

**BARBER - RE 0011704**

Model 710

Discussion Thread

Response (Pete) 11/8/2006 5:34:47 AM

Mr. Snyder My apologies my email has been down since friday of last week.

Due to the unexpected discharge of the weapon we need to get that back into our factory. I will supply you the information needed to return the weapon.

Please send your gun through your local UPS to this address

Remington Arms Corporation  
attn: Fred Supry/product services  
14 Hoefler Avenue  
Ilion, NY. 13357

Please attach some correspondence with your gun explain exactly what is going on with it and what happened.

Customer (Kenneth Snyder) 11/6/2006 3:56:51 PM

> I am replying for the 5th time.

Serial number 71177454

>

Response (Pete) 11/2/2006 8:04:35 AM

Dear Mr. Snyder

Thank you for contacting Remington Arms.

That gun was actually manufactured in 2004 and should not have that issue but obviously it may have some thing going on so I think we need to get the gun in and take a look at it. I will include the instructions on how to go about doing this.

We regret that you are experiencing problems with your firearm. Based on the information you have provided, we suggest that you send your firearm to our Ilion, NY facility.

You can print the factory repair form and instructions at the following section of our site.

[http://www.remington.com/support/repair\\_services/factory\\_repair\\_form.asp](http://www.remington.com/support/repair_services/factory_repair_form.asp)

Or follow these guidelines if in the US:

1. Record the serial number of your firearm before sending it to us.
2. Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box, not a hardcase.
3. Remove all accessories from your firearm to prevent loss or damage. This would include scope, slings, or extra choke tubes.
4. Enclose a letter with the firearm detailing the model name or number of your firearm and serial number along with a full description of the problem. Be sure to include your full name and address (P.O. Box and Street Address), including zip code, daytime telephone number, and e-mail address.
5. Ship your firearm by either United Parcel Service (UPS) or Parcel Post (US Post Office). Remington is not

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responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier. Customer is responsible for shipping charges to the factory.

For U.S. repairs only, ship to:

Remington Arms Company, Inc.  
Attn: Arms Services Division/Repairs  
14 Hoefler Avenue  
Ilion, NY 13357

WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. THIS IS A VIOLATION OF FEDERAL LAW. IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM.

If you have any questions as to the warranty on Remington firearms, please refer to the following section of our site.

<a href="http://www.remington.com/support/warranty/"

Customer (Kenneth Snyder) 11/1/2006 4:43:51 PM

----- Remington Information <info@remington.com> wrote:

> Your reply did not process correctly. Please REPLY to this message and  
> enter the text between the specified lines. Your message has been  
> attached.

>

> [====> Serial Number 71177454<====]

>

> [====> Please enter your reply above this line <====]

>

> =====

> -----

> We hope that this information will be helpful to you. If we

> can be of further assistance, please contact us at

> 1-800-243-9700, M-F, 9am-5pm EST.

> Remington Arms Co. -- America's Oldest Gunmaker

> 870 Remington Drive, Madison, NC 27025

> 1-800-243-9700 or 1-336-548-8700--FAX: 1-336-548-7801

> Visit us in Remington Country at <http://www.remington.com/>

> REMEMBER, FIREARMS SAFETY DEPENDS ON YOU!

> Whether you are a beginner or an advanced user,

> our new Safety Section is a must for everyone.

> <http://www.remington.com/safety>

> -----

>

Response (Pete) 10/30/2006 8:06:04 AM

Dear Mr. Synder

Thank you for contacting Remington Arms.

If you could supply me with the serial number I would be more than happy to check.

Customer (Kenneth Snyder) 10/23/2006 4:40:15 PM

I have a model 710 Remington

It recently discharged unexpectedly.

Is it possible that it could also have the Detent Spring malfunction as in your Detent Spring Recall.

**BARBER - RE 0011706**

This was a very frightening experience.

One that I do not want to experience again. No one was hurt thankfully.

Please reply with any information you may have regarding this problem.

No matches were found.