
From: Watson, Laura M.
Sent: Monday, February 19, 2007 10:54 AM
To: 'Dale Wills'
Subject: FW: 710 Misfire

Dale,
We ordered the box for this customer on 11/18/05.

The customer did not include the serial number when they sent the email.

Customer's address information listed from the email is as follows:

A J DiPasqua
208 Kiowa Drive West
Lake Kiowa, TX 76240
972-280-6173
kiowaangler@yahoo.com

The following incident has been forwarded to you by:
Laura (laura.watson@remington.com)

Sender's Comment

Reference #051115-000077

Summary: 710 Misfire
Rule State: created
Product Level 1: Firearms
Product Level 2: Centerfire Rifles
Date Created: 11/15/2005 02:37 PM
Last Updated: 11/20/2005 03:27 AM
Status: Solved
Assigned: Karin H.
Model_Number: 710
Serial_Number: n/'a

Discussion Thread

Response (Karin H.) - 11/17/2005 07:22 AM
Dear AJ,

We regret you are experiencing a problem with your Model 710.

We would like to speak to you in more detail regarding your inquiry. If you will please contact our Parts & Repair Department with your SERIAL NUMBER, at 1-800-243-9700 Mon-Fri 9-5 EST, our representatives can assist you with this matter.

Thank you for your assistance.

Customer (A J DiPasqua) - 11/15/2005 02:37 PM
I recently experienced a misfire when loading a shell into my Model 710. The rifle fired when I closed the bolt. Is that a result of the recall item or a separate issue? I've had good luck hunting with the rifle. It is very accurate. But, I am now concerned with it's safety. Would it be possible to get some sort of credit towards the purchase of a different Remington Model Rifle?

Auto-Response - 11/15/2005 02:37 PM

Title: What is the difference between a Full, Modified and Improved Cylinder choke?

Link: http://remington.custhelp.com/cgi-bin/remington.cfg/php/enduser/popup_adp.php?p_faaid=122&p_created=954769479

Title: What deer loads do you recommend for shotgun hunting?

Link: http://remington.custhelp.com/cgi-bin/remington.cfg/php/enduser/popup_adp.php?p_faaid=1&p_created=972603698

Title: What can you tell me about the Model 721?

Link: http://remington.custhelp.com/cgi-bin/remington.cfg/php/enduser/popup_adp.php?p_faaid=22&p_created=954853624

Title: What loads can I fire in my fully rifled Remington shotgun barrel?

Link: http://remington.custhelp.com/cgi-bin/remington.cfg/php/enduser/popup_adp.php?p_faaid=23&p_created=954831800

Title: The action on my Model 870 opens when I fire it. Is this normal?

Link: http://remington.custhelp.com/cgi-bin/remington.cfg/php/enduser/popup_adp.php?p_faaid=87&p_created=954351258