

**Model 710 - Safety Detent Spring 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?

No, a recall is typically regarded as a mandatory return for the repair or replacement of parts for identified as a problem on an entire model line. In this particular case, a relatively small # of firearms, specifically segmented by serial # have been identified as potentially being assembled with an improperly manufactured "Safety Detent Spring".

2) Will this cause my gun to go off?

No, this will not cause your gun to fire. Although it is unlikely, if your firearm was manufactured with a improperly manufactured Safety Detent Spring, the spring could possibly bind and give the shooter a false indication of the safety arm position on the trigger assembly. Closely adhering to the 10 Commandments of Firearm Safety will help to insure that accidents are avoided at all times.

3) Can I fix the gun myself?

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

5) How long will it take?

We have supplied the necessary parts 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?

In order to inspect & complete the repair in the most efficient manner, it would require you to pay the shipping charges to get the firearm to one of our Remington Authorized facilities.

****You could return the firearm and send us a copy of the receipt for shipping charges for reimbursement.**

****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, we recommend that the spring be replaced immediately.
- 9) **Will my firearm be unsafe if I do not have this done?**
. Although it is unlikely, if your firearm was manufactured with a improperly manufactured Safety Detent Spring, the spring could possibly bind and give the shooter a false indication of the safety arm position on the trigger assembly. Closely adhering to the 10 Commandments of Firearm Safety will help to insure that accidents are avoided at all times.
- 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 is this not a recall?**
A recall is typically regarded as a mandatory return for the repair or replacement of parts for identified as a problem on an entire model line. In this particular case, a relatively small # of firearms, specifically segmented by serial # have been identified as potentially being assembled with an improperly manufactured "Safety Detent Spring."
- 12) **Why are you replacing the safety spring?**
Although it is unlikely, if your firearm was manufactured with a improperly manufactured Safety Detent Spring, the spring could possibly bind and give the shooter a false indication of the safety arm position on the trigger assembly. Closely adhering to the 10 Commandments of Firearm Safety will help to insure that accidents are avoided at all times.
- 13) **How do I know if my rifle is involved?**
By providing the serial # of your firearm we can identify if your firearm was manufactured with a improperly manufactured Safety Detent Spring.
- 14) **Do I have to pay for the modification?**
No!
- 15) **Where do I send my firearm?**
A) Paducah Shooter Supply
B) Remington Authorized Repair Center in your area.