

**Model 710 – Safety Detent Spring Recall and Replacement Program
Q&A – Consumer/Customer Service**

**Serial # Range Firearms with potential improperly manufactured springs
71009425 – 71087773**

(Serial #'s outside of the range above, are not affected by this program.)
(Only the Model 710 potentially effected by this program.)

1) Is this a recall?

Yes, it is a recall. However, it applies only to those Model 710 rifles within the affected serial number range. Only those rifles may have been assembled with an improperly manufactured "Safety Detent Spring." No other Model 710 rifles are affected by this recall.

2) Will this cause my gun to go off?

No, although unlikely, if your rifle is subject to the recall and has an improperly manufactured "Safety Detent Spring," then the spring may interfere with your ability to fully engage the manual safety in the "safe" or "on" position. While the trigger must still be pulled to fire the rifle, this recall and spring replacement program is intended to insure that your rifles manual safety functions properly.

3) Can I fix the gun myself?

No, if your firearm was assembled with an improperly manufactured spring, it must be replaced by a Remington Authorized Repair Center.

4) Can any gunsmith fix my gun?

No, if your firearm was assembled with an improperly manufactured spring, it must be replaced by a Remington Authorized Repair Center. Remington Authorized Repair Centers will have the necessary replacement springs available for repair, and can complete the repair under warranty.

5) How long will it take?

We have supplied the necessary replacement springs to our repair centers in order to expedite the return of your firearm to you as quickly as possible. Time involved will be dependant on shipping distance, particular repair station, and day of the week firearm is received.

6) Do I have to pay to send it in?

You can arrange to ship the rifle to a Remington Authorized Repair Center in one of to ways:

- 1) You can return the firearm and send us a copy of the receipt for shipping charges for reimbursement or;
- 2) We can send you a UPS label for the shipment of your firearm. (Must be delivered to a UPS pickup center or a small pickup charge is applicable.

- CONFIDENTIAL
- 7) **Is this like the Safety Modification Program?**
No, this Safety Detent Spring Replacement Program is unique to a limited number of Model 710's only. The Model 710 was not a part of the Safety Modification Program.
- 8) **Can I wait until after the season?**
No! If your firearm was assembled with a improperly manufactured Safety Detent Spring, the spring must be replaced immediately.
- 9) **Will my firearm be unsafe if I do not have this done?**
Although unlikely, if your rifle is subject to the recall and has an improperly manufactured "Safety Detent Spring," then the spring may interfere with your ability to fully engage the manual safety in the "safe" or "on" position. Obviously, if your rifle safety is not functioning as designed, this presents a potential safety hazard. Regardless of the condition of your firearm, you must always follow the "10 Commandments of Firearm Safety."
- 10) **Why is this part restricted?**
Like all Remington firearms, because it is an integral part of the internal working mechanisms of the firearm, and part of the trigger assembly, we provide these to only a limited number of our factory trained authorized gunsmiths.
- 11) **Why are you replacing the safety spring?**
Although it is unlikely, if your rifle is subject to the recall and it was manufactured with an improperly manufactured Safety Detent Spring, the spring may interfere with your ability to fully engage the manual safety in the "safe" or "on" position. This recall and replacement program is intended to ensure that your rifles safety functions properly.
- 12) **How do I know if my rifle is involved?**
By providing the serial # of your firearm we can identify whether your rifle may have been assembled with improperly manufactured Safety Detent Spring.
- 13) **Do I have to pay for the modification?**
No!
- 14) **Where do I send my firearm?**
A) Paducah Shooter Supply
B) Remington Authorized Repair Center in your area.