

common occurrence in Model 710 and I do not agree with your statement that is an obvious design defect. To date, all repairs of any kind on the Model 710 are running less than 2% of the total units manufactured. For the first year in production of a consumer product, that is respectable. Am I satisfied with that level of repair? Of course I am not. One repair is one repair too many and we will always strive to improve.

The material used in the magazine latch is very strong. The only issue that has come to our attention is that a product known as Birchwood-Casey® Gunscrubber® which is an aggressive chlorinated solvent intended for use as a degreaser to be used on metal components has an adverse reaction to this material, as well as other synthetic materials and finishes. Excessive contact of the Gunscrubber product can make the magazine latch brittle. To my knowledge, this is the only component in the Model 710 that has an adverse reaction to the Gunscrubber product. The synthetic receiver insert and other synthetic components on the Model 710 are not adversely affected by Gunscrubber.

Now, as a consumer myself, I can appreciate and sympathize with your position. Your rifle broke, and you had to have it repaired. That can never be acceptable. My rhetoric and reasoning surrounding the durability of the magazine latch and the low repair rate on the Model 710 do nothing to resolve your situation. If yours was the only magazine latch that needed replacing, it is irrelevant. It happened to your rifle and caused you an inconvenience and I can not apologize enough for that.

As a token of appreciation for your candid and insightful letter, I have enclosed a Remington hat. Also, I think I can deduce from your letter that your Model 710 is chambered for .270 Win, but I wanted to be sure. If upon receipt of this letter you contact my assistant Bonnie Martin at (800) 243-9700 Ext. 8652 with your correct caliber and shipping address, I have arranged to have a case of our Core Lokt® ammunition in either .270 Win or .30-06 shipped to you.

Again, thank you for your input. We at Remington truly value your opinion and your patronage.

Best Regards,

John C. Trull  
Product Manager - Rifles

Cc: Tommy Millner  
Bonnie Martin