see website: 10 commandments course Shoteun safety section Blackpowder safety Stafety product we sell Education links for fincal safety courses It will be updated with more safety related informations on an ongoing basis and the key section will be rotated based on the funting season we Making quality firearms that can be used reliably and safety has always been important to Remington. Focusing on safety on the website is part of that long time concern. The safety section will be updated on an ongoing basis and the key tops will be rotated based on the current hunting season

Remington Arms Co., Inc. O&A on Model 300

Section	Question	Answer	
	Why did we put up a safety section on our website?	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:         10 commandments course         Shotgun safety section         Blackpowder safety         Ammunition safety         Tree Stand safety         Bluction links for local safety courses         The safety section will be updated on an ongoing basis and the key topic will be retained based on the current hunting season	
Cleaning	How should I clean my gun?	See cleaning instructions, website and owners manual/instruction booklet	1
	What should I use when I clean my gun?	See cleaning instructions, website and owners manual/instruction booklet	1
Repair and Checkup services	Where can I take the gun to have it checked out? Obsolete Current production model	<ul> <li>You have two choices: <ol> <li>You should have the file arm checked but by a qualified gunsmith.</li> <li>We can help refer you to one or you can look in your lacal telephone book.</li> </ol> </li> <li>Or you could send it back to us at the factory and we would be glad to look at if for you: Remington Arms Co., Inc.</li> <li>Attn: Arms Service Division - TPA</li> <li>Hoefler Avenue</li> <li>Rion, NY 13357</li> <li>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.</li> <li>Note: Remind people that they should have the guns checked out periodically by a qualified gunsmith NOTE: An obsolete gun may not be repairable</li> </ul>	

Remington Arms Co., Inc. O&A on Model 300

Used guins       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:         Reminington Arms Co., Inc.       Attn: Arms Service Division - TPA         H Hoeffer Avenue       Hoon, NY 13357         Please go to our website and fill out the factory repair form and include it with the firearmis when you send it back to us         Note: Remining people that they should have their guns checked out periodically by a qualified gunsmith         NOTE: An obsolete gun may not be repairable.         Please tell me more about the Collins case?         Why did you settle the case         Theory you paid over S20 million         Please advise me as to what the Garza lawsuit was about?         Garza was a class lawsuit settled in 1990; A was an examine, calaes action lawsuit. See Q&A developed for Carza lawsuit settlement.	Section	Question	Answer
out by a RÅRC 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         H Hoefler Avenue         Hion, NY 13357         Please go to our website and fill out the factory repair form and include it with the firearnis when you send it back to us         Other lawsuits       Is it true you have been sued over xx times?         Please toll me more about the Collins case?       Reminigion's policy is not to comment on the details of hitigation or potential fillingtion.         Please dvise me as to what the Garza lawsuit was about?       Garza was a class lawsuit settled in 1996. It was an genemic value class			
potential fligation           Please tell me more about the Collins case?         Reminiption's policy is not to comment on the details of litigation or           What did you settle the Collins case for         potential fligation.           Why did you settle the case         potential fligation.           I heard you paid over S20 million         Garza was a class lawsuit settled in 1996. It was an geometric value class	Used gins	1 bonght a used gun what should 1 do?	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 Hion, NY 13357 Please go to our website and fill out the factory repair form and include it with the firearnic when you send it back to us Note: Remind people that they should have their guns checked out periodically by a qualified gunsmith
What did you settle the Collins case for       potential filigation.         Why did you settle the case       potential filigation.         I heard you paid over \$20 million       Garza was a class lawsuit settled in 1996. It was an genomic value class	Other lawsuits	Is it true you have been sued over xx times?	potential impation
Why did you settle the case       I heard you paid over \$20 million         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		Please tell me more about the Collins case?	Reminiption's policy is not to common on the details of litigation or
I heard you paid over \$20 million         Garza was a class lawsuit settled in 1996. It was an economic value class           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			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 Carza lawsuit settlement.		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 Carza lawsuit settlement.

## (mportant:

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.