

Draft — November 26, 2002

## PRIVILEGED &amp; CONFIDENTIAL

**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 two 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.

**7) Is this like the Safety Modification Program for Model 700's with bolt lock mechanisms?**

No, this Safety Detent Spring Replacement Program is unique to a limited number of Model 710's. The Model 710 was not a part of the Safety Modification Program for Model 700's with bolt lock mechanisms.

**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?**

Even if the improperly manufactured "Safety Detent Spring" causes the safety mechanism to malfunction, that by itself would not cause the rifle to fire. However, although it is unlikely, if your rifle was assembled with an improperly manufactured "Safety Detent Spring," then the spring may interfere with the ability of the manual safety to fully engage in the "safe" or "on" position. Moreover, the user may not be aware of the fact that the mechanism has not properly engaged. While the trigger must still be pulled to fire the rifle, this recall and spring replacement program is intended to insure that the manual safety of your rifles functions properly.

**10) Why is this part restricted?**

Because the spring is an integral part of the internal working mechanisms of the firearm, and part of the trigger assembly, we only provide the part to a limited number of our factory trained authorized gunsmiths. Remington has the same policy with regard to all its firearms, not just the Model 710.