

Remington Arms Co., Inc.  
Q&A on Model 700

Section	Question	Answer
General	How many model 700 have you made?	We have made over 4,000,000
	They said you looked at the gun owned by the Barber family that discharged, what did you find?	As a matter of record we do not comment on the condition of the firearm
	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 have been unable to duplicate the claim. We do look at these guns and make every effort to duplicate the incident and identify any potential concerns
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
	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? How much would it cost	Yes. We can do it for you in the factory or you can take to one of our Authorized Repair centers. The cost for this service is ____ If you would like to do this we would be glad to clean you 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 be installing 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  An example of why someone may want it is that he is 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 you 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	
	Please tell me more about the trick test that they referred to in the TV show	We perched the safety arm between safe and fire, pulled the trigger, 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

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Safety	How can I tell if my firearm is safe	
	How can I tell if my gun has been altered	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	
	What should I use when I clean my gun	
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 Remington Arms Co., Inc. Attn: Arms Service Division - TPA 14 Hoefler Avenue Ilion, NY 13357  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 Remington Arms Co., Inc. Attn: Arms Service Division - TPA 14 Hoefler Avenue

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		Iilon, NY 13357  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	
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 What did you settle the Collins case for Why sis you settle the case I heard you paid over \$20 million	As a matter of record we do not comment on other peoples firearms or previous lawsuits

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...