

Privileged and Confidential – November 26, 2002

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 voluntary recall of a limited number of guns. The recall 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 and no other Remington firearms of any model, are affected by this recall.
- 2.) Will this improperly manufactured "Safety Detent Spring" cause my gun to go off?
No. 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.
- 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 dependent 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.