

Remington®

To: All Employees
Date: October 21, 2010
Re: CNBC Model 700 Program

In response to last night's inaccurate CNBC program, we launched www.Remington700.tv.

CNBC ignored facts and information provided by Remington and instead relied on allegations, misleading anecdotes, and false claims. Over 5 million Model 700s have been safely and reliably used by millions of shooters, military personnel and law enforcement officers for almost fifty years. The Model 700 is the most popular bolt-action rifle in the world.

The United States Army recently awarded a new contract to upgrade the M24 Sniper Weapon System which requires the same Model 700 action and the Walker fire control system disparaged by CNBC. Despite recent media coverage, the Army reaffirmed its trust in the M24, the Model 700, the Walker fire control system, and Remington Arms Company.

Visit www.Remington700.tv today and view our initial response to CNBC's story. New videos and responses will be added daily. Please encourage others to visit the site.

Thank you all for your commitment to quality and keep up the good work!

October 21, 2010 Talking Points

CNBC AIRED A STORY REGARDING THE REMINGTON MODEL 700. WE PROVIDED CNBC WITH A LOT OF FACTUAL INFORMATION AND BACKGROUND MATERIALS, BUT THE STORY WAS BASED ON UNPROVEN ALLEGATIONS FROM TRIAL LAWYERS. WE ARE DISAPPOINTED WITH THE INACCURACIES THAT DOMINATED THE PROGRAM. THE REMINGTON MODEL 700 IS THE MOST POPULAR AND TRUSTED BOLT-ACTION RIFLE IN THE WORLD, WITH OVER 5 MILLION RIFLES PRODUCED AND BILLIONS OF ROUNDS FIRED SINCE 1962. AS ALWAYS, WE STRONGLY URGE EVERYONE TO PRACTICE THE TEN COMMANDMENTS OF FIREARM SAFETY. YOU CAN VISIT WWW.REMINGTON700.TV AND VIEW OUR RESPONSE TO CNBC'S BIASED PROGRAM. LOG ON TO THE SITE OFTEN AND ENCOURAGE ALL OF YOUR FRIENDS TO VISIT THE SITE, TOO.

- **Is my gun safe? Is it OK to use my gun?**
All firearms should be properly maintained and adjusted only by a qualified gunsmith. If you have any concerns about your Remington Model 700, or any firearm, have it inspected by a qualified gunsmith before use.
- **Will my gun fire on safe release or upon bolt close?**
Both Remington and experts hired by trial lawyers have conducted testing on guns returned from the field which were claimed to have fired without a trigger pull, and neither has ever been able to duplicate such an event on guns which had been properly maintained and which had not been altered after sale.
- **What are the Ten Commandments of Firearm Safety?**
The Ten Commandments of Firearm Safety are the common sense rules of safe gun handling. A printed copy of the Ten Commandments of Firearm Safety are contained in every Remington firearm Owner's Manual. You can also obtain a copy of the Ten Commandments of Firearm Safety on Remington's website: www.remington.com. We can also send you a copy if you will like if you can give me your address or e-mail address.
- **Can I send my gun to you for inspection?**
You can send the gun to us or to any of our Remington Authorized Service Centers. We can provide you with a list of addresses and phone numbers.
- **Will there be a charge for the inspection?**
If you send the gun to us we will inspect it for free; you only have to pay for shipping. If the gun is out of warranty and the charge is less than \$75 then we make the repair and return the gun to you COD. If the charge is greater than \$75 then we call you for authorization to proceed. If you send the gun to a Remington Authorized Service Center you will have to contact them for their service charges.
- **Where can I get more information?**
You can visit www.Remington700.tv and view our response to CNBC's biased program. Spend some time and check out some of the almost 700 videos about the Model 700. Log on to the site often and encourage all of your friends to visit the site, too.

*****Internal Use Only*****

700 Log Sheet - 2010 CNBC Story

Date: 10/20/10 CSR: Andrew Turner

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Calling to support Remington

700 Log Sheet – 2010 CNBC Story

Date: 10-21-10 CSR: J.B. Irving

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Which style trigger does my gun have?

700 Log Sheet – 2010 CNBC Story

Date: 10-21-10 CSR: J.B.

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

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- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Paul Owen

Address: P.O. Box 356
Carver, MA 02330

Phone: 781-361-5072

Serial #: E 6831020

Send an ARS label *- Dam sending label.*

Comments:

Gun has fired in past when
~~pushing~~ pushing off safety.

700 Log Sheet – 2010 CNBC Story

Date: 10-21-10 CSR: JJT

Is the customer calling as a result of the broadcast? **(YES)** NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Steve Valenti

Address: 464 Broad St.
Pittsston, PA 18640

Phone: 570-654-8954

Serial #: N/A

Send an ARS label

Comments:

were his 3 700's safe? what's
the real story - referred to website

700 Log Sheet - 2010 CNBC Story

Date: 10-21-10 CSR: JJT

Is the customer calling as a result of the broadcast? **(YES)** NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Greenville, NC

Phone: 252-341-9015

Serial #: 56222432

Send an ARS label

Comments:

He wanted to know if his 700 was one of "the defective ones".

700 Log Sheet – 2010 CNBC Story

Date: 10-21-10 CSR: [Signature]

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Portland, OR

Phone: 503-227-6639

Serial #: NA

Send an ARS label

Comments:

just wanted to ask if his 2 700's were ok.

*****Internal Use Only*****

700 Log Sheet – 2010 CNBC Story

Date: 10/21/10 CSR: Dell

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller: N/A

Angry at Remington Supportive of Remington

Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)

Inquisitive about Remington position

Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700

seeking company feedback regarding direction/use of personal Model 700

claims they experienced a "safety" related issue with their personal Model 700

has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Paul Zlotek

Address: 39460 Hills Creek Rd
Springfield, OR 97475

Phone: 541-766-2845

Serial #: n/a

Send an ARS label

Comments:

Went off w/ safety on. No injury - no damage

700 Log Sheet - 2010 CNBC Story

Date: 10/21/10 CSR: Dell

Is the customer calling as a result of the broadcast? YES **(NO)**

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? **(YES)** NO

Consumer Name: Glenn Hadley

Address: 29270 Fox Hollow Rd
Eugene, OR 971405

Phone: 541-684-5939

Serial #: 756754166

Send an ARS label

Comments:

FBC - No injury - No damage

700 Log Sheet – 2010 CNBC Story

Date: 10/21/10 CSR: Dell

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC
None of these

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback
None of these
He heard clients talking

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: n/a

Address: n/a

Phone: 772-562-5488 (Unpub, listed - Vero Beach, FL or Seaside, FL)

Serial #: _____

Send an ARS label

Comments:

Had incident a year ago & sold the gun.
He wanted to send us his repair bills for his truck door.
Did not send ARS label

700 Log Sheet - 2010 CNBC Story

Date: Oct. 21, 2010 CSR: SDJ

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: KEN WARREN

Address: _____

Phone: 607-757-3120

Serial #: 336969, and B670153

Send an ARS label

Comments:

Referred to web site, was community
favorable.

700 Log Sheet – 2010 CNBC Story

Date: 10-21-10 CSR: Danny

Is the customer calling as a result of the broadcast? **(YES)** NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Loves his 700's used for over
30 years

700 Log Sheet – 2010 CNBC Story

Date: 10-21-20 CSR: Danny

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Very Supportive General Info Questions only

700 Log Sheet – 2010 CNBC Story

Date: 10/21/10 CSR: T-avis

Is the customer calling as a result of the broadcast? **(YES)** NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

*****Send an ARS label*****

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 10/21/10 CSR: Chris

Is the customer calling as a result of the broadcast? **YES** NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

*****Send an ARS label*****

Comments:

Transferred to Product Service

700 Log Sheet – 2010 CNBC Story

Date: 10/21/10 CSR: Chris

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Ask about cost of replacement X-Mark trigger

700 Log Sheet - 2010 CNBC Story

Date: 10/21/10 CSR: Andrew Turner

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO
Consumer Name: Tom Murdock (Shawano Gun & Loan)

Address: _____

Phone: 715-524-5099

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 10/21 CSR: Eric

Is the customer calling as a result of the broadcast? **YES** NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

*****Send an ARS label*****

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 10-21-10 CSR: J.B.

Is the customer calling as a result of the broadcast? **YES** NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

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- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Question: What type trigger does my
gun have.

700 Log Sheet – 2010 CNBC Story

Date: 10-21-10 CSR: J.B. Irving

Is the customer calling as a result of the broadcast? **YES** NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
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- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Question: Has problem with the trigger
been corrected?

700 Log Sheet – 2010 CNBC Story

Date: 10-21-10 CSR: J.B. Irving

Is the customer calling as a result of the broadcast? **YES** NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Question: Does my gun have the
X-Mark pro trigger?

*****Internal Use Only*****

700 Log Sheet – 2010 CNBC Story

Date: 10-26-10 CSR: Q Huck

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Referred to website

700 Log Sheet - 2010 CNBC Story

Date: 10-21-10 CSR: C. Huel

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
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- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

ORDERED New CDL
wanted to know ABOUT TRIGGER

700 Log Sheet – 2010 CNBC Story

Date: 10-21-10 CSR: LM

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: David

Address: _____

Phone: 219-696-0585

Serial #: _____

Send an ARS label

Comments:

want us to test or make sure we make good products - hard to understand

700 Log Sheet – 2010 CNBC Story

Date: 10-21-10 CSR: LL

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
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- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

check SN #

700 Log Sheet – 2010 CNBC Story

Date: 10-21-10 CSR: AARON

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington

Supportive of Remington

Angry at CNBC for airing

Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)

Inquisitive about Remington position

Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700

seeking company feedback regarding direction/use of personal Model 700

claims they experienced a "safety" related issue with their personal Model 700

has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory?

YES

NO

Consumer Name: ^{Scott} TR Nelson

Address: 25320 Eagle River Rd

Eagle River, AK 99577

Phone: 908-527-1600

Serial #: N/A

was Riding on an ATV
Gun loaded in Rack
Safter in Fire Positic
Gun Fired while dtt
on TRail

Send an ARS label yes

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 10-21-10 CSR: AARON

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Joe Massaro

Address: 131 ARNOLD PI
THORNWOOD, NY 10594

Phone: 914-741-9618 914-552-7534

Serial #: 56230814

Send an ARS label

Comments:

wanted to deliver himself

1993 GUN
270 SS
SYNTHETIC

700 Log Sheet – 2010 CNBC Story

Date: 10/21 CSR: Eric

Is the customer calling as a result of the broadcast? ~~YES~~ NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

CANADIAN

JUST HAS CONCERNS ABOUT NEW 770

Customer Owns a Model 700:

- General concern of safety with personal model 700 770
- seeking company feedback regarding direction/use of personal Model 700 770
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 10/21 CSR: ERIC

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

*Just a concern about
Program.*

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 10/21 CSR: ERIC

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Very Irrate

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: TOM LYONS

Screamie

Address: _____

Phone: 941-321-4666

Serial #: _____

Send an ARS label

Comments:

*Does NOT own
Any Remingtons But
Pleased we are
going to fall
as a company.*

700 Log Sheet – 2010 CNBC Story

Date: 10-21-10 CSR: J.B. Irving

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Called asking about the Safety Mod. Program.
Wanted to know when gun was made.

*****Internal Use Only*****

700 Log Sheet - 2010 CNBC Story

Date: 10-21-10 CSR: J.B. Irving

Is the customer calling as a result of the broadcast? **(YES)** NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

He checked date of manufacture, then
said he was never buying another Remington.

700 Log Sheet – 2010 CNBC Story

Date: 10-21-10 CSR: JB Irving

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington

Supportive of Remington

Angry at CNBC for airing

Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)

Inquisitive about Remington position

Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700

seeking company feedback regarding direction/use of personal Model 700

claims they experienced a "safety" related issue with their personal Model 700

has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Gunsmith: He said he has never had a problem. (pro Remington)

700 Log Sheet – 2010 CNBC Story

Date: 10-21-10 CSR: J.B. Irving

Is the customer calling as a result of the broadcast? **YES** NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

*****Send an ARS label*****

Comments:

Question: Are there certain models
that have this problem?

700 Log Sheet – 2010 CNBC Story

Date: 10-2-10 CSR: RON

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 10-21-10 CSR: LcyAW

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: LARRY HAMBURGER

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

General Questions about 700

700 Log Sheet – 2010 CNBC Story

Date: 10/21/10 CSR: LoAN

Is the customer calling as a result of the broadcast? **YES** NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES **NO**

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Trigger Questions

700 Log Sheet – 2010 CNBC Story

Date: 10/21/10 CSR: Anita Oakley

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Referred him to Sportsman's Haven
Closest Remington Dealer to him

700 Log Sheet – 2010 CNBC Story

Date: 10/21/10 CSR: Anita Oakley

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Consumer uses Grice Gun Shop in PA
He will take his 2 Model 700's to them to inspect

700 Log Sheet – 2010 CNBC Story

Date: 10/21/10 CSR: Anita Oakley

Is the customer calling as a result of the broadcast? **(YES)** NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700 770
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Harry Crabtree

Address: 7237 Clawson Court
West Chester, OH 45069

Phone: 513-330-6220

Serial #: did not have - at work

Send an ARS label

Comments:

sent ARS label to send Firearm
to Sportsman's Haven

700 Log Sheet – 2010 CNBC Story

Date: 10/21/10 CSR: Anita Oakley

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

wanted to know if we were going to recall our 700's - wanted to know what

*****Internal Use Only*****

700 Log Sheet – 2010 CNBC Story

Date: 10/21/10 CSR: Anita Oakley

Is the customer calling as a result of the broadcast? **(YES)** NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: A16913275

Send an ARS label

Comments:

wanted to know what type of trigger he had on gun -
Happy with his Firearm

700 Log Sheet – 2010 CNBC Story

Date: 10/21/10 CSR: Anita Cooney

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700

has not experienced a problem but wants firearm inspected (fill out address) send to an RARC
But wants to send to FACTORY - - -

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Michael Karmash

Address: 38 Hickory way

Mt Arlington NJ 07856

Phone: 973 398-1301

Serial #: A3206493

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 10/21 CSR: Sara

Is the customer calling as a result of the broadcast? **YES** NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Gary Mondello

Address: _____

Phone: 904-282-2875

Serial #: 6892995 - RE00155003

Send an ARS label

Comments:

calling to see if trigger was replaced under
shop when sent in in 2008 - yes, replaced w/ x-mark pro

700 Log Sheet – 2010 CNBC Story

Date: 10-21-10 CSR: Danny

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Charles Gardka

Address: 3 Baxter Pl
Pequannock NJ 07440

Phone: 973-696-5642

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 10/21/10 CSR: Travis

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

*****Send an ARS label*****

Comments:

sending for SMP.

700 Log Sheet - 2010 CNBC Story

Date: 10/21/10 CSR: Dan

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

*NOT INTERESTED
JUST CURIOUS*

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 10/21/10 CSR: LW

Is the customer calling as a result of the broadcast? YES NO Trucker heard on CB

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 10/21/10 CSR: LMW

Is the customer calling as a result of the broadcast? **YES** NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 10/21/10 CSR: LMW

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

*****Internal Use Only*****

700 Log Sheet – 2010 CNBC Story

Date: 10-21-10 CSR: AARCA

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Charles Kovalik

Address: _____

Phone: 734-453-5817

Serial #: A6424814

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 10-21-10 CSR: A Huek

Is the customer calling as a result of the broadcast? **YES** NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

*****Send an ARS label*****

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 10-21-10 CSR: J.B. Irving

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

He is sending in 2 guns
for SMP.

700 Log Sheet – 2010 CNBC Story

Date: 10-21 CSR: J.B. Irving

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Questioned about purchasing a
new trigger.

700 Log Sheet - 2010 CNBC Story

Date: 10/21/10 CSR: Andrew Tur

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

*****Send an ARS label*****

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 10/21/10 CSR: LW

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington ___ Supportive of Remington
- ___ Angry at CNBC for airing ___ Supportive of CNBC

Nature/Purpose of Call:

- ___ Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- ___ Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700 → 770
- ___ seeking company feedback regarding direction/use of personal Model 700
- ___ claims they experienced a "safety" related issue with their personal Model 700
- ___ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Rolando Valdes

Address: 3224 SW 24th Terrace Alt
miami, FL 33145 ELISA

Phone: 786-368-3317 F 305-539-5234

Serial #: _____

Send an ARS label

Comments:

189929 - being returned for
non trigger related problem

700 Log Sheet – 2010 CNBC Story

Date: 10/21/10 CSR: Travis

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 10/21/10 CSR: Travis

Is the customer calling as a result of the broadcast? YES **NO**

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

*****Send an ARS label*****

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 10/21/10 CSR: [Signature]

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Mey DA SMP

700 Log Sheet – 2010 CNBC Story

Date: 10/21/10 CSR: Chris

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

*****Send an ARS label*****

Comments:

Do I have anything to be worried about? etc.

700 Log Sheet – 2010 CNBC Story

Date: 10/21/10 CSR: Chris

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: (710) 71298602 700(B6861096)

Send an ARS label

Comments:

Asked about getting an X-Mark trigger

700 Log Sheet – 2010 CNBC Story

Date: 10/21/10 CSR: Sara

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller: neutral

Angry at Remington Supportive of Remington

Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)

Inquisitive about Remington position

Calling to provide broadcast feedback

Customer Owns a Model 700: 1970 700 BDL

General concern of safety with personal model 700

seeking company feedback regarding direction/use of personal Model 700

claims they experienced a "safety" related issue with their personal Model 700

has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Mike

Address: Thousand Oaks
California

Phone: 805-496-3898

Serial #: _____

Send an ARS label

Comments:

Saw the special + just wanted info on how to
participate in SMP - referred to RARC

700 Log Sheet – 2010 CNBC Story

Date: Oct. 21, 2010 CSR: SDJ

Is the customer calling as a result of the broadcast? **YES** NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? **YES** NO

Consumer Name: Rob WALKER

Address: 615 FOWLER Rd.
MONROE, NC 28110

Phone: 704 219-2357

Serial #: 71111971

Send an ARS label Label requested

Comments:
Stated gun discharged in his house.

700 Log Sheet – 2010 CNBC Story

Date: _____ CSR: _____

Is the customer calling as a result of the broadcast? **YES** NO

Initial tone/Attitude of the caller:

- Angry at Remington ___ Supportive of Remington
- ___ Angry at CNBC for airing ___ Supportive of CNBC

Nature/Purpose of Call:

- ___ Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- ___ Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- ___ seeking company feedback regarding direction/use of personal Model 700
- ___ claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? **YES** NO

Consumer Name: William Ambler

Address: HC 75 BOX 22
Alderson, WV 24910

Phone: 304-646-4027

Serial #: _____

Send an ARS label

Comments:

- wants to return 700 for replacement + refund - told him we would hsp it

- thinks it really is going to hurt Remington

700 Log Sheet – 2010 CNBC Story

Date: 10/21/10 CSR: Andrew Turner

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: ~~815-482-3088~~ 815-482-3088

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 10/21/10 CSR: Andrew Turner

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Doran Archuleta

Address: _____

Phone: 505-486-6968

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 10-21-10 CSR: JJT

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback ("why would they air such a program - scared me to death!")

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Steve Welch

Address: _____

Charlotte, NC

Phone: 704-394-5519

Serial #: did not have SN's - had 4

Send an ARS label

Comments:

will call back w/ SN's; encouraged him to go to website.

700 Log Sheet – 2010 CNBC Story

Date: 10/21/10 CSR: Anita Oakley

Is the customer calling as a result of the broadcast? **(YES)** NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Robert Dexter

Address: 1865 S. Ogemaw Trl.
West Branch, MI 48661

Phone: 989-873-6994

Serial #: 12564 - Only # on receiver - no other #'s on firearm

Send an ARS label

Comments:

Referred him to Williams Gun Sight

700 Log Sheet – 2010 CNBC Story

Date: 10/21/10 CSR: Anita Oakley

Is the customer calling as a result of the broadcast? **YES** NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Rachel Hall

Address: 191 Lake Rd.

Tellico Plains, TN 37385

Phone: 423-261-2844

Serial #: 71546855

Send an ARS label

Comments:

Feels Firearm is unsafe because
it has walker Trigger

700 Log Sheet – 2010 CNBC Story

Date: 10/21/10 CSR: Anita Oakley

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington

Supportive of Remington

Angry at CNBC for airing

Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)

Inquisitive about Remington position

Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700

seeking company feedback regarding direction/use of personal Model 700

claims they experienced a "safety" related issue with their personal Model 700

has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

wants to take his older model 700
to be inspected by closest Repair Center -
in Houston TX

700 Log Sheet – 2010 CNBC Story

Date: Oct. 21, 2010 CSR: SDW

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: MALK SAIEED

Address: 4240 WICHAMOND RD
GREENVILLE, NC 27834

Phone: 252-717-2173

Serial #: A6645025

Send an ARS label

Comments:

States gun has fire with safety once before and wants it checked out.

700 Log Sheet - 2010 CNBC Story

Date: 10/21/2010 CSR: Daniel

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Neutral

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Never had issue but was informed we will gladly inspect fire of charge

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 10/21/10 CSR: Daniel Cox

Is the customer calling as a result of the broadcast? **YES** NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Neutral

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES **NO**

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

said it was a new gun and has no issue was just calling to inquire

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 10-21-10 CSR: JB Irving

Is the customer calling as a result of the broadcast? **YES** NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

*****Send an ARS label*****

Comments:

He has not had any issues, but is concerned about safety. He will call back if any issues.

700 Log Sheet – 2010 CNBC Story

Date: 10/21/10 CSR: Watts

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC
Neutral

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

*Sending to
Sportsman Haven*

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 10/21/10 CSR: Watts

Is the customer calling as a result of the broadcast? **YES** NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC *Neutral*

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES **NO** *Gave RARC + Prelim Info*

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Only checking on it due to program.
He will have a gunsmith look at it as "routine maintenance"

700 Log Sheet – 2010 CNBC Story

Date: 10/21 CSR: Eric

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington

Supportive of Remington

Angry at CNBC for airing

Supportive of CNBC

*with some Reservation
- concerned
- Bit Paranoid*

Nature/Purpose of Call:

Calling to offer support (pro-Remington)

Inquisitive about Remington position

Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700

seeking company feedback regarding direction/use of personal Model 700

claims they experienced a "safety" related issue with their personal Model 700

has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

→ WAS Very Concerned about Program

700 Log Sheet – 2010 CNBC Story

Date: 10-21-10 CSR: Chun

Is the customer calling as a result of the broadcast? **YES** NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model-700 7600
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Wanted to know if
same trigger.

700 Log Sheet – 2010 CNBC Story

Date: 10-21-2010 CSR: A Huck

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Had older model 700
suggested safety modification

700 Log Sheet – 2010 CNBC Story

Date: 1 _____ CSR: Offach _____

Is the customer calling as a result of the broadcast? **YES** NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? **YES** **NO**

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Had small problem with
feeding. Lives near Atlanta

700 Log Sheet – 2010 CNBC Story

Date: 10/21/2010 CSR: cm

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700

has not experienced a problem but wants firearm inspected (fill out address) send to an RARC *local gunsmith*

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Fred

Address: CA

Phone: 706-367-8593

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 10-21-10 CSR: [Signature]

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: A6361187

Send an ARS label

Comments:

SMP Program

700 Log Sheet – 2010 CNBC Story

Date: 10/21/10 CSR: Andrew Turner

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

*****Internal Use Only*****

700 Log Sheet – 2010 CNBC Story

Date: 10/21/10 CSR: Chris

Is the customer calling as a result of the broadcast? **YES** NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700 710
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 10/21/10 CSR: Travis

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

was curious if there was any truth to
the story or if it was "BS hype."

700 Log Sheet – 2010 CNBC Story

Date: 10-21-10 CSR: Danny

Is the customer calling as a result of the broadcast? **(YES)** NO

Initial tone/Attitude of the caller:

Angry at Remington ___ Supportive of Remington
___ Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

___ Calling to offer support (pro-Remington)
___ Inquisitive about Remington position
___ Calling to provide broadcast feedback

Customer Owns a Model 700:

___ General concern of safety with personal model 700
___ seeking company feedback regarding direction/use of personal Model 700
___ claims they experienced a "safety" related issue with their personal Model 700
___ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

*****Send an ARS label*****

Comments:

~~Will~~ Will never buy a Remington

700 Log Sheet – 2010 CNBC Story

Date: 10/21/10 CSR: Anita Oalley

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

*****Internal Use Only*****

700 Log Sheet – 2010 CNBC Story

Date: 10/21/10 CSR: Anita

Is the customer calling as a result of the broadcast? YES NO didn't call

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

wanted X-Mark Pro Trigger put in firearm
Told him to send to factory as he requested

700 Log Sheet – 2010 CNBC Story

Date: 10/21/10 CSR: Anita Oakley

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO Service Center

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 10/21/10 CSR: Zara

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington ___ Supportive of Remington
- ___ Angry at CNBC for airing ___ Supportive of CNBC

Nature/Purpose of Call:

- ___ Calling to offer support (pro-Remington)
- ___ Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700: N/A -owns 552 + 750 (new, wishes he never bought it no

- ___ General concern of safety with personal model 700
- ___ seeking company feedback regarding direction/use of personal Model 700
- ___ claims they experienced a "safety" related issue with their personal Model 700
- ___ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Steve Swartz

Address: _____

Michigan

Phone: 248-342-0003

Serial #: _____

Send an ARS label

Comments: - Hung up on 1st time he called in
- Angry about 9yr old boy is dead because of S.S4
- Believes CNBC + videos of military personnel

700 Log Sheet - 2010 CNBC Story

Date: 10/21/10 CSR: Sara

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

neutral
___ Angry at Remington ___ Supportive of Remington
___ Angry at CNBC for airing ___ Supportive of CNBC

Nature/Purpose of Call:

___ Calling to offer support (pro-Remington)
___ Inquisitive about Remington position
___ Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
___ seeking company feedback regarding direction/use of personal Model 700
___ claims they experienced a "safety" related issue with their personal Model 700
___ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Mike

Address: _____

VA

Phone: 608-275-3340

Serial #: _____

Send an ARS label

Comments:

wanted to know if problems were specific to caliber / he has 7mm

700 Log Sheet – 2010 CNBC Story

Date: 10-21-10 CSR: JJT

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Ronald Moraine

Address: 3700 Cliffwood Dr.
Colleyville, TX 76034

Phone: 817-281-1128

Serial #: 3 models → 6538842, G6483554, G6358061

Send an ARS label

Comments:

has never had a problem w/ any of 3 700's;
specifically, the older 700 has never misfired.

700 Log Sheet – 2010 CNBC Story

Date: 10/21/10 CSR: Elijah

Is the customer calling as a result of the broadcast? **YES** NO

Initial tone/Attitude of the caller:

Neutral

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? **YES** NO

Consumer Name: Sam Wilson

Address: 28 Green Meadow Ln
Binghamton, NY 13901

Phone: _____

Serial #: Didn't have at this time

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: Oct 21, 2010 CSR: SDJ

Is the customer calling as a result of the broadcast? **(YES)** NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington *indifferent*
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Refused

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

States he will call back with serial number, referred to web site for additional info

*****Internal Use Only*****

700 Log Sheet – 2010 CNBC Story

Date: 10/21/10 CSR: Daniel

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

N/A
Curious

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

*Distributor
Calling on CNBC
program*

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 10/21 CSR: Daniel

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Concerned

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Preferred local RARC do initial inspection

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 10/21/10 CSR: ~~10/21/10~~ Logan

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Harpe, Rodney

Address: 2671 SW 23 RD ST / 174 Fairway DR
Miami, FL 33145 / ADVANCE NC 27006
305 859 9853

Phone: 336-409-5523

Serial #: S10416877

Send an ARS label

Comments:

Lost Faith, wants us to buy back his firearm (700)

700 Log Sheet – 2010 CNBC Story

Date: 10/21/10 CSR: Chris

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Matt

Address: Gander Mtn

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Said he was getting calls.

700 Log Sheet – 2010 CNBC Story

Date: 10/21/10 CSR: Chris

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 10/21/10 CSR: _____

Is the customer calling as a result of the broadcast? **YES** NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700 *7 Seven*
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Sending a 700 in for SMP

700 Log Sheet - 2010 CNBC Story

Date: 10/21/10 CSR: [Signature]

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: JAMES RATHIFF

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

LOVE REMINGTON

700 Log Sheet – 2010 CNBC Story

Date: 10-21-20 CSR: Danny

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Taking to Gander Mt. for inspection

700 Log Sheet – 2010 CNBC Story

Date: 10/21/10 CSR: Don

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Louis Herrera

Address: 2601 SW 24th Ave
Miami, FL 33133

Phone: 786-469-0189

Serial #: N/A

*****Send an ARS label*****

Comments:

SENT 2 Labels

700 Log Sheet – 2010 CNBC Story

Date: 10-21-2010 CSR: UNW

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO ARS

Consumer Name: Jamie Plancy

Address: 505 Harland Dr.
Nicholasville, Ky 40356

Phone: 859-983-2690

Serial #: _____

Send an ARS label

Comments:

Has fired 3x's on both
close

700 Log Sheet – 2010 CNBC Story

Date: 10-21-10 CSR: JB Irving

Is the customer calling as a result of the broadcast? **(YES)** NO

Initial tone/Attitude of the caller:

- Angry at Remington ___ Supportive of Remington
- ___ Angry at CNBC for airing ___ Supportive of CNBC

Nature/Purpose of Call:

- ___ Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- ___ Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- ___ seeking company feedback regarding direction/use of personal Model 700
- ___ claims they experienced a "safety" related issue with their personal Model 700
- ___ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

*****Send an ARS label*****

Comments:

Wants to convert to new style trigger.

700 Log Sheet – 2010 CNBC Story

Date: 10-21-10 CSR: J.B. Irving

Is the customer calling as a result of the broadcast? **(YES)** NO *also says it is all over the news in CA.*

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position.
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

*****Send an ARS label*****

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 10-21 CSR: LAW

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: 412-375-6600

Serial #: 6892760

Send an ARS label

Comments:

SMIP Program

700 Log Sheet – 2010 CNBC Story

Date: 10-21 CSR: [Signature]

Is the customer calling as a result of the broadcast? **YES** NO

Initial tone/Attitude of the caller:

- Angry at Remington ___ Supportive of Remington
- ___ Angry at CNBC for airing ___ Supportive of CNBC

Nature/Purpose of Call:

- ___ Calling to offer support (pro-Remington)
- ___ Inquisitive about Remington position
- ___ Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- ___ seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- ___ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Transferred to product service

700 Log Sheet – 2010 CNBC Story

Date: 10-21 CSR: LMW

Is the customer calling as a result of the broadcast? **(YES)** NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700 and 742
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

~~none~~ concern w/ other models

700 Log Sheet - 2010 CNBC Story

Date: 10/21/10 CSR: Watts

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC
Neither

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback
Wants to return retail sales stock of Remington 700's

Customer Owns a Model 700:

General concern of safety with ^{inventory}~~personal~~ model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Barry Freidman Alabama Gun & Pawn

Address: _____

Phone: 205 932 5984

Serial #: _____

Send an ARS label

Comments:

Refiler - that wants to return 700's for credit. He is contacting his distributors & pro.

700 Log Sheet – 2010 CNBC Story

Date: 10-21-10 CSR: J.B. Irving

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 10-21-10 CSR: J.B. Irving

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Their question: Is there a serial number range for guns with this problem?

700 Log Sheet – 2010 CNBC Story

Date: 10/21/10 CSR: Dem

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

May send for SMD

700 Log Sheet – 2010 CNBC Story

Date: Oct. 21, 2010 CSR: SWJ

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position *wanted to relay info on*
 Calling to provide broadcast feedback *two accidental discharges*

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700 *Bought the gun in 1969?*
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: William Ludwig

Address: 904 Maxine Ave
CRANE, MO 65633

Phone: 417-723-0140

Serial #: 6223494

Send an ARS label

Comments:
Owner states the gun fired 2 times before and admits it may have been his fault, sending ARS label

700 Log Sheet – 2010 CNBC Story

Date: 10-21-10 CSR: CHUCK

Is the customer calling as a result of the broadcast? **YES** NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Great rifle NOT ANY PROBLEMS
TO REPORT

700 Log Sheet - 2010 CNBC Story

Date: 10-21-10 CSR: J.B. Irving

Is the customer calling as a result of the broadcast? **(YES)** NO

Initial tone/Attitude of the caller:

- Angry at Remington ___ Supportive of Remington
- ___ Angry at CNBC for airing ___ Supportive of CNBC

Nature/Purpose of Call:

- ___ Calling to offer support (pro-Remington)
- ___ Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- ___ seeking company feedback regarding direction/use of personal Model 700
- ___ claims they experienced a "safety" related issue with their personal Model 700
- ___ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Wants to know if new trigger will
fit his older gun. & cost.

700 Log Sheet – 2010 CNBC Story

Date: 10-21-2001 CSR: LOGAN

Is the customer calling as a result of the broadcast? YES **NO**

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES **NO**

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

General Questions about 700 triggers

*****Internal Use Only*****

700 Log Sheet – 2010 CNBC Story

Date: 10/21/10 CSR: Andrew

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington

Supportive of Remington

Angry at CNBC for airing

Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)

Inquisitive about Remington position

Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700

seeking company feedback regarding direction/use of personal Model 700

claims they experienced a "safety" related issue with their personal Model 700

has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

*****Send an ARS label*****

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 10/21/10 CSR: D am

Is the customer calling as a result of the broadcast? **(YES)** NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

NOT really CONCERNED

700 Log Sheet – 2010 CNBC Story

Date: 10-21-20 CSR: Danny

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Always properly maintained
Most reliable rifles he owns

700 Log Sheet – 2010 CNBC Story

Date: 10/21/10 CSR: Daniel

Is the customer calling as a result of the broadcast? **(YES)** NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

n/a - neutral

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES

(NO)
RARC FOR SMP

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

> local dropoff

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 10/21 CSR: Daniel

Is the customer calling as a result of the broadcast? **(YES)** NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

N/A-neutral

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700: 600

- General concern of safety with personal model ~~700~~ 600
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES **(NO)**

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Guns serial # was verified as not part of 1979 600 recall

Send an ARS label

Comments:

*****Internal Use Only*****

700 Log Sheet – 2010 CNBC Story

Date: 10-21-10 CSR: JJT

Is the customer calling as a result of the broadcast? YES **NO**

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Jerry Thomas

Address: 5364 CR 302

Durango, CO 81303

Phone: 970-375-7083

Serial #: B6868428

*****Send an ARS label*****

Comments:

referred them to RARC → bolt
will not lock down.

700 Log Sheet – 2010 CNBC Story

Date: 10/21/10 CSR: Anita O'Leary

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Kenneth Blaylock
Address: 4 Killington Place
Greensboro NC 27407
Phone: 336-210-6471
Serial #: 6434668

NO - not right
O'Leary -
He wants to hunt
first?
I advised him
to go ahead and
send firearm in -
sending ARS
label today

Send an ARS label

Comments:

Happy with Firearm but concerned
about safety - only had a 1 time safety issue -

*****Internal Use Only*****

700 Log Sheet – 2010 CNBC Story

Date: 10-21-10 CSR: J.B. Irving

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Question: Do I have the X-Mark Pro.

*****Internal Use Only*****

700 Log Sheet - 2010 CNBC Story

Date: 10/21/10 CSR: Andrew Turner

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: 606-528-9961

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 10/20/10 CSR: Andrew Turner

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: 781-385-4756

Serial #: _____

Send an ARS label

Comments:

*****Internal Use Only*****

700 Log Sheet – 2010 CNBC Story

Date: 10-21-10 CSR: AARON

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Paul Burboun

Address: _____

Phone: 708-751-0105

Serial #: C6423950

Send an ARS label

Comments:

Just checking to see if gun is safe

700 Log Sheet – 2010 CNBC Story

Date: 10/21/10 CSR: Anita Oakley

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Sent ARS to Return Firearm to Sports World

700 Log Sheet - 2010 CNBC Story

Date: 10/21/10 CSR: Anita Oakley

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Lowell Bomer

Address: 179 West 2nd St
Vanceburg, KY 41179

Phone: 606-796-2447

Serial #: Did not have

Send an ARS label

Comments:

Transferred to 2129

700 Log Sheet - 2010 CNBC Story

Date: 10/21/10 CSR: Anita Oakley

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Jann Mondlegar

Address: 7332 West Moore Drive
Springfield VA 22150

Phone: 202-693-4903

Serial #: will call back w/ this -

Send an ARS label

Comments:

Consumer says he always cleans gun + PADUCAH
is always careful - but still wants factory to be inspected
John Brad Armbrose

700 Log Sheet – 2010 CNBC Story

Date: 10/21/10 CSR: Anita Oalley

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Just wanted to ask about triggers

*****Internal Use Only*****

700 Log Sheet – 2010 CNBC Story

Date: _____ CSR: _____

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

___ Angry at Remington X Supportive of Remington

___ Angry at CNBC for airing ___ Supportive of CNBC

Nature/Purpose of Call:

___ Calling to offer support (pro-Remington)

___ Inquisitive about Remington position

___ Calling to provide broadcast feedback

Customer Owns a Model 700:

X General concern of safety with personal model 700

___ seeking company feedback regarding direction/use of personal Model 700

___ claims they experienced a "safety" related issue with their personal Model 700

___ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Adam Griffin

Address: _____

Phone: 805-544-1834

Serial #: _____

Send an ARS label

Comments:

W.R. Alexander for Repair

700 Log Sheet - 2010 CNBC Story

Date: ~~12~~ 10-21-10 CSR: AARON

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Martha Dixon

Address: _____

Phone: 504-393-6870

Serial #: _____

Send an ARS label

Comments:

REYNOLSON'S

700 Log Sheet - 2010 CNBC Story

Date: 10-21-10 CSR: AARON

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Graham Brown

Address: Lee County Fire Arms Supply

Phone: 979-542-0341

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 10-21-10 CSR: AARON

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Gregg Singleton

Address: _____

Phone: 719-547-4801

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 10-21-10 CSR: AARGW

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Andy Deanda

Address: _____

Phone: 210-336-3479

Serial #: _____

Send an ARS label

Comments:

Going To Nagles TX

700 Log Sheet – 2010 CNBC Story

Date: 10-21-10 CSR: AARON

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES (NO)

Consumer Name: Jimmy Doss

Address: _____

Phone: 662-299-9442

Serial #: _____

Send an ARS label

Comments:

*****Internal Use Only*****
700 Log Sheet - 2010 CNBC Story

Date: 10-21-10 CSR: AARON

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: John Gerkenstiger

Address: _____

Phone: 419-862-2694

Serial #: _____

Send an ARS label

Comments:

W JOHNSON Service Center

700 Log Sheet – 2010 CNBC Story

Date: 10-21-10 CSR: J.B. Irving

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Said: Gun went off without pulling
trigger. Forwarded to product services.

700 Log Sheet - 2010 CNBC Story

Date: 10-21-10 CSR: AARON

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington *neither* Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES ~~NO~~

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Sent to Simmons Sporting goods Gastrop

*****Internal Use Only*****

700 Log Sheet – 2010 CNBC Story

Date: 10-21-10 CSR: LORI NEMYJ
11:20 a.m.

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Larry Hamberger

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

The caller stated he watched the program & has a couple of questions. I referred him to Linda Powell.

Remington

Confidential

10/19/10

700 Log Sheet - 2010 CNBC Story

Date: 10-21-10 CSR: LORI Nemyj
1:13 pm

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: John Nels

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

The caller wanted information on recall/warranty. I gave him Linda Powell's number to call.

Remington

Confidential

10/19/10

700 Log Sheet – 2010 CNBC Story

Date: 10/21/2010 CSR: [Signature] 1048 AM

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position Negative
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Tom Lyons
Address: None Given
Phone: None Given
Serial #: _____

Send an ARS label

Comments: Caller initially asked how you get them through ARS.
Caller gave name and stated Remington is in Deep Sit
as they said in Broadcast Remington not under 300 million.

Remington Caller was refered to [Signature] 10/19/10

700 Log Sheet - 2010 CNBC Story

Date: 13:56 21OCT10 CSR: JAMES SAYLES

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

*****Send an ARS label*****

Comments:

Customer stated he too had an experience 2 yrs ago & would like to turn gun in/ Curious of what's to be done with 700

Remington

Confidential

10/19/10

700 Log Sheet – 2010 CNBC Story

Date: 10/21/10 CSR: Dell

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Timothy Scott
 Address: PO box 133 / 500 S. Hassett
Tripp, SD 57516
 Phone: 605-505-0404 - cell #
 Serial #: 6687244

Send an ARS label

Comments:

FBC - 1 1/2 yrs ago - shot hole in knee while unloading rifle
No injury. Didn't ask for any compensation.

700 Log Sheet – 2010 CNBC Story

Date: 10/21/10 CSR: Dell

Is the customer calling as a result of the broadcast? **(YES)** NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? **(YES)** NO

Consumer Name: Larry Catlin

Address: 1226 East Street
Cassville, NY 13318

Phone: 315-794-1510 - cell #

Serial #: n/a

Send an ARS label

Comments:

FSR - one time 2 yrs. ago - never has
repaired again

700 Log Sheet - 2010 CNBC Story

Date: 10/21/10 CSR: Sara

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Memphis, TN

Phone: 901-853-7734

Serial #: A671856S

Send an ARS label

Comments:

wants to send gun in under ship
because of recent news

700 Log Sheet – 2010 CNBC Story

Date: Oct. 21, 2010 CSR: SQJ

Is the customer calling as a result of the broadcast? **YES** NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Mitch SOREUSEN

Address: 4993 Menick Rd.

Amma, WA 99103

Phone: 509 647 2205

Serial #: _____

Send an ARS label

Comments:

TRANS ferred to Christy Dell

700 Log Sheet – 2010 CNBC Story

Date: 10-21-10 CSR: JJT

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: William A. Fay

Address: 136 Goetsch Rd.
Greenville, PA 14125

Phone: 724-588-8222

Serial #: 6790580

*****Send an ARS label*****

Comments:

had friend use gun → fired out of
battery; not happy

700 Log Sheet – 2010 CNBC Story

Date: 10/21/10 CSR: Travis

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

*****Send an ARS label*****

Comments:

~~re~~ contacting Williams Gunsight for SMP.

700 Log Sheet – 2010 CNBC Story

Date: 10/21/10 CSR: Travis

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Short cowardly comment and hung up.

700 Log Sheet – 2010 CNBC Story

Date: 10.2.10 CSR: Row

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 10-21-10 CSR: RON

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 10/21/00 CSR: Andrew Turner

Is the customer calling as a result of the broadcast? **YES** NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: 540-456-2145

Serial #: _____

*****Send an ARS label*****

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 10/21/10 CSR: Andrew Turner

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: 907-376-5261

Serial #: _____

*****Send an ARS label*****

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 10-21-10 CSR: [Signature]

Is the customer calling as a result of the broadcast? **YES** NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC CA

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

BMP

700 Log Sheet – 2010 CNBC Story

Date: 10-21 CSR: URW

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 10-21-10 CSR: AARON

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington ___ Supportive of Remington
- ___ Angry at CNBC for airing ___ Supportive of CNBC

Nature/Purpose of Call:

- ___ Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- ___ Calling to provide broadcast feedback

Customer Owns a Model 700:

- ___ General concern of safety with personal model 700
- ___ seeking company feedback regarding direction/use of personal Model 700
- ___ claims they experienced a "safety" related issue with their personal Model 700
- ___ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory?

YES NO

Consumer Name: Don FRUNWIRTH

Address: 1502 Prospect Lakes Drive

Wentzville, MO 63385

Phone: _____

Serial #: ~~616621446~~ 616621446

↑
SEND
ARS

wants to get
Full Refund!

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 10-21-10 CSR: AARON

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington no BIASED Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Lance Lacey

Address: _____

Phone: 607-569-2889

Serial #: C6473344

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 10-21-10 CSR: AARON

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

- Angry at Remington ___ Supportive of Remington
___ Angry at CNBC for airing ___ Supportive of CNBC

Nature/Purpose of Call:

- ___ Calling to offer support (pro-Remington)
 Inquisitive about Remington position
___ Calling to provide broadcast feedback

Customer Owns a Model 700:

- ___ General concern of safety with personal model 700
___ seeking company feedback regarding direction/use of personal Model 700
___ claims they experienced a "safety" related issue with their personal Model 700
___ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Mark Tucker

Address: _____

Perice, SD

Phone: 605-264-5694

Serial #: D6638331

Send an ARS label

Comments:

*****Internal Use Only*****

700 Log Sheet – 2010 CNBC Story

Date: 10/21/10 CSR: LoSAW

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES **NO**

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Just questions about news crap!

700 Log Sheet – 2010 CNBC Story

Date: 10-21-10 CSR: LogAN

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

*****Send an ARS label*****

Comments:

General Questions

700 Log Sheet – 2010 CNBC Story

Date: 10/21 CSR: Eric

Is the customer calling as a result of the broadcast? **YES** NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? **YES** NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

*****Send an ARS label*****

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 10 21-10 CSR: Chuck

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: _____ CSR: Chuck

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

*****Send an ARS label*****

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 10-21-10 CSR: C Hueb

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

*****Send an ARS label*****

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 10/21/10 CSR: *CM*

Is the customer calling as a result of the broadcast? **YES** NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? **YES** NO

Consumer Name: *Mitch Sorensen*

Address: _____

OR

Phone: *509-647-2205*

Serial #: *A6859128 - 1980*

Send an ARS label - *He is shipping to Ilion*

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 10/21/10 CSR: *CM*

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Jamie Cox

Address: _____

Phone: 304-586-3947

Serial #: SG206176 - 1992 - FSR

Send an ARS label
SG371281 - no FSR, just inspect - 2000
A6511596 - no FSR, BLSA - 1977

Comments:

He's taking to Sports Haven in OH.

700 Log Sheet - 2010 CNBC Story

Date: 10/21/10 CSR: DELL

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model ~~700~~ 721
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Don Oliver

Address: Fayetteville, AR

Phone: 479-871-9950 (cell)

Serial #: G5509

Send an ARS label

Comments: Bought used - had since 1962
10 yrs ago - had FDC - no injury - no damage
Happened 1st & never again. Taking to Sports World.

700 Log Sheet – 2010 CNBC Story

Date: Oct 21, 2010 CSR: SDJ

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Don Mull

Address: 7100 Oriole Ave NW
North Canton OH 44720

Phone: 330-904-8064

Serial #: ~~0670188~~ 0670188 700 in 204 Ruger

Send an ARS label Label sent

Comments:

Gun fired 2 times w/ his wife and did it
AGAIN ON SAT while friend was shooting
as observed by NUMBER

*****Internal Use Only*****

700 Log Sheet - 2010 CNBC Story

Date: 10/21/10 CSR: Elijah

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Neutral

- Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Scott Karspens

Address: 552 S Blue River Loop
Vale, AZ 85641

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Bought rifle used

700 Log Sheet – 2010 CNBC Story

Date: 10/21/10 CSR: Anita Oakley

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Has model 710 - Snap it fell apart? Older man - hard of hearing - sent him to J+G *Thought this was what broadcast was about*

700 Log Sheet - 2010 CNBC Story

Date: 10/21 CSR: ERIC

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Dan Wright

Address: 1801 Culberson Drive
Mesquite, TX 75150

Phone: 972-279-9729

Serial #: B16558401

Send an ARS label

Comments: Fired on Bolt Close - Years Ago
Was Told In And Around Seal
Had Solidified - Partial Engagement.

700 Log Sheet – 2010 CNBC Story

Date: 10/21/10 CSR: Dell

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller: N/A

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Joe Semington

Address: 531 E. Walnut St
Strum, WI 54770

Phone: 715-838-5263 (work)

Serial #: n/a

Send an ARS label

Comments:

FSR 6-7 yrs ago - had gunsmith
repair it - saw (CNBC show)

700 Log Sheet - 2010 CNBC Story

Date: 10/21/10 CSR: Dell

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: mike clark

Address: 1025 3rd Ave N.
Great Falls, MT 59401

Phone: 406-781-9229

Serial #: S6653488

Send an ARS label

Comments:

FSK a wpl card
Feels as if the defective triggers

700 Log Sheet – 2010 CNBC Story

Date: 10/21/10 CSR: Dell

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Donald Monteleone

Address: 4788 Lower River Rd
Lewiston, NY 14092

Phone: 716-754-7120

Serial #: n/a

Send an ARS label

Comments:

Adjusted trigger is new having FHC

#4815

700 Log Sheet - 2010 CNBC Story

Date: 10/21/10 CSR: CM

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Herman Williams
 Address: 2867 - E 20th Ave South
Grand Forks ND 58201
 Phone: 218-791-8154
 Serial #: 760-used

Send an ARS label

Comments:

FSR - 1st yr.

700 Log Sheet - 2010 CNBC Story

Date: 10/21/10 CSR: [Signature]

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES

NO

Consumer Name: Todd Latchford

Address: 54 Lincoln Ave.
Northport NY 11768

Phone: 631-374-2068

Serial #: 700

Send an ARS label box 1150811

Comments:

last deer season - problem - put gun up - FSR
since then 2nd rad - another FSR went home 3rd rad
did it again in hou.

700 Log Sheet - 2010 CNBC Story

Date: 10/21 CSR: Eric

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Dennis Callaway

Address: _____

Phone: _____

Serial #: 66591828

Send an ARS label

Comments:
General Information
* Send Manual

700 Log Sheet - 2010 CNBC Story

Date: 10/21 CSR: ERIC

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

C6598238

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)

Inquisitive about Remington position

Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700

seeking company feedback regarding direction/use of personal Model 700

claims they experienced a "safety" related issue with their personal Model 700

has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Larry Bardick Send Manual

Address: 470 Lemmon Hollow Rd
Cattanning, PA 16201

Phone: _____

Serial #: C6598238

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 10/21 CSR: ERIC

Is the customer calling as a result of the broadcast? **YES** NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

*****Send an ARS label*****

Comments:

Sending in For Hard Bolt

700 Log Sheet – 2010 CNBC Story

Date: 10-21-10 CSR: JBIrving

Is the customer calling as a result of the broadcast? **YES** NO

Initial tone/Attitude of the caller:

- Angry at Remington ___ Supportive of Remington
- ___ Angry at CNBC for airing ___ Supportive of CNBC

Nature/Purpose of Call:

- ___ Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- ___ Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- ___ seeking company feedback regarding direction/use of personal Model 700
- ___ claims they experienced a "safety" related issue with their personal Model 700
- ___ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 10-21-10 CSR: J.B. Irving

Is the customer calling as a result of the broadcast? **YES** NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Question: When was gun made & what trigger
did it come with. (He was very supportive of Remington)

700 Log Sheet - 2010 CNBC Story

Date: 10/21/10 CSR: Watts

Is the customer calling as a result of the broadcast? **(YES)** NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Neither

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington ~~position~~ *trigger*
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES **(NO)**

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Will take to Gunsmith to confirm
safe to use

700 Log Sheet – 2010 CNBC Story

Date: 10-21-10 CSR: Chubb

Is the customer calling as a result of the broadcast? **YES** NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

*****Internal Use Only*****
700 Log Sheet – 2010 CNBC Story

Date: 10-21-10 CSR: AARGA

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: CS Delagarve

Address: 710

Phone: _____

Serial #: No #

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 10-21-10 CSR: AARON

Is the customer calling as a result of the broadcast? **YES** NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Thomas landis

Address: _____

Phone: 540-249-3152

Serial #: G60240849

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 10-21-10 CSR: LMJ

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 10-21-10 CSR: LW

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: 715-838-0815

Serial #: _____

Send an ARS label

Comments:

Forward To Product Service
Has fired

700 Log Sheet – 2010 CNBC Story

Date: 10/21/10 CSR: Travis

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

*****Internal Use Only*****
700 Log Sheet – 2010 CNBC Story

Date: 10-21-10 CSR: AARON 8703

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

To Product Services

700 Log Sheet – 2010 CNBC Story

Date: 10-21-10 CSR: Anita Oakley

Is the customer calling as a result of the broadcast? **YES** NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

wouldn't give name

*****Send an ARS label*****

Comments:

when I sent him to website -
He got angry + hung up - But never had problems
with air

700 Log Sheet – 2010 CNBC Story

Date: 10/24/10 CSR: Elijah

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Adam (cop in ME)

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Declined to give last name

700 Log Sheet – 2010 CNBC Story

Date: 10/21/10 CSR: Elijah

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Kida J Waegon

Address: 819 Summit Ave
Monaca, PA 15061

Phone: 724 774 1251

Serial #: A67897414

Send an ARS label

Comments:

Said his son had an FSR
and it wasn't modified

700 Log Sheet – 2010 CNBC Story

Date: 10/21/10 CSR: Elijah

Is the customer calling as a result of the broadcast? **YES** NO

Initial tone/Attitude of the caller:

Neutral

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model ⁷²¹~~700~~
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

*Safety Mod
RARC*

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Neutral tone, wouldn't
give name

700 Log Sheet – 2010 CNBC Story

Date: 10-21-10 CSR: JJT

Is the customer calling as a result of the broadcast? **(YES)** NO

Initial tone/Attitude of the caller: ~~AAA~~ - just scared

Angry at Remington Supportive of Remington

Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)

Inquisitive about Remington position

Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700

seeking company feedback regarding direction/use of personal Model 700

claims they experienced a "safety" related issue with their personal Model 700

has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? **(YES)** NO

Consumer Name: Philip Guarnieri

Address: 156-25 85th St.

Queen, NY 11414

Phone: 718-848-5660

Serial #: D62321659

Send an ARS label

Comments:

encouraged him to go to "tv" website

700 Log Sheet – 2010 CNBC Story

Date: 10/21/10 CSR: Chris

Is the customer calling as a result of the broadcast? YES NO ?

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Transfer to Product Service

700 Log Sheet – 2010 CNBC Story

Date: 10/21/10 CSR: Chris

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Two New 700 DOL - Are they safe?

700 Log Sheet – 2010 CNBC Story

Date: 10/22 CSR: Travis

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (~~fill out address) send to an RARC~~

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

*****Send an ARS label*****

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 10-22-10 CSR: JJT

Is the customer calling as a result of the broadcast? **(YES)** NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: George Bray

Address: Michigan 48661

Phone: 989-345-0965

Serial #: N/A - has 2 700

Send an ARS label

Comments:

faking to Wms Gunsight for SMP -
referred to new website

700 Log Sheet – 2010 CNBC Story

Date: 10-22-10 CSR: J.B. Irving

Is the customer calling as a result of the broadcast? **YES** NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Sending rifle in for free inspection.

700 Log Sheet - 2010 CNBC Story

Date: 10-22-70 CSR: CHUCK

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

BOL from 2005

*****Internal Use Only*****

700 Log Sheet – 2010 CNBC Story

Date: 10/22 CSR: LLW

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington

Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)

Inquisitive about Remington position

Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700

seeking company feedback regarding direction/use of personal Model 700

claims they experienced a "safety" related issue with their personal Model 700

has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 10/20/10 CSR: LLW

Is the customer calling as a result of the broadcast? **YES** NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700 *work* *Sniper w/ police? in NY*
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? **YES** **NO**

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

40 X

700 Log Sheet – 2010 CNBC Story

Date: 10-22-10 CSR: RON

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington

Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)

Inquisitive about Remington position

Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700

seeking company feedback regarding direction/use of personal Model 700

claims they experienced a "safety" related issue with their personal Model 700

has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Kimberly Case

Address: _____

Phone: _____

Serial #: NSN

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 10/22 CSR: Eric

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

~~Product was~~ Buying older (pre-1982 700) and asking questions.

700 Log Sheet – 2010 CNBC Story

Date: 10/22 CSR: Eric

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: 66598746

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 10-22-10 CSR: Danny

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: 66497357

Send an ARS label

Comments:

Asked about SMP Program
~~000~~ rifle manufactured in 2005.

700 Log Sheet – 2010 CNBC Story

Date: 10-22-10 CSR: Danny

Is the customer calling as a result of the broadcast? **(YES)** NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

No problems Just General questions
about a possible recall

700 Log Sheet – 2010 CNBC Story

Date: 10/22 CSR: Chris

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700 *of 700*
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

what is properly maintained

700 Log Sheet – 2010 CNBC Story

Date: 10/22/10 CSR: Chris

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Is 700 Recall?

*****Internal Use Only*****
700 Log Sheet – 2010 CNBC Story

Date: 10/22/10 CSR: Watts

Is the customer calling as a result of the broadcast? **YES** NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Robert Hooker Registered Owner

Address: 1265 Spalding Rd
Vermont

Phone: 802 748-4818

Serial #: _____

Jeffrey Hooker (Father)
Michael Hooker (Son)
66751744 ADL Youth
802 748-0891

Send an ARS label

Comments:

Owner loaned Rifle to brother's nephew.
They had UD or FSR. Contact is Jeffrey above.

700 Log Sheet - 2010 CNBC Story

Date: 10/22/10 CSR: Watts

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington *Neutral*
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington) *Saw report & wanted to know more*
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:
Doesn't have a clue about any of it. 1968 gun
he may take to a gunsmith for S&A program

700 Log Sheet - 2010 CNBC Story

Date: 10/22/10 CSR: Watts

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES (NO)

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Wanted info on Sports world. He may send to Factory or RARC. Old Mtn Rifle with light trigger.

700 Log Sheet – 2010 CNBC Story

Date: 10/22/10 CSR: Travis

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 10/22/10 CSR: Travis

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

1 700
sending 2 boxes for SMP

700 Log Sheet – 2010 CNBC Story

Date: 10/22/10 CSR: Chris

Is the customer calling as a result of the broadcast? **YES** NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

"Calling about the Recall on 700's"

700 Log Sheet - 2010 CNBC Story

Date: _____ CSR: _____

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

GMP

*****Internal Use Only*****

700 Log Sheet – 2010 CNBC Story

Date: 10/22/10 CSR: Chris

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington

Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)

Inquisitive about Remington position

Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700

seeking company feedback regarding direction/use of personal Model 700

claims they experienced a "safety" related issue with their personal Model 700

has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 10/22/10 CSR: Andrew Turner

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: 603-4164-3447

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 10/22/10 CSR: Logan

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 10-20 CSR: [Signature]

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 10/22/10 CSR: [Signature]

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: 6349317

Send an ARS label ORDERED

Comments: Worried

700 Log Sheet - 2010 CNBC Story

Date: Oct 22, 2010 CSR: SDJ

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Elwood Cherrie

Address: _____

Phone: 843 729-4013

Serial #: _____

Send an ARS label

Comments:

stated his gun went off and all
most killed his wife

700 Log Sheet – 2010 CNBC Story

Date: Oct. 22, 2010 CSR: SD

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: TEKK Splinterhouth

Address: _____

Phone: 001 655 5807

Serial #: E66 37047 or E66 7351

Send an ARS label

Comments:

Just wanted to check dates of manufacture

700 Log Sheet – 2010 CNBC Story

Date: 10/22/10 CSR: Andrew Turner

Is the customer calling as a result of the broadcast? **(YES)** NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: 276-523-2020

Serial #: _____

*****Send an ARS label*****

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 10/22/10 CSR: Andrew Turner

Is the customer calling as a result of the broadcast? **(YES)** NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: 423-646-3108

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 10/22/10 CSR: Andrew Turner

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 10-27-10 CSR: Row

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: JAMIE DOAN

Address: OH

Phone: _____

Serial #: 6734031

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: Oct. 22, 2010 CSR: SDU

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive ~~about Remington position~~
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Earl Hansen

Address: P.O. 334
Fairview UT 84629

Phone: 435-469-0172

Serial #: _____

Send an ARS label

Comments: Just wanted general info

700 Log Sheet - 2010 CNBC Story

Date: 10/22/10 CSR: Anita Oakley

Is the customer calling as a result of the broadcast? **YES** NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Frank DeLuca

Address: 7952 Starburst Drive
Baltimore MA 01208

Phone: 410-484-5116

Serial #: did not have - but said

model 600
+
model 700
SMP
he has had firearms
40 years

Send an ARS label

Comments:

Sent 2 ARS labels and 2 boxes to ship
firearms - Sportsmans Haven

700 Log Sheet - 2010 CNBC Story

Date: 10-22-10 CSR: JJT

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington !!! Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Would not give name - hung up on m
 when I asked
 for his name
 would not answ
 when I asked
 if he had a ?

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

consumer very angry -> said I "worked for a bunch of murderers".

700 Log Sheet – 2010 CNBC Story

Date: 10/22 CSR: ERIC

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Shop

700 Log Sheet – 2010 CNBC Story

Date: 10-22-10 CSR: AARON

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: KEVIN HILL

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

wanting to up grade Trigger

700 Log Sheet - 2010 CNBC Story

Date: 10-22-10 CSR: AARON

Is the customer calling as a result of the broadcast? **YES** NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES **NO**

Consumer Name: ?

Address: _____

Phone: 218-547-4508

Serial #: 171588274

Send an ARS label

Comments:

770 wants to know if his gun
was affected

700 Log Sheet – 2010 CNBC Story

Date: 10/22/10 CSR: Watts

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position 2 lawsuits mentioned on T.V.
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700 Sent to local Gunsmith
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Just wanted general info re program.
No problems. Sent him to his local gunsmith

700 Log Sheet – 2010 CNBC Story

Date: 10/22/10 CSR: Sara

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700

has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Richmond, VA

Phone: 804-555-2001

Serial #: _____

Send an ARS label

Comments:

SMP info. + closest RARC

700 Log Sheet – 2010 CNBC Story

Date: 10/22/10 CSR: Sara

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Charlie Gonzales

Address: 3197 AguaFria
Sante Fe, NM 87507

Phone: (505)4710492

Serial #: 6068188

Send an ARS label

Comments:

info on SMP + upgrade to x mark pro

700 Log Sheet – 2010 CNBC Story

Date: 10/22/10 CSR: Savo

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: 440-428-1654

Serial #: 40605

Send an ARS label

Comments:

- info about SMP

700 Log Sheet – 2010 CNBC Story

Date: 10/22/10 CSR: Chris

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

*****Send an ARS label*****

Comments:

SMP

700 Log Sheet – 2010 CNBC Story

Date: 10/22/10 CSR: Chris

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

COX Trigger in a 700

700 Log Sheet – 2010 CNBC Story

Date: 10/22/10 CSR: Chris

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Transfer to Product Service

*****Internal Use Only*****

700 Log Sheet – 2010 CNBC Story

Date: 10/22/10 CSR: Chris

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington

Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)

Inquisitive about Remington position

Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700

seeking company feedback regarding direction/use of personal Model 700

claims they experienced a "safety" related issue with their personal Model 700

has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:



700 Log Sheet – 2010 CNBC Story

Date: 10-22-10 CSR: [Signature]

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington ___ Supportive of Remington
- ___ Angry at CNBC for airing ___ Supportive of CNBC

Nature/Purpose of Call:

- ___ Calling to offer support (pro-Remington)
- ___ Inquisitive about Remington position
- ___ Calling to provide broadcast feedback

Customer Owns a Model 700:

- ___ General concern of safety with personal model 700
- ___ seeking company feedback regarding direction/use of personal Model 700
- ___ claims they experienced a "safety" related issue with their personal Model 700
- ___ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Bolt lock - gun went off
Product Service

700 Log Sheet – 2010 CNBC Story

Date: 10/22/10 CSR: Logan

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 10/22 CSR: ERIC

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC *NO Real*

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

General Questions Older Guns

700 Log Sheet – 2010 CNBC Story

4827

Date: 10/22/10 CSR: Ch

Is the customer calling as a result of the broadcast? **YES** NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? **YES** NO

Consumer Name: Elwood Jeffrey
 Address: 2563 Edwan
Charleston SC 29414
 Phone: 843-729-4013
 Serial #: _____

700 - Closed bolt & fire
nearly killed ex-wife
Used

Send an ARS label

Comments:

*****Internal Use Only*****

700 Log Sheet – 2010 CNBC Story

#4826

Date: 10/22/10 CSR: CM

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Robert Alstead

Address: 8008 NW 19th St

OK City OK 73122

Phone: 405-495-2305 Fax 789-3322

Serial #: S6650372

Send an ARS label
700

Fired on Bolt Closing
700-300WA - adjust
twice b/c when he loo
bolt it fires.

Comments:

700 Log Sheet - 2010 CNBC Story

4824

Date: 1/22/10 CSR: CM

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Edward Roten

Address: 447 Rosedale

Kirkwood PA 17536-9921

Phone: 717-529-6805

Serial #: 6499379

Send an ARS label

*243 BDL '70's
Sent in to put hands
back on, replaced
safety. For safe.
Also 30-06 Classic - no
problem

Comments:

#4822

700 Log Sheet - 2010 CNBC Story

Date: 10/22/10 CSR: [Signature]

Is the customer calling as a result of the broadcast? **YES** NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES **NO**

Consumer Name: D. Bailey

Address: Frankfort, KY

Phone: 502-875-4564

Serial #: _____

Send an ARS label

Comments:

-bought in 705
 FSR-, 270 BDL
 Fired fire a yr. or 2 then started & happened sev. times. Had B.L. removed. & hasn't fired since. Will contact RARC in Louisville for gun v-mark pro. Not conf.

700 Log Sheet – 2010 CNBC Story

Date: 10/22/10 CSR: Dell

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

N/A

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

N/A

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: James Kelly

Address: 1754 CR 14
Canton, NY 13617

Phone: 315-854-4780 (cell)

Serial #: n/a

Send an ARS label

Comments:

Fired on bolt opening today
No injury - No damage

700 Log Sheet – 2010 CNBC Story

Date: 10/22/10 CSR: Dell

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC n/a

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position n/a
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Stefanos Tserkezis

Address: 8335 25th Ct
Kenosha, WI 53143

Phone: 262-960-4508 - cell #

Serial #: F6247666

Send an ARS label

Comments:

Gun unloaded - closed the bolt & hammer
dropped - gun has 200 rds thru it.

700 Log Sheet – 2010 CNBC Story

Date: 10/22/10 CSR: *[Signature]*

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

has 4⁷⁰⁰ rifles - 1 went off all old models

Comments:

Doesn't want to send right now.
No info provided.

700 Log Sheet - 2010 CNBC Story

Date: 10/22/10 CSR: Anita O'Leary

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: E6801681

Send an ARS label

Comments:

wanted to know if firearm falls
under SMP - did not - he was happy

700 Log Sheet – 2010 CNBC Story

Date: 10-22-10 CSR: JJT

Is the customer calling as a result of the broadcast? **(YES)** NO

Initial tone/Attitude of the caller: couldn't tell

Angry at Remington Supportive of Remington

Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)

Inquisitive about Remington position

Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700

seeking company feedback regarding direction/use of personal Model 700

claims they experienced a "safety" related issue with their personal Model 700

has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO NOT YET

Consumer Name: Bill Stafford

Address: _____

Bowling Green, OH

Phone: 419-686-8999

Serial #: A 6715241

Send an ARS label

Comments:

referred to new website → will call back if he choose to do SMP.

700 Log Sheet – 2010 CNBC Story

Date: 10/22/10 CSR: Sara

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Bill

Address: _____

Phone: 610-993-4300

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 10/22/10 CSR: Sara

Is the customer calling as a result of the broadcast? **(YES)** NO

Initial tone/Attitude of the caller: neutral

Angry at Remington Supportive of Remington

Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)

Inquisitive about Remington position

Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700

seeking company feedback regarding direction/use of personal Model 700

claims they experienced a "safety" related issue with their personal Model 700

has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: 517-202-0621

Serial #: A6641823

Send an ARS label

Comments:

referred to RARC for SMP

*****Internal Use Only*****

700 Log Sheet – 2010 CNBC Story

Date: 10-22-20 CSR: Danny

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

No problems always maintained
and serviced regularly

700 Log Sheet – 2010 CNBC Story

Date: 10/22/10 CSR: Sara

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Leroy Dyke

Address: _____

Virginia Beach, VA

Phone: 757-424-1609

Serial #: B6570864

Send an ARS label

Comments:

wanted year of manufacture and info on getting trigger replaced w/ X-Mark Pro

700 Log Sheet - 2010 CNBC Story

Date: 10/22/10 CSR: Sauer

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Mark Zuzik

Address: 12024 Diehl Ct.
New Freedom
~~Haverhill~~, PA 17349

Phone: 717-968-6585 mzuzik@aol.com

Serial #: A6712792

Send an ARS label

Comments:

-wants to know if 700 is included in SMP
-wants to send in for inspection

700 Log Sheet - 2010 CNBC Story

Date: 10/22/10 CSR: Sara

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Bob Barfield

Address: _____

Phone: Raleigh, NC 919-785-0899

Serial #: _____

Send an ARS label

Comments:

-wanted info on trigger and if there were any recalls
-clarification on CNBC discrepancies

700 Log Sheet – 2010 CNBC Story

Date: 10-22-10 CSR: Danny

Is the customer calling as a result of the broadcast? **(YES)** NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Consumer sending rifle to J+G
Per SMP

700 Log Sheet – 2010 CNBC Story

Date: 10/22/10 CSR: Travis

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

*****Send an ARS label*****

Comments:

wanting to purchase xmark trigger for
1995 ADL.

700 Log Sheet – 2010 CNBC Story

Date: 10/22/10 CSR: Don

Is the customer calling as a result of the broadcast? **YES** NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES **NO**

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

QUESTIONS ABOUT CLEANING

700 Log Sheet – 2010 CNBC Story

Date: 10/22/10 CSR: *D am*

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO *RARC*

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 10/22/10 CSR: _____

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

___ Angry at Remington Supportive of Remington
___ Angry at CNBC for airing ___ Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
___ Inquisitive about Remington position
___ Calling to provide broadcast feedback

Customer Owns a Model 700:

___ General concern of safety with personal model 700
___ seeking company feedback regarding direction/use of personal Model 700
___ claims they experienced a "safety" related issue with their personal Model 700
___ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: JEFFERY SHOUTTS

Address: 705 FRANCIS AVE ORDERED CATS
POTTSVILLE, MD 21114

Phone: 573-747-9892

Serial #: _____

Send an ARS label

Comments:

GOING TO CHANGE OUT TRIGGER
JUST BECAUSE HE WANTS THE ADJ

*****Internal Use Only*****

700 Log Sheet – 2010 CNBC Story

Date: 10/22/10 CSR: LogAN

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

*****Send an ARS label*****

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 10/22/10 CSR: Log 45

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

*****Send an ARS label*****

Comments:

Questions

700 Log Sheet – 2010 CNBC Story

Date: 10/22/10 CSR: Logan

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Questions

*****Internal Use Only*****

700 Log Sheet – 2010 CNBC Story

Date: 10/22/10 CSR: Dell

Is the customer calling as a result of the broadcast? YES **NO** Read internet & papers

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

~~General~~ concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? **YES** NO

Consumer Name: Tim Maraska
Address: 403 Division St
Iron Mountain, OH 49801
Phone: 906-221-1106 - call #
Serial #: A6267894

Send an ARS label

Comments:

Read what's going - we make defective product & we aren't going to do anything. Had FIC last yr. Afraid of gun

700 Log Sheet - 2010 CNBC Story

Date: 10-22-10 CSR: Ren

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington

Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)

Inquisitive about Remington position

Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700

seeking company feedback regarding direction/use of personal Model 700

claims they experienced a "safety" related issue with their personal Model 700

has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Robert KAVANAGH

Address: _____

Phone: _____

Serial #: 136878297

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 10-22-10 CSR: Row

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: NEIL BROWN

Address: MA

Phone: (509) 951-3626

Serial #: A. 6588200

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 10/22/10 CSR: Andrew Turner

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: 978-255-2229

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 10/22 CSR: [Signature]

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

*****Send an ARS label*****

Comments:

[Signature]

700 Log Sheet – 2010 CNBC Story

Date: 10/22 CSR: Eric

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 10-22-10 CSR: J.B. Irving

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Is my gun part of the recall?
He has 1971 gun, I advised about SMP.

*****Internal Use Only*****

700 Log Sheet – 2010 CNBC Story

Date: 10-22-10 CSR: J.B. Irving

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

When was gun made? What style trigger?

700 Log Sheet – 2010 CNBC Story

Date: 10-22-10 CSR: J.B. Irving

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Very upset. He believed every word from show. Said we need to take responsibility.

700 Log Sheet - 2010 CNBC Story

Date: _____ CSR: _____

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington ___ Supportive of Remington
___ Angry at CNBC for airing ___ Supportive of CNBC

Nature/Purpose of Call:

- ___ Calling to offer support (pro-Remington)
___ Inquisitive about Remington position
___ Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
___ seeking company feedback regarding direction/use of personal Model 700
___ claims they experienced a "safety" related issue with their personal Model 700
___ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Pat Knolles

Address: ~~18~~ 1300 Winners Circle
Ackorage, AK 99518

Phone: 907-344-0700

Serial #: S 6591803

Send an ARS label

Comments:

Claims Trigger has extreme Rust internally

700 Log Sheet - 2010 CNBC Story

Date: 10-22-10 CSR: CHewk

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

CDL from 2007

700 Log Sheet – 2010 CNBC Story

Date: 10-22-10 CSR: Chuck

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:



700 Log Sheet – 2010 CNBC Story

Date: 10-22-10 CSR: CHUCK

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

2007 XCR Tactical
40 X Trigger

700 Log Sheet - 2010 CNBC Story

Date: 10/22/10 CSR: Travis

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

*****Internal Use Only*****

700 Log Sheet – 2010 CNBC Story

Date: 10/22/10 CSR: Travis

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 10-22-10 CSR: Danny

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

No issues

700 Log Sheet – 2010 CNBC Story

Date: 10/22/10 CSR: Anita Oakley

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: 6801394

Send an ARS label

Comments:

Referred them to Reducak

700 Log Sheet - 2010 CNBC Story

Date: 10/22/10 CSR: Sara

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Ron Candeloni

Address: 2528 SW 45th St.
Cape Coral, FL 33914

Phone: (239) 945-5509 vt candeloni@comcast.net

Serial #: 127142

Send an ARS label

Comments:

wants 700 upgraded under SMP

700 Log Sheet - 2010 CNBC Story

Date: 10/22/10 CSR: Chris

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Outy wants factory to look at gun. Send in for inspection.

700 Log Sheet – 2010 CNBC Story

Date: 10/22/10 CSR: Chris

Is the customer calling as a result of the broadcast? **YES** NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

SMP → Bolt Recall

700 Log Sheet – 2010 CNBC Story

Date: 10-29-10 CSR: [Signature]

Is the customer calling as a result of the broadcast? **YES** NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Dury's Gun Shop

Address: 819 1st W 115
San Antonio TX 78223

Phone: _____
Serial #: AC# R2581729

Send an ARS label

Comments:

Been getting calls customers inquiring they have had a problem and are informing

700 Log Sheet – 2010 CNBC Story

Date: 10/22/10 CSR: Andrew Turner

Is the customer calling as a result of the broadcast? **(YES)** NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

*****Send an ARS label*****

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 10-20 CSR: [Signature]

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 10-22 CSR: LA

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model ⁷¹⁰~~700~~
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 10/22/10 CSR: Logan

Is the customer calling as a result of the broadcast? **(YES)** NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Questions

700 Log Sheet - 2010 CNBC Story

Date: 10/22 CSR: Eric

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: 66931416

85374

Send an ARS label

Comments:

OK After Explanation

*****Internal Use Only*****

700 Log Sheet - 2010 CNBC Story

Date: 10/22 CSR: Eric

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

700 SPS - Question About Safe

700 Log Sheet – 2010 CNBC Story

Date: 10/22 CSR: ERIC

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Supportive -

700 Log Sheet – 2010 CNBC Story

Date: 10/22 CSR: Eric

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Model Seven

*****Internal Use Only*****

700 Log Sheet - 2010 CNBC Story

Date: 10/22 CSR: _____

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: 7820759

Send an ARS label

Comments:

Going to change trigger - 3rd Party

700 Log Sheet – 2010 CNBC Story

Date: 10-22-10 CSR: J.B. Irving

Is the customer calling as a result of the broadcast? **YES** NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700 *Forward to Product S*
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Fired on safety release

700 Log Sheet – 2010 CNBC Story

Date: 10-22-10 CSR: JB Irving

Is the customer calling as a result of the broadcast? **YES** NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Forwarded to Product Service
Had gun go off when safety pushed off.

700 Log Sheet – 2010 CNBC Story

Date: 10/22/10 CSR: Dell

Is the customer calling as a result of the broadcast? YES **NO**

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model-700- 770
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Wal mart #2957 / mickymance (consumer)

Address: _____

Phone: _____

Serial #: M71594815 m/770 30-06

Send an ARS label

Comments: bought new @ wal mart
Fired w/ Safety On - 7 days ago
Sending to Alhiman's in Maristown, MN

700 Log Sheet – 2010 CNBC Story

Date: 10/22/10 CSR: Dell

Is the customer calling as a result of the broadcast? YES **(NO)**

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? **(YES)** NO

Consumer Name: Donnie Andrews Jr.

Address: 328 Woodland Dr.

McConnellshurg, PA 17253

Phone: 717-360-2954 (cell)

Serial #: 66390086

Send an ARS label

Comments:

FBC earlier this yr. Gun was unloaded.

700 Log Sheet - 2010 CNBC Story

#4828

Date: 10/22/10 CSR: AM

Is the customer calling as a result of the broadcast? **YES** NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? **YES** NO

Consumer Name: Charles Abersold

Address: 200 Hickory Ln

Valencia, PA 16059-1910

Phone: 724-898-3560

Serial #: 6424818

8/19/99-700 Closed bolt
& it would fire
orig. owner 7/71 DPA
Has bolt lock.

Send an ARS label

Comments:

*****Internal Use Only*****

700 Log Sheet – 2010 CNBC Story

Date: 10-27-10 CSR: Row

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700: 600

- General concern of safety with personal model 700 600
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Claude Brown

Address: _____

Phone: 817-292-3001

Serial #: 31891 & 700 model your 66403827

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 10-22-10 CSR: RON

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: PETE Loco n10

Address: MA

Phone: (508) 898-5000

Serial #: (NSU) 790x784err

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 10/22/10 CSR: Andrew Turner

Is the customer calling as a result of the broadcast? **(YES)** NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: 360-578-6242

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 10-22 CSR: [Signature]

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700

has experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: C6532700

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 10-22 CSR: LW

Is the customer calling as a result of the broadcast? **YES** NO

Initial tone/Attitude of the caller:

Angry at Remington *in between* Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

*****Send an ARS label*****

Comments:

700 Log Sheet – 2010 CNBC Story

Date: Oct. 22, 2010 CSR: SDJ

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: EUGENIE SKORDIANSKI

Address: 26 THOMAS ST.
SHRYFOWN PA

Phone: 570-735-5314

Serial #: 142523

Send an ARS label

Comments:

1969
2003 took gun to smith

700 Log Sheet - 2010 CNBC Story

Date: 10/22/10 CSR: Anita Oakley

Is the customer calling as a result of the broadcast? **YES** NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Stewart Hallett

Address: 589 Westmont Lane
Vineland, NJ 08360

Phone: 856-213-5598

Serial #: does not have - but is sure his firearm is fine -

Send an ARS label Ref

Comments:

Referred him to Gunworks of
Central NY to have it inspected

700 Log Sheet – 2010 CNBC Story

Date: 10/22/10 CSR: Anita Carley

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

*****Send an ARS label*****

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 10/22/10 CSR: Anita Oakley

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: John Barnett

Address: 205 East Oak St
Somerset KY 42501

Phone: 606-305-7608

Serial #: 6489597

Send an ARS label

Comments:

Referred him to Product

700 Log Sheet – 2010 CNBC Story

Date: 10/22/10 CSR: Anita Oakley

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: A6769121

*****Send an ARS label*****

Comments:

wanted to know what kind of
trigger in firearm

700 Log Sheet - 2010 CNBC Story

Date: 10/22/10 CSR: Anita Oakley

Is the customer calling as a result of the broadcast? **YES** NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: B6525491

Send an ARS label

Comments:

wanted to know what year his Firearm was made

700 Log Sheet – 2010 CNBC Story

Date: 10-22-10 CSR: JTT

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

has never had a problem w/ any of his guns

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Alfred T. Waterfall

Address: 65 Ticonderoga Dr.
Torrington, CT 06790-3449

Phone: 860-489-3223

Serial #: _____

Send an ARS label

Comments:

referred to new website; has 3 700's.

700 Log Sheet – 2010 CNBC Story

Date: 10/22/10 CSR: Sara

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: 217-691-6486

Serial #: _____

Send an ARS label

Comments:

Didn't see TV show, but saw our updates on Facebook + was calling to get more info. Him + his dad have many

700 Log Sheet – 2010 CNBC Story

Date: 10/22/10 CSR: Sara

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Performance Shooting

Address: Ship to 509139
Constable, NY

Phone: _____

Serial #: _____

Send an ARS label

Comments:

ordering parts wanted our take on
the story - referred to website

700 Log Sheet - 2010 CNBC Story

Date: 10/22/10 CSR: Watts

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Just checking on the "Propaganda"

*****Internal Use Only*****

700 Log Sheet – 2010 CNBC Story

Date: 10/22/10 CSR: Watts

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Thought there was a recall

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES **NO**

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Given SMP info and suggested
gunsmith inspect it.

700 Log Sheet – 2010 CNBC Story

Date: 10/22/10 CSR: Watts

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Neutral

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Ed Roten

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Advised that he had a UD. Admitted
adjusting trigger. X-ferred to P.S.

700 Log Sheet – 2010 CNBC Story

Date: 10/22/10 CSR: Watts

Is the customer calling as a result of the broadcast? **(YES)** NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington *None*
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES **(NO)**

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:
Wanted info on SMP

700 Log Sheet – 2010 CNBC Story

Date: 10-22-10 CSR: J.B. Irving

Is the customer calling as a result of the broadcast? **(YES)** NO

Initial tone/Attitude of the caller:

Angry at Remington

Supportive of Remington

Angry at CNBC for airing

Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)

Inquisitive about Remington position

Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700

seeking company feedback regarding direction/use of personal Model 700

claims they experienced a "safety" related issue with their personal Model 700

has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Has 1996 gun. Going to take it to Allison & Carey for inspection.

700 Log Sheet – 2010 CNBC Story

Date: 10/20/10 CSR: [Signature]

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Just curious

700 Log Sheet – 2010 CNBC Story

Date: 10/22/10 CSR: [Signature]

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Just got one for his son.
Going to take it to RARC

700 Log Sheet – 2010 CNBC Story

Date: 10/22/10 CSR: Chris

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Did not even see program just heard about it.

700 Log Sheet - 2010 CNBC Story

Date: 10-22-10 CSR: J.B. Irving

Is the customer calling as a result of the broadcast? **YES** NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

1978 gun. They are taking to
repair center for SMP.

700 Log Sheet – 2010 CNBC Story

Date: 10-22-10 CSR: Rev

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: TOM

Address: _____

Phone: 435-773-7573

Serial #: B6720780

Send an ARS label

Comments:

wanted to give us his
support!!

*****Internal Use Only*****
700 Log Sheet – 2010 CNBC Story

Date: 10-22-10 CSR: Ren

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: LUCIANO BENA

Address: _____

Phone: 561-427-3068

Serial #: 50595676

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 10/22/10 CSR: Sara

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: 323-576-0001

Serial #: _____

Send an ARS label

Comments:

has two 700's that FSR? transferred to Product Service

700 Log Sheet - 2010 CNBC Story

Date: 10/22/10 CSR: Sara

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: 843-307-6837

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 10/22/10 CSR: Saver

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: 36660289

Serial #: _____

Send an ARS label

Comments:

Loves his 700 + just wanted to know our viewpoint + whether he should be concerned

700 Log Sheet - 2010 CNBC Story

Date: 12/22/10 CSR: Andrew Turner

Is the customer calling as a result of the broadcast? **YES** NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: 505-471-0492

Serial #: _____

Send an ARS label

Comments:

*****Internal Use Only*****

700 Log Sheet – 2010 CNBC Story

Date: 10-22-10 CSR: UN

Is the customer calling as a result of the broadcast? **YES** NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? **YES** **NO**

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

*****Send an ARS label*****

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 10/22 CSR: ERIC

Is the customer calling as a result of the broadcast? **YES** NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? **YES** NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

FWD TO Product SVS

700 Log Sheet - 2010 CNBC Story

Date: 10-22-10 CSR: Ren

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: JEFF PARLOW

Address: TN

Phone: 386-793-6473

Serial #: A 668 1907

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 10/22/10 CSR: Sara

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: 850-892-6196

Serial #: _____

Send an ARS label

Comments:

Has 721 + is very happy w/ it but did experience 1 FSR - transferred to Product Service

700 Log Sheet – 2010 CNBC Story

Date: 10/22/10 CSR: Sara

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700 - 710
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: 704-929-0843

Serial #: _____

Send an ARS label

Comments:

Thought there was a recall + needed additional info.

700 Log Sheet – 2010 CNBC Story

Date: 10/22/10 CSR: Sara

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: 606-733-5696

Serial #: _____

Send an ARS label

Comments:

-owns two 700's and just wanted further clarification + reassurance

700 Log Sheet – 2010 CNBC Story

Date: 10-22-10 CSR: J.B. Irving

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Very supportive. Loves his 700's.

700 Log Sheet - 2010 CNBC Story

1640

Date: 10/22/10 CSR: Britz Lindig

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

HAD SAFETY CHANGED OVER 9 YRS AGO AND WONDERING WHETHER HE NEEDS TO AGAIN (AS FHS AS A UPGRADE.

Remington

Confidential

10/19/10

*****Internal Use Only*****

700 Log Sheet – 2010 CNBC Story

Date: 10/22/10 ⁰⁹²⁰ CSR: Bruce Thompson

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

WISHED TO SPEAK TO CORPORATE,
GAVE HIM THE 800 #

700 Log Sheet – 2010 CNBC Story

Date: 10-22-10 CSR: LORI NEMYJ
1:15 pm

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Keith Willerman

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Keith has a question w/trigger issue. He wants to know if the new trigger X-Mark Pro will resolve the misfire potential. Referred him to Unda Powell Jessica Remington Confidential Kallam.

10/19/10

700 Log Sheet - 2010 CNBC Story

#4836

Date: 10/22/10 CSR: MA

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Sid Anderson AG417624 30-06 077

Address: 14550 White Pine Way 379114 " 168

Lapine OR 97739 6267116 243 170

Phone: _____ A6499821 7mag 477

Serial #: 323-576-0001

Send an ARS label - 4

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 10/23/10 CSR: Sara

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller: neutral

Angry at Remington Supportive of Remington

Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)

Inquisitive about Remington position

Calling to provide broadcast feedback

Customer Owns a Model 700: 700 BDL 17 Rem (never shot)

General concern of safety with personal model 700

seeking company feedback regarding direction/use of personal Model 700

claims they experienced a "safety" related issue with their personal Model 700

has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: 203-255-5669

Serial #: _____

Send an ARS label

Comments:

-only caught tail end of program +
was calling for more information

700 Log Sheet – 2010 CNBC Story

Date: 10/23/10 CSR: Andrew Turner

Is the customer calling as a result of the broadcast? **(YES)** NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 10.23.10 CSR: _____

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: KEVIN ERICKSON

Address: 1908 Burlington Dr # C5
WEST Fargo, ND 58078

Phone: _____

Serial #: NSN AT THIS TIME

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 10/24 CSR: Eric

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

May Send

700 Log Sheet – 2010 CNBC Story

Date: 10/25/10 CSR: J. Balio

Is the customer calling as a result of the broadcast? **NO**

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? **YES** **NO**

Consumer Name: Gary – Lock Stock & Barrel Gun Shop in NY

Address: _____

Phone: 518 844-9108

Serial #: _____

Send an ARS label

Comments:

I had to call him on another subject and he wanted to talk about the CNBC broadcast. He has never seen a 700 at factory specs have an issue. He noted that the military and police shown on the show probably had adjusted their guns out of specs.

700 Log Sheet - 2010 CNBC Story

Date: 10/25/10 CSR: Elijah

Is the customer calling as a result of the broadcast? **YES** NO

Initial tone/Attitude of the caller:

Neutral

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES **NO**

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Felt confident after seeing website and talking

700 Log Sheet - 2010 CNBC Story

Date: 10/25/10 CSR: Sara

Is the customer calling as a result of the broadcast? YES NO didn't see it

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: 509-684-7632

Serial #: _____

Send an ARS label

Comments:

- heard there was a recall
- has 700 for 30 yrs w/ no problem

700 Log Sheet - 2010 CNBC Story

Date: 10/25/10 CSR: Savo

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Scott Kenny

Address: _____

Phone: 715-589-4219

Serial #: B6781720

Send an ARS label

Comments:

→ Never any problems; just calling for more info

*****Internal Use Only*****

700 Log Sheet – 2010 CNBC Story

Date: 10/25/10 CSR: Saw

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

MA

Phone: 508-824-5301

Serial #: G6329540

Send an ARS label

Comments:

also heard there was a recall ;
calling for more info

700 Log Sheet - 2010 CNBC Story

Date: 10/25 CSR: logAn

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Questions

*****Internal Use Only*****

700 Log Sheet – 2010 CNBC Story

Date: 10/25 CSR: Logt~

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Questions

700 Log Sheet – 2010 CNBC Story

Date: 10/25/10 CSR: Sara

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: 731-209-0247

Serial #: 760177, C6308626, D6235574

Send an ARS label

Comments:

- saw it on a hunting forum - never had any problems
↳ instructed them to call in w/ serial numbers

700 Log Sheet - 2010 CNBC Story

Date: 10/25 CSR: D. CoP

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Neutral

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

*asking mostly about
Validity no problems
to date but it is a
used gen so he will
have RARC check it out.*

700 Log Sheet – 2010 CNBC Story

Date: 10/25 CSR: D. Lopez

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Neutral

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Gensmith forwarding to prod. See on Consumers behalf. along w/ note

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 10/25 CSR: D. Corp

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC *N/A*

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

*x fee to prod. safety
due to N. D.*

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 10/25 CSR: D. Cox

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Curious

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

*no problems to date
just waiting safety
inspection for peace
of mind*

Comments:

700 Log Sheet - 2010 CNBC Story

Date: Oct. 25 CSR: SDJ

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Todd GEORGE

Address: 763 CHALS TRAIL
GREENE, RI 02827

Phone: 401-392-1802

Serial #: S6589999.

Send an ARS label Yes

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 10/25 CSR: Eric

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Lou Kern

Address: _____

Phone: _____

Serial #: 56407152

Send an ARS label

Comments: Sent To Product Sucs.
700 264 Cal

700 Log Sheet – 2010 CNBC Story

Date: 10/25 CSR: LogA ✓

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Is my gun safe

700 Log Sheet – 2010 CNBC Story

Date: 10/25/10 CSR: [Signature]

Is the customer calling as a result of the broadcast? **YES** NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES **NO**

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

*****Send an ARS label*****

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 10/25/10 CSR: Dell

Is the customer calling as a result of the broadcast? **(YES)** NO

Initial tone/Attitude of the caller: He was fine

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC } N/A

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback } N/A

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model ~~700~~ ⁷²¹
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? **(YES)** NO

Consumer Name: Robert Yount

Address: 647 Roberts Dr.
Defuniak Springs, FL 32433

Phone: 850-333-0904

Serial #: 268793

Send an ARS label

Comments:

Stated he had FSR - 1 time long ago

700 Log Sheet - 2010 CNBC Story

Date: 10/25/10 CSR: Dell

Is the customer calling as a result of the broadcast? YES NO Don't know

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

n/a

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

n/a

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Marshall Aboss

Address: 15980 Owl Rd
Hopkinsville, KY 42240

Phone: 270-548-1049

Serial #: n/a

Send an ARS label

Comments:

Just purchased gun - he stated red FSIR
while gun was empty

700 Log Sheet - 2010 CNBC Story

4840

Date: 10/25/10 CSR: CM

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Casey's Gunsmith Shop
Consumer Name: ~~Casey's Gunsmith Shop~~ Casey's Gunsmith Shop 700 - Fired on Safe Release

Address: 297 Roxbury Rd.

Mexico ME 04257

Phone: 207-357-5658

Serial #: C6723624 16yrs.

Dealer is shipping in for customer.

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 10/25/10 CSR: Dell

Is the customer calling as a result of the broadcast? **YES** NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- ^{customer} claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? **YES** NO

Consumer Name: Tri County Sports Shop

Address: 89 Grandview Ave
Point Pleasant, WV 25550

Phone: 304-679-2988

Serial #: 56714315

Send an ARS label

Comments:

His customer had FBC w/ new gun
on 10/24/10.

700 Log Sheet – 2010 CNBC Story

Date: 10-25-10 CSR: JJJ

Is the customer calling as a result of the broadcast? **YES** NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

his dad told him about the "recall"

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Jack Degennaro

Address: _____

Phone: 570-828-1852

Serial #: A6727951

Send an ARS label

Comments:

referred him to website

700 Log Sheet – 2010 CNBC Story

Date: 10/25/10 CSR: Sara

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Stu

Address: _____

Phone: 306-756-2511

Serial #: T6248462

Send an ARS label

Comments:

His friend saw the program so he was calling for more info. loves his 700 + never had any issues

700 Log Sheet – 2010 CNBC Story

Date: 10/25/10 CSR: Andrew Turner

Is the customer calling as a result of the broadcast? **(YES)** NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 10/25/10 CSR: Andrew Turner

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 10/25/10 CSR: Andrew Turner

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 10/25/10 CSR: Andrew Turner

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

*****Internal Use Only*****
700 Log Sheet – 2010 CNBC Story

Date: 10/25 CSR: LojAv

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

QUESTIONS

700 Log Sheet - 2010 CNBC Story

Date: 10/25/10 CSR: Watts

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Neither

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Below

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700

has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Is taking it to Marks outdoor Co shop
in B'ham AL.

700 Log Sheet - 2010 CNBC Story

Date: 10-25-10 CSR: J.B. Irving

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

He is going to take to repair center for free inspection.

700 Log Sheet – 2010 CNBC Story

Date: Oct. 25, 2010 CSR: SDJ

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Charles Edward Peete
Address: 2601 Old US Hwy 64
JAMESVILLE, NC 27048

Phone: 252 793 3733

Serial #: E6824859

Send an ARS label yes

cpeete56@yahoo.com

Comments:

CONCERNED

700 Log Sheet - 2010 CNBC Story

Date: Oct. 25, 2010 CSR: SDJ

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Charlie Brown

Address: 942 Big Leaf Ln.
Quincy WA 98376

Phone: 360-165-3934

Serial #: 56288389

Send an ARS label

Comments: Just wanted gen info

700 Log Sheet - 2010 CNBC Story

4843

Date: 10/25/10 CSR: M

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Edward J. Loughtin Jr.

Address: 542 Chestnut St
Emmaus, PA 18049

Phone: 610-966-2197

Serial #: 6293770

Send an ARS label

Comments:

applies Rem Oil, hasn't had trigger cleaned.
box & ARS.

1151993

30-06 1703 700
20 yrs ago FSR-wife was shooting
last yr. pulled trig - it didn't fire
He's never had it happen w/ him.

700 Log Sheet - 2010 CNBC Story

#4842

Date: 10/25/10 CSR: Ch

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: William Youles
Address: 4315 Raven Dr.
Fallon NV 89406
Phone: 775-217-1420
Serial #: 270 - A6783750

FSR w/ one of 4-700s
he owns wants to
have them all checked
no injuries.

Send an ARS label fyrewil@ccomm.net

Comments:

FSR-700 270

700 Log Sheet – 2010 CNBC Story

Date: 10/25/10 CSR: Dell

Is the customer calling as a result of the broadcast? YES NO unknown

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC n/a

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position n/a
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Donald Wood

Address: 9538 County Rt 114
Hammockport, NY 14840

Phone: 607-583-2060

Serial #: C6758317

Send an ARS label

Comments:

Had FBC on 10/24/10 - No injury / no damage

700 Log Sheet - 2010 CNBC Story

Date: 10/25/10 CSR: EDH

Is the customer calling as a result of the broadcast? **YES** NO

Neutral

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? **YES** NO

Consumer Name: Joseph Walkowiak

Address: 252 Wyoming st
Wilkesbarre, PA 18705

Phone: _____

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 10/25/10 CSR: Anita

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Sent call to 2129 (Deel + Christy)

700 Log Sheet – 2010 CNBC Story

Date: 10/25/10 CSR: Saro

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: 907-229-6989

Serial #: new 700 BPL .30-06

Send an ARS label

Comments:

General maintenance/cleaning questions

700 Log Sheet – 2010 CNBC Story

Date: 10-25-10 CSR: JBIrving

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Consumer was told we are having problems w/ our trigger. Advised go to Remington 700.tv for our side of the story.

700 Log Sheet - 2010 CNBC Story

Date: 10/25 CSR: Eric

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

No Problem with Gun

700 Log Sheet - 2010 CNBC Story

Date: 10/25 CSR: Eric

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: 314077

Send an ARS label

Comments:
700 SMP

700 Log Sheet – 2010 CNBC Story

Date: 10/25 CSR: LoyA

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 10/25/10 CSR: Travis

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

concern about trigger

700 Log Sheet – 2010 CNBC Story

Date: 10/25/10 CSR: Travis

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington

Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)

Inquisitive about Remington position

Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700

seeking company feedback regarding direction/use of personal Model 700

claims they experienced a "safety" related issue with their personal Model 700

has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

called to determine trigger type

700 Log Sheet – 2010 CNBC Story

Date: 10-25-10 CSR: JT

Is the customer calling as a result of the broadcast? **(YES)** NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Andrew Rozek

Address: 5500 Holly Brooke Lane

Phone: 405-343-9272

Serial #: NA

Send an ARS label

Comments:

Very supportive — referred him
to website

700 Log Sheet - 2010 CNBC Story

Date: 10-25-10 CSR: JJT

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Larry Foos

Address: 422 Sawmill Ct. SE
Olympia, WA

Phone: 360-438-3943

Serial #: N/A

Send an ARS label

Comments:

purchased 770 instead of 700
because of CNBC program. Referred him
to website.

1000000

700 Log Sheet - 2010 CNBC Story

Date: Oct. 25, 2010 CSR: SDJ

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Lewis VANN
Address: 3467 DEERFIELD Rd.
DEARING GA 30808
Phone: 706-556 3778
Serial #: _____

Send an ARS label Yes

Comments: Old rifle, still has bolt Block safety

700 Log Sheet - 2010 CNBC Story

Date: 10-25 CSR: [Signature]

Is the customer calling as a result of the broadcast? **YES** NO

Initial tone/Attitude of the caller:

- Angry at Remington ___ Supportive of Remington
- ___ Angry at CNBC for airing ___ Supportive of CNBC

Nature/Purpose of Call:

- ___ Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- ___ Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 770 700
- ___ seeking company feedback regarding direction/use of personal Model 700
- ___ claims they experienced a "safety" related issue with their personal Model 700
- ___ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Bobby

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

want a guarantee the gun is safe

700 Log Sheet – 2010 CNBC Story

Date: 10-25-10 CSR: J.B. Irving

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

He was concerned about safety of gun.
I advised to send in for free inspection

700 Log Sheet - 2010 CNBC Story

Date: 10/25/10 CSR: Travis

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

info on SMP

700 Log Sheet - 2010 CNBC Story

Date: 10/25/10 CSR: D. Cox

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Neutral

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700 SMP
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES

NO
RARC

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 10/25/10 CSR: Sara

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: 270-498-0421

Serial #: _____

Send an ARS label

Comments:

has 3 700's & has never had a problem -
was calling to get difference between triggers

700 Log Sheet – 2010 CNBC Story

Date: 10/25/10 CSR: Savo

Is the customer calling as a result of the broadcast? YES NO - didn't say

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: 403-236-3797

Serial #: _____

Send an ARS label

Comments:

Referred to Gravel - has
700 that has misfired twice

700 Log Sheet – 2010 CNBC Story

Date: 10/25/10 CSR: Sara

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: 304-655-7452

Serial #: G6905374

Send an ARS label

Comments:

IS FIREARM SAFE?

700 Log Sheet - 2010 CNBC Story

Date: 10/25/10 CSR: Chris

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

10/25/10

700 Log Sheet - 2010 CNBC Story

Date: 10/25/10 CSR: Chris

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700 770
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Wanted to return 770 b/c of show. Store said all sales are
final. Told we would inspect firearm

10/27/10

700 Log Sheet – 2010 CNBC Story

Date: 10-25 CSR: LLW

Is the customer calling as a result of the broadcast? YES NO

Artica 1

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 10-25-10 CSR: AARON

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES (NO)

Consumer Name: Neil Farnell

Address: _____

Phone: 336-972-2248

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: _____ CSR: Chuck

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- ~~_____~~ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 10-25-2010 CSR: Chuck

Is the customer calling as a result of the broadcast? **(YES)** NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? **YES** **NO**

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

*****Send an ARS label*****

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 10/25 CSR: Eric

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Angry with CNBC

700 Log Sheet – 2010 CNBC Story

Date: 10/25 CSR: Eric

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: James Lowry

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments: Sent To Product Svc.

700 Log Sheet - 2010 CNBC Story

Date: 10-25-10 CSR: JT

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Friend told him about the "recall"

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: 505-710-1734

Serial #: G 6901341

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 10-25-10 CSR: JNT

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Tim Picoraro

Address: _____

Phone: 402-926-9375

Serial #: D6628016

Send an ARS label

Comments:

referred

700 Log Sheet - 2010 CNBC Story

Date: 10-25-10 CSR: JJT

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Winter Park, FL

Phone: 407-920-7370

Serial #: 6631873

Send an ARS label

Comments:

referred him to website -
very nice - understands poor journalism

10/26/10

700 Log Sheet – 2010 CNBC Story

Date: 10/29/10 CSR: Chis

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 10/25/10 CSR: 10/25/10

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 10-25 CSR: LAN

Is the customer calling as a result of the broadcast? **YES** NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

BMP

*****Internal Use Only*****
700 Log Sheet - 2010 CNBC Story

Date: _____ CSR: _____

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

___ Angry at Remington X Supportive of Remington
___ Angry at CNBC for airing ___ Supportive of CNBC

Nature/Purpose of Call:

___ Calling to offer support (pro-Remington)
___ Inquisitive about Remington position
___ Calling to provide broadcast feedback

Customer Owns a Model 700:

X General concern of safety with personal model 700
___ seeking company feedback regarding direction/use of personal Model 700
___ claims they experienced a "safety" related issue with their personal Model 700
___ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Steven Bartley

Address: _____

Phone: 304-855-7693

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 10/25 CSR: Eric

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Imm won't Chamber Hard to close.

700 Log Sheet – 2010 CNBC Story

Date: 10/25 CSR: Eric

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: 6597680

Send an ARS label

Comments:

NO Problem with Gun -

700 Log Sheet – 2010 CNBC Story

Date: 10-25-10 CSR: J.B. Irving

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Gun has went off while pushing the safety off. He is taking to Louisville, KY Repair Center.

700 Log Sheet – 2010 CNBC Story

Date: 10-25-10 CSR: J.B. Irving

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

He has older gun, will be sending in for SMP.

700 Log Sheet – 2010 CNBC Story

Date: _____ CSR: @Huck

Is the customer calling as a result of the broadcast? **YES** NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

*****Send an ARS label*****

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 10/25/10 CSR: Anita Oakley

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Concerned about ALL of his firearms -

700 Log Sheet - 2010 CNBC Story

Date: 10/25/10 CSR: Anita

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: 86072813

Send an ARS label

Comments:

never had issues - just wanted to make sure
firearm is safe

700 Log Sheet - 2010 CNBC Story

Date: 10-25-10 CSR: JIT

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Joseph Keelen

Address: 1283 Valley Forge Dr.
Daytona Beach, FL 32119

Phone: 386-743-3013

Serial #: 310336 (1968)

Send an ARS label

Comments: left wing liberal
an idiot that believed EVERY word that
CNBC had to say Feels we are covering up a story.
Refused to look @ our website.

10/25/10

700 Log Sheet - 2010 CNBC Story

Date: 10/25/10 CSR: Sara

Is the customer calling as a result of the broadcast? YES (NO)

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: 56569645

Send an ARS label

Comments:

wanted to know if their 700 was
X mark for trigger or not

700 Log Sheet - 2010 CNBC Story

Date: 10-25-10 CSR: Travis

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model ~~700-88~~
- seeking company feedback regarding direction/use of personal Model ~~700-88~~
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 10/25/10 CSR: Chris

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Program made him question safety of gun.

700 Log Sheet – 2010 CNBC Story

Date: 10-25 CSR: Lin

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem-but-wants firearm inspected (fill-out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Tri-County

Address: _____
WV

Phone: _____

Serial #: _____

*****Send an ARS label*****

Comments:

transferred to Product
Service

700 Log Sheet - 2010 CNBC Story

Date: 10-25 CSR: [Signature]

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

700 VTR

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

wanted to know which
trigger

700 Log Sheet - 2010 CNBC Story

Date: 10/25/10 CSR: Logan

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

SENDING IN for Bolt Lock program

700 Log Sheet - 2010 CNBC Story

Date: 10/25 CSR: Eric

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Gewe

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

OK with Gun - newer

700 Log Sheet - 2010 CNBC Story

Date: 10/25 CSR: Eric

Is the customer calling as a result of the broadcast? **YES** NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Model Seven Combine

700 Log Sheet – 2010 CNBC Story

Date: 10/25 CSR: Eric

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

700 CDK 30-06 New Gun - no problems

700 Log Sheet - 2010 CNBC Story

Date: Oct 25, 2010 CSR: SDJ

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington

Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)

Inquisitive about Remington position

Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700

seeking company feedback regarding direction/use of personal Model 700

claims they experienced a "safety" related issue with their personal Model 700

has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Anthony Cotner

Address: 360 Big Apple Way
Loganville GA 30052

Phone: 770-554-8780

Serial #: G6899810

Send an ARS label

Comments:

Sending ARS label as good will to
Cotner his "fans", even though his rifle is new
w/ Xmark Pro adj. Trigger

10/25/10

700 Log Sheet - 2010 CNBC Story

Date: Oct 25, 2010 CSR: SDJ

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: HiALEAH Police Dept

Address: 5555 E 8th Av
HiALEAH, FL 33013

Phone: 305 953-6040

Serial #: C0715069, B6546785, G6382061, F6259279
G6676236

Send an ARS label G6675901

Comments:

bjherNANDEZ@hiALEAH FL.gov
wants additional info on properly maintained, and adjusted only
by qualified gunsmith sent to them.

10/20/10

700 Log Sheet - 2010 CNBC Story

Date: 10/25/10 CSR: Anita Carney

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: 06601963

Send an ARS label

Comments:

Referred them to Hoenflo Gunsmithing

10/25/10

700 Log Sheet - 2010 CNBC Story

Date: 10/25/10 CSR: Anita Oakley

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Generally upset + concerned
About his trigger - would not send in - or give information

700 Log Sheet - 2010 CNBC Story

Date: 10/25/10 CSR: Anita O'Leary

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington

Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)

Inquisitive about Remington position

Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700

seeking company feedback regarding direction/use of personal Model 700

claims they experienced a "safety" related issue with their personal Model 700

has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Iion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: A 673 8505

Send an ARS label

Comments:

~~000~~ Referred to Mann + Son

*****Internal Use Only*****
700 Log Sheet – 2010 CNBC Story

Date: 10/25/10 CSR: Sara

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

PA

Phone: 724-838-1520

Serial #: G6305362

Send an ARS label

Comments:

wants firearm inspected - referred to RARC

700 Log Sheet - 2010 CNBC Story

Date: 10/25/10 CSR: Sara

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller: Neutral

Angry at Remington Supportive of Remington

Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)

Inquisitive about Remington position

Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700

seeking company feedback regarding direction/use of personal Model 700

claims they experienced a "safety" related issue with their personal Model 700

has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: 66754439 718-984-3405

Serial #: 5 _____

Send an ARS label

Comments:

calling about "recall"

700 Log Sheet - 2010 CNBC Story

Date: 10/25/10 CSR: ~~10/25/10~~ T-avis

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

info on SMP

700 Log Sheet - 2010 CNBC Story

Date: 10/25/10 CSR: Chris

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Tim Williams

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

SMP

700 Log Sheet – 2010 CNBC Story

Date: 10-25-10 CSR: RDP

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Rusi AodssD

Address: _____

Phone: (239) 282-0273

Serial #: B6413184

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 10.25.10 CSR: Row

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: DAVE KORNDWA

Address: _____
_____ .OH

Phone: 411

Serial #: A 678 6686

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 10/25/10 CSR: Andrew Turner

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 10-25-10 CSR: LMW

Is the customer calling as a result of the broadcast? **(YES)** NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Winston

Phone: _____

Serial #: _____

Send an ARS label

36501698 04
T.6240924 98

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 10-25-10 CSR: AARON

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC *NEITHER*

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

*****Internal Use Only*****
700 Log Sheet – 2010 CNBC Story

Date: 10/25/10 CSR: Logan

Is the customer calling as a result of the broadcast? YES **(NO)**

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES **(NO)**

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

QUESTIONS

700 Log Sheet - 2010 CNBC Story

Date: 10/25 CSR: Eric

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Asking About Special Run Gun

700 Log Sheet – 2010 CNBC Story

Date: 10/25/10 CSR: Watts

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Gripping about the broadcast. He was a news believer. Told to have a gunsmith check his out

*****Internal Use Only*****
700 Log Sheet – 2010 CNBC Story

Date: 10-25-10 CSR: JT

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Fred Colburn

Address: 90 Oak View Lane
Pittsford, VT

Phone: 802-773-0919

Serial #: ~~777~~ A 6832884

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 10/20 CSR: ERIC

Is the customer calling as a result of the broadcast? **YES** NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: 610243433

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 10/26 CSR: Eric

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments: Sent TO Product Svc.

700 Log Sheet - 2010 CNBC Story

Date: 10/26/10 CSR: Watts

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

None

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback *just question*

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Just checking on any recall information.

700 Log Sheet - 2010 CNBC Story

Date: 10-25-10 CSR: Ron

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Paul Turner

Address: _____

Phone: 423-658-5802

Serial #: 6748774 (1974)

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 10-26-10 CSR: Rox

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: JD54 LaPearce

Address: _____

Phone: 530-501-4504

Serial #: 56720003

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 10-26-10 CSR: Rox

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: David STRAMELKY

Address: _____

Phone: 231-337-2741

Serial #: 66228106

Send an ARS label

Comments:

*****Internal Use Only*****

700 Log Sheet - 2010 CNBC Story

Date: 10-26-10 CSR: JJT

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory?

YES NO

Consumer Name: Jerry Perrymore

to Pedestal

Address: _____

Atlanta, GA

Phone: _____

Serial #: A1620321 ¹⁹⁷⁸ B6544977

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 10-26-10 CSR: JJT

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Scott Hall

Address: _____

Phone: 321-635-8557

Serial #: will call back after season w/ SN

Send an ARS label

Comments:

referred to website

700 Log Sheet - 2010 CNBC Story

Date: 10-26-10 CSR: LRW

Is the customer calling as a result of the broadcast? YES **NO**

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington

Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)

Inquisitive about Remington position

Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700

seeking company feedback regarding direction/use of personal Model 700

claims they experienced a "safety" related issue with their personal Model 700

has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments: directed to
website

700 Log Sheet - 2010 CNBC Story

Date: 10/26 CSR: Jagtr

Is the customer calling as a result of the broadcast? **YES** NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington

Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)

Inquisitive about Remington position

Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700

seeking company feedback regarding direction/use of personal Model 700

claims they experienced a "safety" related issue with their personal Model 700

has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Questions

700 Log Sheet - 2010 CNBC Story

Date: 10/26 CSR: Eric

Is the customer calling as a result of the broadcast? **YES** NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

IS concerned about our
one Image.

700 Log Sheet - 2010 CNBC Story

Date: 10/26 CSR: Eric

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington ___ Supportive of Remington
- ___ Angry at CNBC for airing ___ Supportive of CNBC

Nature/Purpose of Call:

- ___ Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- ___ Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- ___ claims they experienced a "safety" related issue with their personal Model 700
- ___ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Switching Trigger TO XMark Pro

700 Log Sheet – 2010 CNBC Story

Date: 10/26/10 CSR: Watts

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: A6621976

Send an ARS label

Comments:

Hd one with "shaky safety coming to us.

700 Log Sheet – 2010 CNBC Story

Date: 10-26-10 CSR: J.B. Irving

Is the customer calling as a result of the broadcast? **YES** NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? **YES** **NO**

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

*****Send an ARS label*****

Comments:

Gun will fire when bolt is closed.
Sending out ARS Label.

700 Log Sheet - 2010 CNBC Story

Date: 10/26/10 CSR: Watts

Is the customer calling as a result of the broadcast? YES NO Info from friend

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

None

Nature/Purpose of Call:

Calling to offer support (pro-Remington)

Inquisitive about Remington position

OK

Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700

seeking company feedback regarding direction/use of personal Model 700

claims they experienced a "safety" related issue with their personal Model 700

has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Harry Fuzate

Address: PO Box 100

Ewing VA 24248

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Has reported that he has never had issues with
on 307-s. Has adjusted triggers. Give a "take to parts with
... for conversion" record

*****Internal Use Only*****

700 Log Sheet – 2010 CNBC Story

Date: 10-26-10 CSR: Q Huck

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Has Had no problem
referred to GARDNER
CloseBy Has called BEFORE.

700 Log Sheet – 2010 CNBC Story

Date: 10/26/10 CSR: Anita

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 10/26/10 CSR: Anita

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Questions about several 700 series

700 Log Sheet - 2010 CNBC Story

Date: 10/26/10 CSR: Sara

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Nova Scotia

Phone: 902-863-0492

Serial #: A6731679

Send an ARS label

Comments:

calling about SMP - referred to Gravel Agency

700 Log Sheet - 2010 CNBC Story

Date: 10/26/10 CSR: Sara

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Hamisburg, PA

Phone: 717-453-9427

Serial #: LM 138156 .222

Send an ARS label

Comments:

gun was purchased new - calling for more info about SMP - referred to RARC

700 Log Sheet - 2010 CNBC Story

Date: 10/26/10 CSR: Trans

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

forwarded to 2129

*****Internal Use Only*****

700 Log Sheet - 2010 CNBC Story

Date: 10/26/2010 CSR: D. Am...

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

has 15 700's NEVER had a
problem

700 Log Sheet - 2010 CNBC Story

Date: 10/26/10 CSR: Chris

Is the customer calling as a result of the broadcast? YES NO ?

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Asked about installing an XMP trigger in older gun.

700 Log Sheet – 2010 CNBC Story

Date: 10/20/10 CSR: Andrew Turner

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Transferred to Product Service

700 Log Sheet – 2010 CNBC Story

Date: 10-26 CSR: LMW

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: G6215092

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 10-26-10 CSR: AARON

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Gregg Boggs

Address: _____

Phone: 304-633-4421

Serial #: _____

Send an ARS label

Comments:

wants to exchange to XMark Pro

700 Log Sheet - 2010 CNBC Story

Date: 10-26-10 CSR: _____

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Rocky Boggs

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Fired when Bolt was closed
Sent to product service

*****Internal Use Only*****
700 Log Sheet – 2010 CNBC Story

Date: 10-26-10 CSR: AARON

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Robert Contrail

Address: _____

Phone: 501-758-4975

Serial #: G6764900

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 10-26-10 CSR: AARON

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: 719-547-4801

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 10-26-10 CSR: AARON

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington

Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)

Inquisitive about Remington position

Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700

seeking company feedback regarding direction/use of personal Model 700

claims they experienced a "safety" related issue with their personal Model 700

has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: JAMES WARREN

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Sent To Product Service

*****Internal Use Only*****

700 Log Sheet – 2010 CNBC Story

Date: 10-26-10 CSR: AARON

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington

Supportive of Remington

Angry at CNBC for airing

Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)

Inquisitive about Remington position

Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700

seeking company feedback regarding direction/use of personal Model 700

claims they experienced a "safety" related issue with their personal Model 700

has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Sent to Product Service

700 Log Sheet – 2010 CNBC Story

Date: 10/26/10 CSR: Sara

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: 506-783-1577

Serial #: _____

Send an ARS label

Comments:

wanted info on upgrading triggers
to XMark Pro

*****Internal Use Only*****

700 Log Sheet – 2010 CNBC Story

Date: 10/26/10 CSR: Travis

Is the customer calling as a result of the broadcast? YES **NO**

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

trigger type in personal gun
66900277

*****Internal Use Only*****

700 Log Sheet – 2010 CNBC Story

Date: 10/26/10 CSR: Travis

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

C6522451

*****Internal Use Only*****
700 Log Sheet – 2010 CNBC Story

Date: 10/26/10 CSR: Chris

Is the customer calling as a result of the broadcast? **YES** NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? **YES** **NO**

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Age? s# 6593651 (1973)

700 Log Sheet – 2010 CNBC Story

Date: 10/26/10 CSR: Andrew Turner

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

wanting to participate in the SMP
programs

700 Log Sheet – 2010 CNBC Story

Date: 10/26/10 CSR: Andrew Turner

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Model 700 Serial Number inquiry

700 Log Sheet – 2010 CNBC Story

Date: 10/26/10 CSR: Anita

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: 6774120

Send an ARS label

Comments:

Referred to J+A Gunsmithing
AM SMP

700 Log Sheet - 2010 CNBC Story

Date: Oct. 26, CSR: _____

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES (NO)

Consumer Name: Scott McDonald

Address: 610 Bailey St.
Stratton NE 69043

Phone: 308-276-2443

Serial #: _____

Send an ARS label

Comments:

1990's vintage rifle, has not had
any issues. just wanted info

wants to wait till
after hunting season

700 Log Sheet - 2010 CNBC Story

Date: Oct 26, 2010 CSR: SDJ

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Scott Gibson

Address: 725 Labrant Rd.
Kalispell, MT 59901

Phone: 720-204-1286

Serial #: G66B3796

Send an ARS label Yes - to Alhmanns

Comments:

Has issues with bolt - chamber

*Not sure if you want
L or not.*

700 Log Sheet - 2010 CNBC Story

Date: Oct. 26, 2010 CSR: SDJ

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700 *with his 700*
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Shaun Helt

Address: 1149 N Belmont Ave
Washington, UT 84780

Phone: 435-674-8780

Serial #: _____

Send an ARS label

Comments:

HAS two GUNS he wants to return, 700 and 700 XCP

700 Log Sheet - 2010 CNBC Story

Date: D. Cox CSR: 10/26/10

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Neutral.

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- ~~claims~~ they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES (NO)

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Bought used wanted date and will have it inspected

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 10-26-10 CSR: RSR

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: MIKE PASSOF

Address: _____

Phone: 916-635-3198

Serial #: Q6735252

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 10-26-10 CSR: Ron

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700: 7/10

General concern of safety with personal model ~~700~~
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Charles Butts

Address: _____

Phone: 717-623-3451

Serial #: 71102098

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 10-26-10 CSR: Row

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: M. L. KAZU VAN

Address: _____

Phone: 239-415-0767

Serial #: 66859820

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 10-26-10 CSR: Don

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Donald Schultz

Address: _____

Phone: 208-757-9663

Serial #: 56719603

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: Oct 26, 2010 CSR: SDJ

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: SEGARS Sports II Attn: Dillon

Address: 2956 Georgia HWY 68 North
SANDERSVILLE, GA 31082

Phone: 478-552-1486

Serial #: G691853B

Send an ARS label Yes

Comments:

STATES rifle is brand new 2009 model, with gun on fire and you close the bolt, the firing pin will drop. Also with safety on, close the bolt, the firing pin will drop when safety is pushed off.

700 Log Sheet – 2010 CNBC Story

Date: Oct. 26, 2010 CSR: SDJ

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: TROY WAMBOLT
Address: 11470 DEER LANE
Parkville 80138
Phone: 303-605-7551
Serial #: _____

Send an ARS label

Comments: Going send to Sports World

700 Log Sheet - 2010 CNBC Story

Date: Oct 26, 2010 CSR: SDJ

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Butch Belvinis

Address: 108 E. LAKE VILL.
Blue Springs, MO. 64014

Phone: 016-228-7319

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 10-26-10 CSR: JJT

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Greg Ward

Address: 2910 S. 38th Ave
West Richard, WA 99353

Phone: 509-376-7944

Serial #: NA

Send an ARS label

Comments:

Loves Rem Oil - referred to website.

*****Internal Use Only*****

700 Log Sheet – 2010 CNBC Story

Date: 10/26/09 CSR: Chris

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington

Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)

Inquisitive about Remington position

Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700

seeking company feedback regarding direction/use of personal Model 700

claims they experienced a "safety" related issue with their personal Model 700

has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 10/26 CSR: Eric

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: E6765740

Send an ARS label

Comments: Sent TO Product Serv

700 Log Sheet - 2010 CNBC Story

Date: 10/26/10 CSR: Elijah

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Neutral

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Sal Lipira

Address: 1050 SE 68th Ave
Ocala, FL 34472

Phone: 352 817 1804

Serial #: 43983

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 10/26/10 CSR: Elijah

Is the customer calling as a result of the broadcast? **YES** NO

Initial tone/Attitude of the caller:

Neutral

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model ⁷⁸⁸~~700~~
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES **NO**

Consumer Name: _____

Address: _____

Phone: _____

Serial #: (788)

Send an ARS label

Comments:

Wants to take it to
hometown Gunsmith

*****Internal Use Only*****

700 Log Sheet - 2010 CNBC Story

Date: 10/26/10 CSR: Elijah

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

^{started} Angry at Remington ^{Finished} Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Kay Pennington

Address: 163 Mercer RD
Pineville, LA 71360

Phone: _____

Serial #: N/A

Send an ARS label

Comments:

Upon explanation and viewing the website she did a 180

700 Log Sheet – 2010 CNBC Story

Date: 10/26/10 CSR: Watts

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700 BDL
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Wanted send program. Has an old
model is old and was misled by the broadcast

*****Internal Use Only*****

700 Log Sheet – 2010 CNBC Story

Date: 10/26/10 CSR: Watts

Is the customer calling as a result of the broadcast? **YES** NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

700 mL
Trigger

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES **NO**

Consumer Name: _____

Address: _____
Michigan

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Advised of inspection. Actually calling for his brother. Suggested Gunsmith or RARC etc.

700 Log Sheet - 2010 CNBC Story

Date: 10-26-10 CSR: J.B. Irving

Is the customer calling as a result of the broadcast? **(YES)** NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

What style trigger do I have.

*****Internal Use Only*****

700 Log Sheet – 2010 CNBC Story

Date: 10/26 CSR: J. Koschi

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 10-26-10 CSR: _____

Is the customer calling as a result of the broadcast? **YES** NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES **NO**

Consumer Name: Rich Bergen

Address: _____

Phone: 801-571-7005

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 10/26/10 CSR: Andrew Tedner

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

~~ASD 2010~~ Inquired about if his 40-X trigger was one of the Walker style

700 Log Sheet - 2010 CNBC Story

Date: 10-26-10 CSR: JJT

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Ron Saunders

Address: _____

Phone: 661-748-0900

Serial #: NA (5yr old gun)

Send an ARS label

Comments:

says he just wants the x-mark pro
because he HAS to have a trigger job done. (?)

700 Log Sheet - 2010 CNBC Story

Date: 10-26 CSR: LM

Is the customer calling as a result of the broadcast? YES NO

forums

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

directed to web site

700 Log Sheet – 2010 CNBC Story

Date: 10-26 CSR: [Signature]

Is the customer calling as a result of the broadcast? **YES** NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? **YES** **NO**

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

SMP - factory drop
700

700 Log Sheet - 2010 CNBC Story

Date: 10/26 CSR: Logan

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

SERIAL num checks

700 Log Sheet – 2010 CNBC Story

Date: 10/26 CSR: Logan

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Bolt Lock Questions

700 Log Sheet – 2010 CNBC Story

Date: Bo 10/26 CSR: Logan

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

RECALL question

700 Log Sheet – 2010 CNBC Story

Date: 10/26 CSR: LogA✓

Is the customer calling as a result of the broadcast? **YES** NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? **YES** **NO**

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Questions

700 Log Sheet - 2010 CNBC Story

Date: 10/26 CSR: Logan

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

600 MOHAWK QUESTIONS

700 Log Sheet - 2010 CNBC Story

Date: 10/26 CSR: LoSAJ

Is the customer calling as a result of the broadcast? **YES** NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback.

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Questions

700 Log Sheet – 2010 CNBC Story

Date: 10-26-10 CSR: C Huek

Is the customer calling as a result of the broadcast? **YES** NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? **YES** **NO**

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

*****Send an ARS label*****

Comments:

~~ASKED~~ ASKED TO call WITH SERIAL NUMBER. NO PROBLEMS
... THE D.C.F. 10

700 Log Sheet – 2010 CNBC Story

Date: 10-26-2010 CSR: C. Hunk

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: D 6619820 2005

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 10-26-2010 CSR: A. Huck

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Explained safety modification program. Has NOT had problem.

700 Log Sheet - 2010 CNBC Story

Date: 10/26 CSR: Eric

Is the customer calling as a result of the broadcast? **YES** NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

General Questions on SMP

700 Log Sheet – 2010 CNBC Story

Date: 10/26 CSR: Eric

Is the customer calling as a result of the broadcast? **YES** NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Questions about SMP – will TAKE
TO LOCAL GANJOP

700 Log Sheet - 2010 CNBC Story

Date: 10/26 CSR: Eric

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: ~~556~~ 56594984

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 10/26 CSR: Aiff

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: C6713337

Send an ARS label

Comments:

wanted info general

700 Log Sheet - 2010 CNBC Story

Date: 10/26 CSR: Eric

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

General Info Request

700 Log Sheet – 2010 CNBC Story

Date: 10-26-10 CSR: AARON

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Rhoades, Robert

Address: _____

Phone: 315-682-0350

Serial #: EG306797, G6269482

Send an ARS label

Comments:

Both newer guns, informed if they are
not adjusted and maintained there is no problem

*****Internal Use Only*****
700 Log Sheet – 2010 CNBC Story

Date: 10-26-10 CSR: AARON

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES (NO)

Consumer Name: John Stephens

Address: 2109 Embden Pond Road
Embden, ME 04958

offered label 3X

Phone: 207-566-5961

Serial #: MOD 722

Send an ARS label

Comments:

Wants to be a DIY gunsmith. Highly suggested that he take it to a competent Gunsmith / sent a label anyway

700 Log Sheet – 2010 CNBC Story

Date: 10-26-10 CSR: AARON

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Mark Provencher

Address: _____

Phone: 802-598-6688

Serial #: 6593019

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 10-26-10 CSR: RON

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: TYLER SCARLAR
Address: 3302 JEFFREY LN
EAUCLARE WI 54703
Phone: (715) 831-9141
Serial #: G350386

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 10/26/10 CSR: Sever

Is the customer calling as a result of the broadcast? YES NO didn't say

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Dealer wanting to order an X-Mark Pro Trigger for 700 BDL -> asked if that was possible

700 Log Sheet - 2010 CNBC Story

Date: 10-26-10 CSR: Travis

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington ^{extra!} Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 10/26/10 CSR: Travis

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington

Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)

Inquisitive about Remington position

Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700

seeking company feedback regarding direction/use of personal Model 700

claims they experienced a "safety" related issue with their personal Model 700

has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

B6730029 -

700 Log Sheet - 2010 CNBC Story

Date: 10/26/10 CSR: Clavis

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Old guns, New guns he had a number of 700's

700 Log Sheet – 2010 CNBC Story

Date: 10/26/10 CSR: Andrew Turner

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 10/26/10 CSR: Andrew Turner

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 10/26/10 CSR: Andrew Tarnier

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 10/26/10 CSR: Andrew Turner

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 10/26/10 CSR: Andrew Turner

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 10/26/10 CSR: Andrew Turney

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 10-26-10 CSR: JJT

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700

has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? (YES) NO

Consumer Name: Todd Wolf

Address: 460 US Hwy 46
Parsippany, NJ 07054

Phone: (973) 740-5928

Serial #: 6491177

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 10-26-10 CSR: JJT

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Dan Shreeve

Address: _____

Billings, MT

Phone: 406-652-9749

Serial #: N/A 700 LTR

Send an ARS label

Comments:

very understanding → will definitely look at website.

700 Log Sheet - 2010 CNBC Story

Date: 10-26-10 CSR: JJT

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO - RARC

Consumer Name: _____

Address: _____

Longview, WA

Phone: 360-577-2951

Serial #: NA - gave the gun away

Send an ARS label

Comments:

is scared because she gave the gun away after husband died; is in fear for the person who has it now because it has

700 Log Sheet - 2010 CNBC Story

Date: 10/26/10 CSR: Travis

Is the customer calling as a result of the broadcast? YES (NO)

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

trigger concerns

700 Log Sheet - 2010 CNBC Story

Date: 10/26 CSR: Logan

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Questions

700 Log Sheet - 2010 CNBC Story

Date: Oct. 26, 2010 CSR: SDJ

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

NOT AWARE of TV show

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: LARRY BREWER

Address: 96145 Black Rock Rd.
Gulf Breeze FL 32097

Phone: 904-261-5958

Serial #: S6465238

Send an ARS label Yes

Comments:

States had trigger cleaned, trigger would "stick" and not pull after checking bolt gun fired.

*****Internal Use Only*****

700 Log Sheet – 2010 CNBC Story

Date: 10/20/10 CSR: Anita

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Age of firearm -

700 Log Sheet - 2010 CNBC Story

Date: 10/26/10 CSR: Anita

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: William Dias
 Address: 948 Dickinson Rd.
Smithfield, NC 27577
 Phone: 919-795-9395
 Serial #: 71074739

Send an ARS label

Comments:

Called concerning his 710-
venu woset but never had any issues

700 Log Sheet - 2010 CNBC Story

Date: 10/26/10 CSR: Anita

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700

has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Has model 660 and wanted information on 700's - Referred him to RARC to have

700 Log Sheet - 2010 CNBC Story

Date: ~~Ada~~ 10/26/10 CSR: Anita

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

General questions about 700's - has one never had any problems w/ this

700 Log Sheet – 2010 CNBC Story

Date: 10/20/10 CSR: Anita

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Sent call to 2129 (Deel + Christy)

*****Internal Use Only*****

700 Log Sheet – 2010 CNBC Story

Date: 10/26/10 CSR: Anita

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700

has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: 257099

Send an ARS label

Comments:

Referred to Gunworks of Central NY for S&M

700 Log Sheet - 2010 CNBC Story

Date: 10/26/10 CSR: Anita

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Just General questions about the 700's
after seeing broadcast

*****Internal Use Only*****

700 Log Sheet – 2010 CNBC Story

Date: 10/26/10 CSR: Elijah

Is the customer calling as a result of the broadcast? YES NO

Wasted

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Richard Carroll

Address: 1761 Oak St
Ogden, UT 84148

Phone: 801 392 3276

Serial #: N/A

Send an ARS label

Comments:

*****Internal Use Only*****

700 Log Sheet – 2010 CNBC Story

Date: 10-26-10 CSR: JTT

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Mark Walter

Address: _____

Phone: 989-544-2781

Serial #: G 628 3135 → B62054322 (1980) SL 22 1049

Send an ARS label

Comments:

referred to website.tv.

700 Log Sheet – 2010 CNBC Story

Date: 10-26-10 CSR: JJT

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Tom Gordneck

Address: _____

Phone: 218-262-3188

Serial #: has 3 700's - did not have serial #'s

Send an ARS label

Comments:

wanted new X-mark Pros → referred him to new website

700 Log Sheet - 2010 CNBC Story

Date: 10/26/10 CSR: Sara

Is the customer calling as a result of the broadcast? ~~YES~~ NO didn't see

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Dallas, Tx

Phone: _____

Serial #: C6536918

Send an ARS label

Comments:

didn't watch the show, but heard there was a recall/mandatory update - referred to RARC

700 Log Sheet - 2010 CNBC Story

#4862

Date: 10/26/10 CSR: CA

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Rockey Boggs
 Address: 9815 Copperhead Ln
Hackett AR 72937
 Phone: 479-629-1019
 Serial #: F 6204870

700 - 10/25/10 used
 FSR
 Fax: ARS to 479-646-450

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 10/26/10 CSR: [Signature]

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Dan - dealer/gunsmith 700 LH - ever now & the

Address: _____ it will FSR

_____ AT.

Phone: _____

Serial #: A6451746

He will send to our RARC in AT to have bolt lock removed.

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

#4859

Date: 10/26/10 CSR: CM

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Edward Rantz
 Address: 1707 Charles town Rd
Leesville SC 29070
 Phone: erantz@pbt.com.net
803-351-0328
 Serial #: _____

700 pre-82
 recently discharged
 w/o trig. pull. 9/28/10
 2nd hand 1975

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

#4853

Date: 10/26/10 CSR: PK

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: John Anderson
 Address: 203 Grant St
Newell WV 26050
 Phone: 304-387-0818
 Serial #: 51967 - 700 '62

Nov 27 2009 - wife in tree stand, picked up gun & it fired.

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

#4852

Date: 10/26/10 CSR: CA

Is the customer calling as a result of the broadcast? YES NO ?

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Charles Armstrong 700MLS - sat shot
 Address: 1737 Coby Line Rd couple times, reloaded
Fort Gibson OK 74434 if, FSR
 Phone: 918-478-8564
 Serial #: ML055861

Send an ARS label Y

Comments:

700 Log Sheet - 2010 CNBC Story

#4850

Date: 10/26/10 CSR: CM

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Lou Kern FSR
 Address: 51 Highline Rd
Maxwell, N/A 87728
 Phone: 575-447-2969
 Serial #: 56407152 56407152 '01

Send an ARS label

Comments:

10/26 I left voice message that I would be mailing a prepaid shipping label for inspect of rifle.

700 Log Sheet - 2010 CNBC Story

#4849

Date: 10/26/10 CSR: Ch

Is the customer calling as a result of the broadcast? YES NO ?

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Samuel Davidson
 Address: 409 Billy Creek Circle
Hurst TX 76053
 Phone: 817-832-4724
 Serial #: 137437

700-.222
 bought 20 yrs ago-us
 local gunsmith checked.
 last yr. Fired w/o
 touching

Send an ARS label

Comments:

box + ARS
1152252

700 Log Sheet - 2010 CNBC Story

#4845

Date: 10/26/10 CSR: CR

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES

Consumer Name: Carl Canerossi

Address: _____

NY

Phone: 631-418-5174

Serial #: _____

Send an ARS label NO

Comments:

He will seek a RARC to inspect since he has altered.

NO - bought new, adjusted
 put electric sh
 700 - FSR
 mid-90s 2nd yr. in AK
 FSR - he thought his Ristak
 PA hunt 5yr. later.
 last yr. NY state. FSR
 can't duplicate when he
 tri

700 Log Sheet - 2010 CNBC Story

4844

Date: 10/26/10 CSR: CR

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Forest Roberts Jr.

Address: 3616 N. Calhoun Hwy
Grantsville, WV 26147

Phone: 304-354-7519

Serial #: S 7646920

Send an ARS label Yes

Model 700 x 2
Model 7 x 1 - Sprayed w/ o
FSR 57646920
applied WD-40
2002 - blew out w/ c

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 10/26/10 CSR: Sara

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

MN

Phone: 320-877-7331

Serial #: N/A - newer models

Send an ARS label

Comments:

referred to RARC for inspection

700 Log Sheet – 2010 CNBC Story

Date: 10-26-10 CSR: RON

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700: 800

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Mark Sheard

Address: _____

Phone: 410-647-9389

Serial #: 83596

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 10-26 CSR: [Signature]

Is the customer calling as a result of the broadcast? YES **NO**

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? **YES** NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

OR RARC

Send an ARS label

Comments:

[Signature]

700 Log Sheet – 2010 CNBC Story

Date: 10/24/2010 CSR: Don

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES **NO**

Consumer Name: _____

Address: _____

Phone: _____

Serial #: C6609171

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 10/20/10 CSR: Anita

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: B6274239

Send an ARS label

Comments:

dent call to 2129 Dell/Christy

700 Log Sheet – 2010 CNBC Story

Date: 10/26/10 CSR: Anita

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: 358245

Send an ARS label

Comments:

claims his firearm went off (fired w/out pulling trigger)

700 Log Sheet - 2010 CNBC Story

Date: 10-26-10 CSR: JJT

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Chris Wood

Address: _____

Phone: 607-243-8138

Serial #: G6758347 / G6225385

Send an ARS label ↳ fired out of battery

Comments:

didn't believe that "push"
CNBC was "spouting".

*****Internal Use Only*****

700 Log Sheet – 2010 CNBC Story

Date: 10/26/10 CSR: Elijah

Is the customer calling as a result of the broadcast? **YES** NO

Initial tone/Attitude of the caller:

Neutral

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Chose not to give name

Address: _____

Phone: _____

Serial #: 901 466 7933

Send an ARS label

Comments:

was satisfied with website

700 Log Sheet – 2010 CNBC Story

Date: Oct. 26, 2010 CSR: SDJ

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: GARY GLADSTONE

Address: 3633 TAHOONA PLACE WEST
UNIVERSITY PLACE WVA. 98466

Phone: 253-564-2776

Serial #: 6503095

Send an ARS label Yes

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 10/26/10 CSR: Watts

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? (YES) NO

Consumer Name: _____

Address: _____

Virginia

Phone: 703-416-4100

Serial #: _____

Send an ARS label

Comments:

Wants a new trigger. Another of those that believes all of what he saw.

700 Log Sheet – 2010 CNBC Story

Date: 10/26 CSR: Eric

Is the customer calling as a result of the broadcast? YES **NO**

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: B6826953

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 10/26/10 CSR: Andrew Turner

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Question about 700 triggers safety

700 Log Sheet - 2010 CNBC Story

Date: 10-26-10 CSR: ARON

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Sent to product services

700 Log Sheet – 2010 CNBC Story

Date: 10-26-10 CSR: AARON

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Sent to product services

700 Log Sheet – 2010 CNBC Story

Date: 10-26-10 CSR: AARON

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Sent to Product Services

700 Log Sheet – 2010 CNBC Story

Date: 10-26-10 CSR: AARON

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 10/26/10 CSR: Dell

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700 ML
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Robert O'Neal

Address: 22698 State Hwy 114 E.
Coald, AK 91643

Phone: 870-489-5058

Serial #: ML324112

Send an ARS label

Comments:

Had FSR not too long ago.

700 Log Sheet – 2010 CNBC Story

Date: 10/26/10 CSR: Dell

Is the customer calling as a result of the broadcast? YES **NO**

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? **YES** NO

Consumer Name: James Warren

Address: 60124 Cinder Butte Rd
Brnd, OR 97702

Phone: 503-703-3660

Serial #: 71311002

Send an ARS label

Comments:

FSR - 2 wks ago. Nothing - No damage

700 Log Sheet – 2010 CNBC Story

Date: 10/26/10 CSR: Decl

Is the customer calling as a result of the broadcast? **(YES)** NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

n/a

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

n/a

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? **(YES)** NO

Consumer Name: Brian Mullins

Address: 933 Swan Pond Rd
Harriman, TN 37748

Phone: 865-755-2015 (cell)

Serial #: A6491694

Send an ARS label

Comments:

FBC & FSR - rifle is family heirloom

700 Log Sheet – 2010 CNBC Story

Date: 10/26/10 CSR: DFH

Is the customer calling as a result of the broadcast? **(YES)** NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position n/a
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory?

(YES) NO after his hunting season

Consumer Name: Steve Zimmerman

Address: 1324 Cimino Dr.

Wesley Hill, IA 71112

Phone: 510-241-7817 (cell)

Serial #: 7102234712

Send an ARS label

Comments:

Delayed fire - 15 yrs ago. Feels it's unsafe but insisted on using thru hunting season

700 Log Sheet - 2010 CNBC Story

Date: 10/20/10 CSR: Dell

Is the customer calling as a result of the broadcast? **YES** NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC N/A

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position N/A
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? **YES** NO

Consumer Name: Cyril Larsen

Address: 14211 Blackfoot St SW
Proctor, MN 55304

Phone: 763-254-1364 (cell)

Serial #: 96765740

Send an ARS label

Comments:

Held FBC list fall. No injury - No damage

700 Log Sheet – 2010 CNBC Story

Date: 10/26/10 CSR: Dell

Is the customer calling as a result of the broadcast? **(YES)** NO

Initial tone/Attitude of the caller:

- Angry at Remington ___ Supportive of Remington
- ___ Angry at CNBC for airing ___ Supportive of CNBC

Nature/Purpose of Call:

- ___ Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- ___ Calling to provide broadcast feedback

Customer Owns a Model 700:

- ___ General concern of safety with personal model 700
- ___ seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- ___ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES **(NO)**

Consumer Name: Scott Karstens

Address: 552 S. Blue River Loop
Vail, AZ 85641

Phone: 502-207-6399

Serial #: n/a

Send an ARS label

Comments: FBC - 15 years ago
He has received ARS label, wanted a box &
then stated he doesn't trust it & may not send it in

*****Internal Use Only*****

700 Log Sheet - 2010 CNBC Story

Date: 10/22/10 CSR: Dell

Is the customer calling as a result of the broadcast? YES | NO | unknown

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC N/A

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position N/A
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES | NO | unknown

Consumer Name: Brian Mullins

Address: _____

Phone: _____

Serial #: _____

See attached email

Send an ARS label

Comments:

I emailed customer asking for more info.

*****Internal Use Only*****

700 Log Sheet - 2010 CNBC Story

Date: 10/26/10 CSR: Dell

Is the customer calling as a result of the broadcast? **YES** NO

emailing
Initial tone/Attitude of the caller:

- Angry at Remington ___ Supportive of Remington
- ___ Angry at CNBC for airing ___ Supportive of CNBC

email
Nature/Purpose of Call:

- ___ Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- ___ Calling to provide broadcast feedback

Customer Owns a Model 700:

- ___ General concern of safety with personal model 700
- ___ seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- ___ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES / NO unknown

Consumer Name: Gordon Kulsifer

Address: unknown

Phone: unknown

Serial #: unknown

Send an ARS label

Comments:

See attached email. I am
customer ask...

700 Log Sheet - 2010 CNBC Story

Date: 10-26 CSR: LW

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

BMP Program

700 Log Sheet – 2010 CNBC Story

Date: 10-26-10 CSR: J.B. Irving

Is the customer calling as a result of the broadcast? **YES** NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

*****Send an ARS label*****

Comments:

General concern about trigger.
Referred to website.

*****Internal Use Only*****

700 Log Sheet - 2010 CNBC Story

Date: 10/26/10 CSR: Sara

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

WV

Phone: 304-277-3184

Serial #: _____

Send an ARS label

Comments:

HAS custom gun Hamilton 700 action -
calling for more info - said show was aired 5

700 Log Sheet – 2010 CNBC Story

Date: 10/26 CSR: Eric

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

General Questions

700 Log Sheet - 2010 CNBC Story

Date: 10/26/10 CSR: Dell

Is the customer calling as a result of the broadcast? **YES** NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

n/a

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

n/a

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES | NO | unknown

Consumer Name: Mr's Murray

Address: 8710 Blackburn Rd
Campan Island, VA 98-8a

Phone: 435-750-3388

Serial #: n/a

Send an ARS label

Comments:

Email stated he had FSR 3 yrs ago.

No injury - No damage

700 Log Sheet – 2010 CNBC Story

Date: 10/27 CSR: Eric

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments: Product Suc's

700 Log Sheet – 2010 CNBC Story

Date: 10/27/10 CSR: Anita

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: 56244589

Send an ARS label

Comments:

wanted to know if he qualified for SMP & when gun was manufactured

*****Internal Use Only*****
700 Log Sheet – 2010 CNBC Story

Date: 10/27/10 CSR: Anita

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Consumer lives in NY - would like to
send to factory -

700 Log Sheet - 2010 CNBC Story

Date: 10-27-10 CSR: J.B. Irving

Is the customer calling as a result of the broadcast? **(YES)** NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Model 770 when was it made?
What trigger does it have?

*****Internal Use Only*****

10/27 left message for him to call me.

700 Log Sheet - 2010 CNBC Story

Date: 10/27/10 CSR: CM

#4895

Is the customer calling as a result of the broadcast? **YES** NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Randy

700-7mm-08 Fires on Bolt Closing

Address: _____

Phone: 724-865-0077 cell 724-991-9267

Serial #: _____

Send an ARS label

11/28 He left voice message w/ add & email address.

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 10/27/10 CSR: Anne

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Richard Griffith

Address: 35 Orchard Rd
E. Long Meadow, MA 01028

Phone: 413-525-3834

Serial #: A6201875

Serial # ✓
A6201875

Send an ARS label

Comments:

Calling concerning articles on Internet

700 Log Sheet - 2010 CNBC Story

Date: 10/27/10 CSR: Anita

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: 6216384

Send an ARS label

Comments:

Referred to Mann + Son for him
to send firearm for SMP

700 Log Sheet – 2010 CNBC Story

Date: 10/28/10 CSR: _____

Is the customer calling as a result of the broadcast? **YES** NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 10/27/10 CSR: Chris

Is the customer calling as a result of the broadcast? YES NO ?

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700 *twice*
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

700 youth, 243

700 Log Sheet – 2010 CNBC Story

Date: 10/27/10 CSR: Chris

Is the customer calling as a result of the broadcast? **YES** NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

hear about it from a friend.

700 Log Sheet – 2010 CNBC Story

Date: 10-27-10 CSR: LMW

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

wanting to know if he has
an X mark

700 Log Sheet – 2010 CNBC Story

Date: 10-27-10 CSR: (AM)

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Artical

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

amp

700 Log Sheet - 2010 CNBC Story

Date: 10-27-10 CSR: AARON

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Ed Fack

Address: _____

Phone: _____

Serial #: A2 A620293

Send an ARS label

Comments:

Sent ARS to go to Ilion for inspection

700 Log Sheet – 2010 CNBC Story

Date: 10/27/2010 CSR: [Signature]

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Bruce Turner

Address: _____

Phone: _____

Serial #: 355116

Send an ARS label

Comments:

*****Internal Use Only*****

700 Log Sheet – 2010 CNBC Story

Date: 10/27/10 CSR: Anita

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Sent call to Deel / Christy 2129

700 Log Sheet - 2010 CNBC Story

Date: 10/27/10 CSR: Anita

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: B6440796

Send an ARS label

Comments:

what year their gun was made - concerned about the safety mod. prog.

700 Log Sheet - 2010 CNBC Story

Date: 10/27/2010 CSR: Travis

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

36589754 - 1984

700 Log Sheet - 2010 CNBC Story

Date: 10/27/10 CSR: Anne

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 10-27-2010 CSR: Chuck

Is the customer calling as a result of the broadcast? **YES** NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

XMP Trigger question

700 Log Sheet – 2010 CNBC Story

Date: 10-27-10 CSR: J.B. Irving

Is the customer calling as a result of the broadcast? **YES** NO

Initial tone/Attitude of the caller:

Angry at Remington

Supportive of Remington

Angry at CNBC for airing

Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)

Inquisitive about Remington position

Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700

seeking company feedback regarding direction/use of personal Model 700

claims they experienced a "safety" related issue with their personal Model 700

has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Has pre '82 Model. He likes bolt lock
and is not going to change. Very supportive of Remington.

700 Log Sheet – 2010 CNBC Story

Date: 10/21/10 CSR: Watts

Is the customer calling as a result of the broadcast? **YES** NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

That there was a recall on the 700.

700 Log Sheet – 2010 CNBC Story

Date: 10-27-10 CSR: AARON

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: AARON ZDINAK

Address: _____

Phone: 904-648-8137

Serial #: _____

Send an ARS label

Comments:

Sent to Product Service

*****Internal Use Only*****

700 Log Sheet - 2010 CNBC Story

Date: 10-27-10 CSR: Row

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: MIKE TAYLOR

Address: _____

Phone: 714-747-4136

Serial #: 6693584

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 10-27-10 CSR: Ron

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: MIKE PENDOLINO

Address: _____
_____ N.H.

Phone: 781-565-6532

Serial #: 679 8001

Send an ARS label

Comments:

*****Internal Use Only*****

700 Log Sheet – 2010 CNBC Story

Date: Oct 27, 2010 CSR: SN

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Charles Wood

Address: 36 Woodchuck E. Lane
Leeds, ME 04263

Phone: 207-524-5315

Serial #: B 6366973

Send an ARS label Yes

Comments:

Claims w/ rifle loaded, on safe, he sat it down on the buttstock and fired, done this twice. He also said it had

700 Log Sheet – 2010 CNBC Story

Date: Oct. 27, 2010 CSR: SDD

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Iilon NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Coby Herbel

Address: 800 N. Brady

Adilene KS 67440

Phone: 785-577-4255

Serial #: _____

Send an ARS label Yes

Comments:

Claims rifle was lying on seat of his truck, loaded w/safety on
threw a sweat shirt over the gun, hitting the bolt and gun

700 Log Sheet – 2010 CNBC Story

Date: Oct. 27 CSR: SDJ

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Charles Barnes
 Address: P.O. Box 25
Enigma GA 31749
 Phone: 829-646-2837
 Serial #: _____

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 10/27/10 CSR: Anita

Is the customer calling as a result of the broadcast? **(YES)** NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Just questions about 700's

700 Log Sheet - 2010 CNBC Story

Date: 10/27/10 CSR: Anita

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Anthony Bragg

Address: 183 Project Rd.

Warrenville, SC 29851

Phone: 803-593-8847

Serial #: S6741197

Send an ARS label

Comments: sent ARS label to return to PAcwca for inspection
claims something is wrong with
the trigger- says it is "erratic" and will not

700 Log Sheet - 2010 CNBC Story

Date: 10/27/10 CSR: Anita

Is the customer calling as a result of the broadcast? **(YES)** NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 10-27-10 CSR: JJT

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Gregory Sibula

Address: Columbus, OH

Phone: 614-949-4413

Serial #: _____

Send an ARS label

Comments:

referred to website

700 Log Sheet - 2010 CNBC Story

Date: 10/27/10 CSR: [Signature]

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: 803-260-3436

Serial #: _____

Send an ARS label

Comments:

claims he used to work at sniper school at Fort Benning GA - saw through the TV BS

700 Log Sheet – 2010 CNBC Story

Date: 10/27/10 CSR: Sara

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: 609-652-1672

Serial #: _____

Send an ARS label

Comments:

SMP

700 Log Sheet – 2010 CNBC Story

Date: 10/27/10 CSR: Andrew Turner

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Serial Number Lookup to see what trigger was on rifle

700 Log Sheet - 2010 CNBC Story

Date: 10/20 27 CSR: LogA

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington

Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)

Inquisitive about Remington position

Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700

seeking company feedback regarding direction/use of personal Model 700

claims they experienced a "safety" related issue with their personal Model 700

has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Questions

700 Log Sheet - 2010 CNBC Story

Date: 10/27 CSR: Eric

Is the customer calling as a result of the broadcast? **YES** NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

*****Send an ARS label*****

Comments:

Sending in for Smp

700 Log Sheet – 2010 CNBC Story

Date: 10-27-10 CSR: Chick

Is the customer calling as a result of the broadcast? **YES** NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

*****Send an ARS label*****

Comments:

Gun From 1999

700 Log Sheet – 2010 CNBC Story

Date: 10-27-10 CSR: J.B. Irving

Is the customer calling as a result of the broadcast? **(YES)** NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Has older gun. Said he likes it the way it is. Not sending in for SMP.

700 Log Sheet – 2010 CNBC Story

Date: 10-27-10 CSR: J.B. Irving

Is the customer calling as a result of the broadcast? **YES** NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Said gun went off on safety release.
Sent Label for Allison & Carey.

700 Log Sheet - 2010 CNBC Story

Date: 10/27/10 CSR: Walt

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: C6308951

Send an ARS label

Comments:

Serial # check

700 Log Sheet - 2010 CNBC Story

Date: 10/27/10 CSR: Watts

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: None (at work)

Send an ARS label

Comments:

Xferred to PS.

*****Internal Use Only*****

700 Log Sheet – 2010 CNBC Story

Date: 10-27-10 CSR: AARON

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: DRUM, Brian

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

*****Internal Use Only*****

700 Log Sheet – 2010 CNBC Story

Date: 10-27-10 CSR: AARON

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington

Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)

Inquisitive about Remington position

Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700

seeking company feedback regarding direction/use of personal Model 700

claims they experienced a "safety" related issue with their personal Model 700

has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Jeremy Harold

Address: _____

Phone: 318-729-1261

Serial #: 1171605163

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 10-27-10 CSR: AARON

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: GERTY TRENOR

Address: _____

Phone: 815-672-2242

Serial #: G6871805

Send an ARS label

Comments:

Sent ARS To get back to factory

700 Log Sheet - 2010 CNBC Story

Date: 10-27-10 CSR: Ron

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Luther D Thomas

Address: 2842 Hitchcock Mill Run
Marietta GA 30068

Phone: 702-977-7163

Serial #: B6335774

Send an ARS label

Comments:

want to be notified if there
is a mandatory recall on his gun made in (1981)

*****Internal Use Only*****

700 Log Sheet – 2010 CNBC Story

Date: 10/27/10 CSR: Anita

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Fun shop wanted information as to if we were receiving the Model 700's -

*****Internal Use Only*****

700 Log Sheet - 2010 CNBC Story

Date: 10/27/10 CSR: Elijah

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Neutral

Angry at Remington Supportive of Remington

Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)

Inquisitive about Remington position

Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700

seeking company feedback regarding direction/use of personal Model 700

claims they experienced a "safety" related issue with their personal Model 700

has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Robert Ide

Address: 1001 Tibbals
Holdrege, NE 68949

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Bolt Lock Safety

700 Log Sheet - 2010 CNBC Story

Date: 10/27/10 CSR: Sara

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington

Supportive of Remington

Angry at CNBC for airing

Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)

Inquisitive about Remington position

Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700

seeking company feedback regarding direction/use of personal Model 700

claims they experienced a "safety" related issue with their personal Model 700

has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: 207-696-8801

Serial #: E6688881

Send an ARS label

Comments:

- never had a problem

700 Log Sheet - 2010 CNBC Story

Date: 10/27/10 CSR: Saw

Is the customer calling as a result of the broadcast? YES NO ?

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: 715-386-2279

Serial #: _____

Send an ARS label

Comments:

Maybe unrelated but called because
he heard there was a recall on the 870

700 Log Sheet - 2010 CNBC Story

Date: 10-27-10 CSR: Danny

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

heard about a recall second
hand

700 Log Sheet – 2010 CNBC Story

Date: 10/27/10 CSR: Andrew Turner

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Wanted to have trigger inspected at local RARC

700 Log Sheet – 2010 CNBC Story

Date: 10/27/10 CSR: SARA

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: 225-802-1496

Serial #: _____

Send an ARS label

Comments:

has 770 - referred to RARC

700 Log Sheet – 2010 CNBC Story

Date: 10/27/10 CSR: Andrew Turner

Is the customer calling as a result of the broadcast? **(YES)** NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Dealer wanted to know what to tell customers about safety of 700. Gave dealer website info

700 Log Sheet - 2010 CNBC Story

Date: 10/27/10 CSR: Andrew Turner

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Cust wanted to know if Walker trigger
was on his rifle

700 Log Sheet - 2010 CNBC Story

Date: 10/26/27 CSR: rcp

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Questions

700 Log Sheet – 2010 CNBC Story

Date: 10/27 CSR: ERIC

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: B6295400 -1981

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 10-27-10 CSR: J.B. Irving

Is the customer calling as a result of the broadcast? **YES** NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

He will do the SMP after
deer season.

700 Log Sheet - 2010 CNBC Story

Date: 10/27/10 CSR: Watts

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

SMA

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

SMA

700 Log Sheet – 2010 CNBC Story

Date: 10-27-10 CSR: AARON

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Paul Wassel

Address: _____

Phone: 412-687-4100

Serial #: B6210303

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 10-27-10 CSR: AARON

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? (YES) NO

Consumer Name: JAMES NEIBRAND

Address: _____

Phone: 202-895-2988

Serial #: A10275464

Send an ARS label

Comments:

Taking to Garden Mountain to do
Safety Mod

700 Log Sheet – 2010 CNBC Story

Date: 10-27-10 CSR: AARON

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Cugini Albert

Address: _____

Phone: 781-961-2194

Serial #: DC6619430

Send an ARS label

Comments:

curious about his gun being safe

700 Log Sheet – 2010 CNBC Story

Date: 10-27-10 CSR: AARON

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Emerg Gordon

Address: _____

Phone: _____

Serial #: G 6583973

Send an ARS label

Comments:

Bought 2nd Hand suggested he have it checked for sear engagement

700 Log Sheet – 2010 CNBC Story

Date: 10-27-10 CSR: Row

Is the customer calling as a result of the broadcast? **YES** NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Shooter Forum

Address: _____

Phone: 502-985-4781

Serial #: 01

Send an ARS label

Comments:

Did not own a 700 Gun

700 Log Sheet – 2010 CNBC Story

Date: 10-27-10 CSR: RON

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: TRACY SHERIFF

Address: _____

Phone: 770-751-1850

Serial #: 66589802 (2006)

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 10-27-10 CSR: Roz

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Brian Skow

Address: _____

Phone: 607-962-0376

Serial #: B6487518 (1983)

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 10-27-10 CSR: RON

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700 *cn 11*
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: DAVE CROZIER

Address: _____

Phone: 607-562-7036

Serial #: NEW

Send an ARS label

Comments:

named Gun "Ron"

700 Log Sheet – 2010 CNBC Story

Date: 10/27/2010 CSR: [Signature]

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 10/27/10 CSR: T. Lewis

Is the customer calling as a result of the broadcast? **YES** NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

ASR 700 sent to 2129

*****Internal Use Only*****

700 Log Sheet – 2010 CNBC Story

Date: 10/27/10 CSR: Travis

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

710 FSR transferred to 2129

700 Log Sheet – 2010 CNBC Story

Date: Oct. 27, 2010 CSR: SDA

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: David Wilson

Address: 1639 Pleasant Hill Rd
Iuka, MS 38852

Phone: 662-424-3903 *Remington 770*

Serial #: _____

Send an ARS label

Comments:

wanted to check procedures in manual while
he was cleaning his rifle

700 Log Sheet - 2010 CNBC Story

Date: Oct 27, 2010 CSR: SW

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: JAMES SIKES

Address: 134 Salisbury Rd.
Dahlonega GA 30533

Phone: 706-864-0002

Serial #: B6521438 ?

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 10/27/10 CSR: Sam

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

MT

Phone: 406-539-6715

Serial #: 63122

Send an ARS label

Comments:

SMP - referred to RARC

- He mentioned he called earlier today

700 Log Sheet - 2010 CNBC Story

Date: 10/27/10 CSR: Sara

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Milton D. Torres

Address: 2673 Poinciana Drive
Naples, FL 34105

Phone: 239-262-0089

Serial #: N/A

Send an ARS label

Comments:

wants firearm inspected

700 Log Sheet – 2010 CNBC Story

Date: 10/27/10 CSR: Sam

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700 /721
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: John Baits

Address: _____

Macon, MD

Phone: 660-385-5624

Serial #: 36503, 11185

Send an ARS label

Comments: has 721 (two)

- calling about article written by Scott Cohen on USA Today website
- gave info on SMP

*****Internal Use Only*****

700 Log Sheet – 2010 CNBC Story

Date: 10/27/10 CSR: Sara

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Charles Seixas

Address: _____

Phone: 856-661-2500

Serial #: G6225036, D6245~~272~~, B6381872

Send an ARS label

Comments:

checking age & trigger

700 Log Sheet – 2010 CNBC Story

Date: 10/27/10 CSR: Sara

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: 636-343-1167

Serial #: _____

Send an ARS label

Comments:

has 700 that has PSR - transferred to Product Services

700 Log Sheet – 2010 CNBC Story

Date: 10/27/10 CSR: Saru

Is the customer calling as a result of the broadcast? YES NO didn't say

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: 724-865-0077

Serial #: _____

Send an ARS label

Comments:

Has 700 7mm08 + claims it gives on bolt closure sometimes → transferred to Product Service

700 Log Sheet - 2010 CNBC Story

Date: 10-27-10 CSR: JJT

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: 702-364-9963

Send an ARS label

Comments: →

website referral

700 Log Sheet – 2010 CNBC Story

Date: 10-27-10 CSR: JJT

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: 810-741-3062

Serial #: N/A

Send an ARS label

Comments:

referred to website

*****Internal Use Only*****

700 Log Sheet – 2010 CNBC Story

Date: 10-27-10 CSR: JST

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Rick Sturgill

Address: 907 Tanbark Road
Jonesville, VA 24263

Phone: 276-346-4033

Serial #: B 6274463

Send an ARS label

Comments:

Smp

700 Log Sheet – 2010 CNBC Story

Date: 10-27-10 CSR: JT

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Ryan Sanders

Address: _____

Phone: _____

Serial #: 06518254

Send an ARS label

Comments:

referred to website

700 Log Sheet - 2010 CNBC Story

Date: 10/27/10 CSR: TRAVIS

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

B6521440

700 Log Sheet - 2010 CNBC Story

Date: 10/27/10 CSR: Travis

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 10/27/10 CSR: Travis

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

B6698907

700 Log Sheet – 2010 CNBC Story

Date: 10/27/10 CSR: Chris

Is the customer calling as a result of the broadcast? **YES** NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 10/27/10 CSR: Chris

Is the customer calling as a result of the broadcast? YES NO ?

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington

Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)

Inquisitive about Remington position

Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700

seeking company feedback regarding direction/use of personal Model 700

claims they experienced a "safety" related issue with their personal Model 700

has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

What type of trigger is in my gun?

56636514

700 Log Sheet – 2010 CNBC Story

Date: 10/27/10 CSR: Chris

Is the customer calling as a result of the broadcast? **YES** NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Used 700ADL

*****Internal Use Only*****

700 Log Sheet – 2010 CNBC Story

Date: 10-27-10 CSR: Ron

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: SHARON HONGLUN

Address: _____

Phone: 218-387-9245

Serial #: D6610369

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 10-27-10 CSR: Ron

Is the customer calling as a result of the broadcast? **YES** NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Don Parks

Address: _____

Phone: 252-330-4441

Serial #: F6244589

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 10/27/10 CSR: Andrew Turner

Is the customer calling as a result of the broadcast? **YES** NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Calling about the SMP

700 Log Sheet – 2010 CNBC Story

Date: 10/27/10 CSR: Andrew Turney

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Gave customer info on SMR program

700 Log Sheet – 2010 CNBC Story

Date: 10/27/10 CSR: [Signature]

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: 66582706

Send an ARS label

Comments:

what trigger

700 Log Sheet – 2010 CNBC Story

Date: 10-27 CSR: [Signature]

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: 66672568

Send an ARS label

Comments:

Serial # look up

*****Internal Use Only*****

700 Log Sheet – 2010 CNBC Story

Date: 10/27/10 CSR: Watts

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: 30-04

Send an ARS label

Comments: Send to P.S.

700 Log Sheet – 2010 CNBC Story

Date: 10/27 CSR: Loft ✓

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Questions

*****Internal Use Only*****

700 Log Sheet - 2010 CNBC Story

Date: 10/21 CSR: Logan

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Questions

700 Log Sheet - 2010 CNBC Story

Date: 10/27 CSR: CSA

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

SERIAL QUESTIONS.

700 Log Sheet - 2010 CNBC Story

Date: 10-27-10 CSR: AARON

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Carl Petretto

Address: _____

Phone: 702-645-6979

Serial #: _____

Send an ARS label

Comments:

Sent to Product Services

*****Internal Use Only*****

700 Log Sheet - 2010 CNBC Story

Date: 10/27/10 CSR: Dell

Is the customer calling as a result of the broadcast? YES (NO)

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

n/a

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

n/a

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

n/a

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES (NO)

Consumer Name: Carl Petrello

Address: Po Box 15046 7348 Rapid Melbourne Dr.
Las Vegas, NV 89114 Las Vegas, NV 89131

Phone: 702 645 6979

Serial #: A6677260 m | 700

Send an ARS label

Comments:

Wants BLM done - thought we had
a recall

700 Log Sheet - 2010 CNBC Story

Date: 10/27/10 CSR: Dell

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller: email

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO unknown

Consumer Name: Chris Kinard

Address: _____

Phone: _____

Serial #: 66279768

Send an ARS label

Comments:

Had FSR on 10/23 - shot a hole in 2 trucks
No injury

700 Log Sheet - 2010 CNBC Story

Date: 10/27/10 CSR: Dell

Is the customer calling as a result of the broadcast? YES (NO)

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC *n/a*

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position *n/a*
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700 *721*
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO *unknown*

Consumer Name: James E. Macfar

Address: 770 Country View Dr.
Chambersburg, PA 17202

Phone: 717 352-2880

Serial #: _____

Send an ARS label

Comments:

FSR while dry firing. Inherited from father.

700 Log Sheet - 2010 CNBC Story

4875

Date: 10/27/10 CSR: CM

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Wm. Bloomer *7m bolt action. Had a mistfire*

Address: 4480 Bidwell Dr. *Trying to remove round.*

Freemont CA 94538 *Removed safe, just touched bolt & it fired*

Phone: 510-651-2911 *Never any trouble until now*

Serial #: A 6451852 LH '77

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

#4875

Date: 10/27/10 CSR: CM

Is the customer calling as a result of the broadcast? **YES** NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? **YES** NO

Consumer Name: Michael Holden
 Address: 1603-160 St
Whitestone NY 11357
 Phone: 516-724-0337
 Serial #: _____

30-35 yr. 700 about 25 yrs. ago
 had FSR
 8mm-LH
 Gave it to his son
 hasn't fired 5 boxes of ammo
 through it.
 Son will sending to factory
 he lives in PA.

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 10/27/10 CSR: CR

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: ? (*foreign-cannot understand*)

Address: _____

Phone: 248-761-5632

Serial #: B6865568 '87 -new

Send an ARS label

Comments: _____

Happened a while back.
700-270 Fired w/o touching trigger. Fired on bolt closing. Safety on.
Has had a Timney trigger put in since then.
No longer has trigger but wants compensation.

700 Log Sheet – 2010 CNBC Story

Date: 10/27/10 CSR: CM

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES

Consumer Name: Debra Scott

Address: _____

St Cloud area MN

Phone: 320-241-8595

Serial #: _____

Send an ARS label

Comments:

Season in 2 weeks - she'll take to
local Gander Mt

NO - 7/11/08
2x 700 - had FSR twice
While hunting it targeting
new - less than a yr.
no work on them
(alterations)

700 Log Sheet - 2010 CNBC Story

#4872

Date: 10/27/10 CSR: CM

Is the customer calling as a result of the broadcast? YES NO ?

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Judy Justice
 Address: POB 127
Oakwood VA 24631
 Phone: 276498-3403
 Serial #: na

710.270 misfires
 4 yrs. used
 FSR

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

#4869

Date: 10/27/10 CSR: Ch

Is the customer calling as a result of the broadcast? YES NO ?

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory?

YES

NO 1243

Consumer Name: Kevin Bigelow

706 4th bought 4-5 yrs ago
Daughter using - put and in deabe
FSR. During hunt did same.

Address: 419 W. Misty Sage Way

Saratoga Spgs UT 84045

Phone: 928-205-9245

Serial #: email: pkbigelow86@hotmail.com

Send an ARS label

Comments:

needs a box 1152809

700 Log Sheet – 2010 CNBC Story

H 4867

Date: 1/27/10 CSR: PM

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Daniel Tucker

Address: 4152 Tesson St

St Louis MO 63123

Phone: 314-420-9051

Serial #: _____

Send an ARS label

Fax: 314-551-5333

2x 700's 80's + 90's ^{K270}
2-FSR's but never sent for inspect

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 10/27/10 CSR: Deid

Is the customer calling as a result of the broadcast? YES NO n/a

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC n/a

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position n/a
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Aaron Zdinak

Address: 1904 Stanbemy Dr.
Henrico, VA 23238

Phone: 804-301-1518 (cell)

Serial #: n/a

Send an ARS label

Comments:

Had FSR 2 1/2 yrs. ago
Sending for repair

700 Log Sheet - 2010 CNBC Story

Date: 10/27/10 CSR: Dell

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

n/a

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

n/a

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Paul Turner

Address: 5996 Hwy 108
Whitwell, TN 37397

Phone: 423-658-9902 (home)

Serial #: _____

Send an ARS label

Comments: Had FSR some time ago
Had a gunsmith fix screws & said gun was fine
and sending to us.

700 Log Sheet - 2010 CNBC Story

Date: 10/27/10 CSR: Dell

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO n/a

Consumer Name: Paul Scott

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments: FBC - once
We have a problem & need to do something

700 Log Sheet - 2010 CNBC Story

Date: 10/27/10 CSR: Dell

Is the customer ^{calling} ~~calling~~ as a result of the broadcast? YES NO n/a
email

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC n/a

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO n/a

Consumer Name: John Spencer Sr.

Address: _____

Phone: 360-639-5092

Serial #: _____

Send an ARS label

Comments: FBC
WANTS to know if gun is being recalled

700 Log Sheet - 2010 CNBC Story

Date: Dell CSR: 10/27/10

Is the customer calling as a result of the broadcast? YES NO n/a
email

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC n/a

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO n/a

Consumer Name: Hal Davis

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments: FSR
Triggers adjusted - wrong defect fixed

700 Log Sheet – 2010 CNBC Story

Date: 10/27/10 CSR: Dell

Is the customer calling as a result of the broadcast? YES NO

email
Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO n/a

Consumer Name: Maiane Prossi

Address: _____

Medway, MA

Phone: _____

Serial #: A16553321

Send an ARS label

Comments: FSR many yrs ago
Wants to know when we will recall rifle

700 Log Sheet - 2010 CNBC Story

Date: 10/27/10 CSR: Dell

Is the customer calling as a result of the broadcast? YES NO n/a

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC n/a

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position n/a
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO n/a

Consumer Name: Spencer McCaa

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Wants trigger swapped out

700 Log Sheet – 2010 CNBC Story

Date: 10/07/10 CSR: Dell

Is the customer calling as a result of the broadcast? **(YES)** NO

^{email}
Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? **(YES)** NO

Consumer Name: Bob Wilbrich

Address: _____

Phone: 907 344-0062

Serial #: _____

Send an ARS label

Comments: FSR
Will send gun in but will never use again

700 Log Sheet - 2010 CNBC Story

Date: 10/27/10 CSR: Deil

Is the customer ~~calling~~ ^{email} as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO Unknown

Consumer Name: Bryce Hinchaw

Address: _____

Bella Vista, AR

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Had FSR - watched CNBC - wants to know what we are going to do.

700 Log Sheet - 2010 CNBC Story

Date: 10/27/10 CSR: Dell

Is the customer calling as a result of the broadcast? **(YES)** NO

evil
Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)

Inquisitive about Remington position

Calling to provide broadcast feedback

evil
Customer Owns a Model 700:

General concern of safety with personal model 700

seeking company feedback regarding direction/use of personal Model 700

claims they experienced a "safety" related issue with their personal Model 700

has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO unknwn

Consumer Name: Mike Grimes

Address: n/a

Phone: n/a

Serial #: —

Send an ARS label

Comments:

Sent internet mail

700 Log Sheet – 2010 CNBC Story

Date: 10/28/10 CSR: Dell

Is the customer calling as a result of the broadcast? YES (NO)

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

n/a

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

n/a

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? (YES) NO

Consumer Name: Bill Bennett

Address: 37230 Fruitland Mesa Rd
Crawford, CO 81415

Phone: 970-921-3971 (home)

Serial #: A6713225 & 640135

Send an ARS label

Comments:

Sometime ago - He had a FSR w/ 1 rifle
& FBC w/ other rifle

700 Log Sheet - 2010 CNBC Story

Date: 10/28/10 CSR: Dell

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC n/a

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO unknown

Consumer Name: Eary Sapp

Address: n/a

Phone: 903-343-4726

Serial #: n/a m/700 BUL 243 Win.

Send an ARS label

Comments:

FSR in 1973. Wonders now if gun is safe

700 Log Sheet – 2010 CNBC Story

Date: 10/28/10 CSR: Dell

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- ^{Email} Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO unknown

Consumer Name: Daniel Berg

Address: Po Bx 682
Talkeetna, AK 99676

Phone: 907-322-0711

Serial #: _____

Send an ARS label

Comments:

FBC yrs. ago. Thinks our statement is a legal cop out

700 Log Sheet – 2010 CNBC Story

Date: 10/28/10 CSR: Elijah

Is the customer calling as a result of the broadcast? YES NO

Neutral

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington

Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)

Inquisitive about Remington position

Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700

seeking company feedback regarding direction/use of personal Model 700

claims they experienced a "safety" related issue with their personal Model 700

has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Pete Nemeth

Address: 9869 Melbourne
Allen Park, MI 48101

Phone: _____

Serial #: _____

Send an ARS label

Comments:

satisfied by website

700 Log Sheet - 2010 CNBC Story

Date: 10/28/10 CSR: Tell

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington

Angry at CNBC for airing Supportive of CNBC

n/a

Nature/Purpose of Call:

Calling to offer support (pro-Remington)

Inquisitive about Remington position

Calling to provide broadcast feedback

n/a

Customer Owns a Model 700:

General concern of safety with personal model 700

seeking company feedback regarding direction/use of personal Model 700

claims they experienced a "safety" related issue with their personal Model 700

has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Thomas Dye

Address: 44419 Joe Frobich Rd
Sards, NH 43946

Phone: 740-865-3956

Serial #: 02817440 700 Tom Ken mag

Send an ARS label

Comments:

FSR - twice - 1 time in the '105 & 1 time 6 wks ago

700 Log Sheet – 2010 CNBC Story

Date: 10/28/10 CSR: Dell

Is the customer calling as a result of the broadcast? YES NO

Email

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

n/a

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

n/a

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO unknown

Consumer Name: Tracy Rivera

Address: _____

Phone: 901-723-5914

Serial #: _____ M/700 .338 Win.

Send an ARS label

Comments:

FSR @ gun range. No damage - No injury.
Doesn't want rifle as proof.

700 Log Sheet - 2010 CNBC Story

#4885

Date: 10/28/10 CSR: PM

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Nick Moore
 Address: 901 Branch St
Morrilton AR 72110
 Phone: 501-652-0243
 Serial #: _____

700 has bolt lock
Few yrs ago it fired
when he was pulling
out of the track

Send an ARS label

Comments:

box & ARS Sending to Mann & Son

700 Log Sheet - 2010 CNBC Story

Date: 10/28/10 CSR: CM

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Peter Leonard 700 .270 - FSR - not recent!
 Address: 130 Hillside Ln. At firing range, flipped safety
Shawano WI 54166 off.
 Phone: 715-524-5606
 Serial #: 6638656 173

Send an ARS label

Comments: Needs box + ARS
1153181

700 Log Sheet - 2010 CNBC Story

Date: 10/22/10 CSR: Elijah

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Steve

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 10/28/10 CSR: Elijah

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Robert Himel

Address: 1507 Texas Ave
Bastrop, LA 71220

Phone: 501 678 4767

Serial #: N/A

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 10/28/10 CSR: Sara

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: 239-470-0299

Serial #: A6823449

Send an ARS label

Comments:

info about SMP

700 Log Sheet – 2010 CNBC Story

Date: 10/28 CSR: [Signature]

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: 740-865-3556

Serial #: _____

Send an ARS label

Comments:

FSR twice - referred to product service

700 Log Sheet – 2010 CNBC Story

Date: 10/28/10 CSR: Sara

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: 708-343-3333

Serial #: E6641914

Send an ARS label

Comments:

Called to get date of manufacture
+ info.

700 Log Sheet – 2010 CNBC Story

Date: 10/28/10 CSR: Sara

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: TOM Rinde

Address: 2050 Myrtle Avenue
HOOPLA, ND 58243

Phone: 701-894-6176

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 10/28/10 CSR: Travis

Is the customer calling as a result of the broadcast? **YES** NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 10/28/10 CSR: Chris

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

SMP details second time calling

700 Log Sheet - 2010 CNBC Story

Date: 10/28 CSR: Logan

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

DEALER TOLD Him we were suspending production of 700

700 Log Sheet - 2010 CNBC Story

Date: 10/28/10 CSR: Watts

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

SMP Program

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700

SMP has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

MN but not near Alhambra

Phone: _____

Serial #: None

Send an ARS label

Comments:

SMP

700 Log Sheet - 2010 CNBC Story

Date: 10/28/10 CSR: Watts

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Just wanted reassurance on the system

700 Log Sheet – 2010 CNBC Story

Date: 10-28-10 CSR: J.B. Irving

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Dealer w/ general questions.
Referred to Remington 700 +V

700 Log Sheet - 2010 CNBC Story

Date: 10-28-10 CSR: Danny

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Heard rumors of recall

700 Log Sheet – 2010 CNBC Story

Date: _____ CSR: Chuck

Is the customer calling as a result of the broadcast? **(YES)** NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

2005 model

*****Internal Use Only*****
700 Log Sheet - 2010 CNBC Story

Date: 10-28-10 CSR: RON

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: BJ. KLOESEL

Address: _____

Victory TX

Phone: 361-575-5573

Serial #: AG589 813

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 10-28-10 CSR: Ron

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700 710
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: JOE McHALECK

Address: _____

Phone: 856-358

Serial #: 71071213

Send an ARS label

Comments:

I sent label

*****Internal Use Only*****
700 Log Sheet – 2010 CNBC Story

Date: 10/28/10 CSR: Anita

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: G6971492

Send an ARS label

Comments:

wanted to know what kind of trigger

700 Log Sheet - 2010 CNBC Story

Date: Oct. 28, CSR: SDJ

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Donald Sands

Address: 9740 Plank Rd
Mayke, MI 48159

Phone: 734-529-3423

Serial #: _____

Send an ARS label

Comments:

LIVES AHEAD W. JOHNSON SERVICE INC and is taking
GUN IN FOR INSPECTION

*****Internal Use Only*****
700 Log Sheet - 2010 CNBC Story

Date: Oct. 28, 2010 CSR: SDJ

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Russ Bethow

Address: 105 Tenth St.

Woodridge NJ 07075

Phone: 201-935-5994

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: Oct. 28, 2010 CSR: SDJ

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Michael Knox

Address: 5501 Dogwood Dr
Thomson GA 30824

Phone: 706-595 2890

Serial #: _____

Send an ARS label

Comments: sending

700 Log Sheet - 2010 CNBC Story

Date: 10/28/10 CSR: Sara

Is the customer calling as a result of the broadcast? YES NO N/A

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Gary

Address: _____

Phone: 719-434-7775

Serial #: E6690795

Send an ARS label

Comments:

date of manufacture +
twist rate

700 Log Sheet - 2010 CNBC Story

Date: 10/28/10 CSR: Sara

Is the customer calling as a result of the broadcast? YES NO N/A

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: 404-364-9848

Serial #: A6619476

Send an ARS label

Comments:

date of manufacture

700 Log Sheet - 2010 CNBC Story

Date: 10/28/10 CSR: SARA

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: 781-376-2012

Serial #: _____

Send an ARS label

Comments:

has model seven

700 Log Sheet – 2010 CNBC Story

Date: 10/28/10 CSR: Travis

Is the customer calling as a result of the broadcast? **YES** NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 10/28/10 CSR: June

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Steve

Address: _____

Phone: _____

Serial #: B6283771

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 10/28 CSR: Anne Harper

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 10/28/10 CSR: Chris

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700 seven
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 10/28/10 CSR: Andrew Turner

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Wanted to participate in the SMP

700 Log Sheet - 2010 CNBC Story

Date: 10/28/10 CSR: Andrew Turner

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Calling about CNBC Special
and our response

700 Log Sheet - 2010 CNBC Story

Date: 10-28-10 CSR: AARON

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700

has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Lynn Cherry

Address: _____

Phone: 731-926-1423

Serial #: 80253747

Send an ARS label

Comments:

Did state he has had the trigger adjusted

*****Internal Use Only*****
700 Log Sheet - 2010 CNBC Story

Date: 10-28-16 CSR: AARON

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: John Ramone

Address: _____

Phone: 914-816-0188

Serial #: _____

Send an ARS label

Comments:

owner worried about his gun

700 Log Sheet - 2010 CNBC Story

Date: 16-28-10 CSR: AARON

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: David Austin

Address: _____

Phone: 518-732-4815

Serial #: A1029241D

Send an ARS label

Comments:

*****Internal Use Only*****
700 Log Sheet - 2010 CNBC Story

Date: 10/28 CSR: Loft ✓

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 10/28 CSR: Logan

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Bolt Lock Questions

700 Log Sheet - 2010 CNBC Story

Date: 10/28 CSR: Logan

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Bolt Lock questions

700 Log Sheet - 2010 CNBC Story

Date: 10/28 CSR: Loft

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Questions

700 Log Sheet - 2010 CNBC Story

Date: 10/28 CSR: Eric

Is the customer calling as a result of the broadcast? **(YES)** NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Shop wanting info for his customers

700 Log Sheet – 2010 CNBC Story

Date: 10-28-10 CSR: J.B. Irving

Is the customer calling as a result of the broadcast? **(YES)** NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Taking gun to repair center
for OSM.

700 Log Sheet - 2010 CNBC Story

Date: 10/28/10 CSR: Watts

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

None

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

None

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

None

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: 66584965

Send an ARS label

Comments:

Wanted to know what trigger was in the gun. Didn't speak otherwise. He'll call back I bet.

700 Log Sheet - 2010 CNBC Story

Date: 10/28/10 CSR: Watts

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Transferred to P.S. shot hole in truck
at some point.

700 Log Sheet – 2010 CNBC Story

Date: 10-28-10 CSR: C. Hunk

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

700 from 2006

700 Log Sheet - 2010 CNBC Story

Date: 10-28-10 CSR: C. Hunk

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Went out and bought a
700 AFTER seeing show.

700 Log Sheet - 2010 CNBC Story

Date: 10/28/10 CSR: Chris

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 10/28/10 CSR: Chris

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

SMP

700 Log Sheet - 2010 CNBC Story

Date: 10/08/10 CSR: E. F. Jah

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Neutral

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 10/28/10 CSR: Sara

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Tucson Guns / Robert Lightzman

Address: 9556 East Broadway
Tucson AZ 85710

Phone: 520-722-6886

Serial #: 6485466

Send an ARS label

Comments:

SMP - sending ARS to RARC

700 Log Sheet - 2010 CNBC Story

Date: 10/28/10 CSR: Sara

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

CA

Phone: 530-362-0744

Serial #: _____

Send an ARS label

Comments:

referred to RARC for inspection

*****Internal Use Only*****
700 Log Sheet - 2010 CNBC Story

Date: 10/28/10 CSR: Chris

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

News reports → people thinking we are recalling gun.

700 Log Sheet – 2010 CNBC Story

Date: 10/28/10 CSR: Watts

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: G6999276

Send an ARS label

Comments:

Serial # check

700 Log Sheet - 2010 CNBC Story

Date: 10-28 CSR: [Signature]

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Mobile, AL

Phone: _____

Serial #: 6896903

Send an ARS label

Comments:

check for x-mark
will have gunsmith clean

700 Log Sheet - 2010 CNBC Story

Date: 10-28-10 CSR: J.B. Irving

Is the customer calling as a result of the broadcast? **(YES)** NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Checking date of gun.

700 Log Sheet – 2010 CNBC Story

Date: 10-28-2010 CSR: QHuck

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: Oct. CSR: SDA

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700

has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? (YES) GRAND BAY site

Consumer Name: WAYNE JAMES

Address: 5503 SALINAS COURT
Simi Valley, CA 93063

Phone: 805-584-3150

Serial #: C6452702

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: Oct 28, 2010 CSR: SDJ

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Bill Rosin

Address: 813 Walden Dr.
Franklin TN 37064

Phone: 615-595-2290

Serial #: _____

Send an ARS label

Comments:

Got address and phone number for Humboldt TN location

700 Log Sheet - 2010 CNBC Story

Date: 10-28-10 CSR: Row

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

owns: 600 (old)
308
700 Gumm
700
Jimmy.

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

Charge consumer
\$35.00 plus
SH + handling
on old
Repair

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES

Consumer Name: Kenneth Morris

Address: 1194 Hudson Court
Simi Valley CA 93005

Phone: 805-581-1532

Serial #: # 6507624

NO OLD
R-9909190 REPAIR
ORDER
Customer # 207239
4/15/99

put another trigger
on first repair
in box [QUOTE:]

Send an ARS label

Comments:

Wants some to call to
explain why Remington handled his concerns in
this manner!

why didn't you tell
me the whole truth
the first time!!

700 Log Sheet - 2010 CNBC Story

Date: 102810 CSR: RGN

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Philip Haskins

Address: _____

Phone: 615-545-8399

Serial #: A6751461 (1979)

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 10-28-10 CSR: Ron

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington

Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)

Inquisitive about Remington position

Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700

seeking company feedback regarding direction/use of personal Model 700

claims they experienced a "safety" related issue with their personal Model 700

has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Don Carpenter

Address: _____

Phone: 910-867-2076

Serial #: 68876134

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 10-28-10 CSR: Ren

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Mike Buczek

Address: _____

_____ NC

Phone: 704-455-3025

Serial #: # 6375552

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 10-28-10 CSR: Ron

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: LOUIE LANSO JR

Address: _____
_____ WI

Phone: 414-416-4641

Serial #: 6777128 (75)

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 10-28-10 CSR: J.B. Irving

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Caller w/ questions about SMP.
He going to take to RARC.

700 Log Sheet – 2010 CNBC Story

Date: 10-28-10 CSR: J.B. Irving

Is the customer calling as a result of the broadcast? **YES** NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

He did not personally see the show, but everyone is telling him about it. General questions.

700 Log Sheet - 2010 CNBC Story

Date: 10-28-10 CSR: J.B. Irving

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

General questions about trigger.
Very big Remington Fan.

700 Log Sheet - 2010 CNBC Story

Date: 10/20/10 CSR: Watts

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: 615-414-3523

Serial #: _____

Send an ARS label

Comments:

Brand New Sendero. 300Rm. Loves it and spoke very highly of us + our equipment

700 Log Sheet – 2010 CNBC Story

Date: 10/23/10 CSR: Travis

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

*****Internal Use Only*****
700 Log Sheet - 2010 CNBC Story

Date: 10/20/10 CSR: Sara

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: 609-883-2741

Serial #: A6474467

Send an ARS label

Comments:

- info about w/ SMP

700 Log Sheet - 2010 CNBC Story

Date: 10/28/10 CSR: Sara

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington

Supportive of Remington

Angry at CNBC for airing

Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)

Inquisitive about Remington position

Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700

seeking company feedback regarding direction/use of personal Model 700

claims they experienced a "safety" related issue with their personal Model 700

has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: 561-968-9510

Serial #: _____

Send an ARS label

Comments:

- Dealer looking for answers to what to tell their customers

700 Log Sheet - 2010 CNBC Story

Date: 10/28/10 CSR: Dell

Is the customer calling as a result of the broadcast? YES NO Heard on the radio

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

n/a

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

n/a

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Harold Drossin

Address: 394 Coroville Rd

Mansura, LA 71250

Phone: 318-253-8156

Serial #: 6285969

Send an ARS label

Comments:

ESB was a yep - that's how in truck
Heard on the radio so call us.

*****Internal Use Only*****
700 Log Sheet - 2010 CNBC Story

Date: 10/28/10 CSR: Elijah

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Neutral

- Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Thomas Dawson

Address: 8069 Lionel Dr
Byron Center, MI 49315

Phone: _____

Serial #: 2 guns (rd works)

Send an ARS label

Comments:

*****Internal Use Only*****

700 Log Sheet – 2010 CNBC Story

Date: 10/28 CSR: Logan

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? (YES) NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Questions

700 Log Sheet - 2010 CNBC Story

Date: 10/28 CSR: Logan

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

2 QUESTIONS

*****Internal Use Only*****

700 Log Sheet - 2010 CNBC Story

Date: 10/28 CSR: LogTV

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington

Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)

Inquisitive about Remington position

Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700

seeking company feedback regarding direction/use of personal Model 700

claims they experienced a "safety" related issue with their personal Model 700

has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Questions

23

*****Internal Use Only*****

700 Log Sheet - 2010 CNBC Story

Date: 10/29/10 CSR: DeH

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington).
 Inquisitive about Remington position n/a
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Mike Dupont

Address: N12300 730th St
Ridgeland, WI 54763

Phone: 715-658-1990

Serial #: E6890767 30-06 SPRG

Send an ARS label

Comments:

Gun discharged years ago & he is worried about what he heard on TV. Wants to have it repaired

700 Log Sheet - 2010 CNBC Story

#4906

Date: 10/29/10 CSR: [Signature]

Is the customer calling as a result of the broadcast? YES NO ?

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Alex Volansky 28 yrs. ago FSR

Address: 6815 Leona
St Louis Mo 63116

Phone: 314-752-5967

Serial #: 0717831 174 bought used '90s

Send an ARS label

Comments:

ARS

*****Internal Use Only*****

700 Log Sheet - 2010 CNBC Story

#4905

Date: 10/29/10 CSR: CM

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Erik Beard

Address: 7035 Whitebark Ln.
Co Spgs, CO 80927

Phone: _____

Serial #: _____

Send an ARS label

Comments:

box & label
1153937

about a year ago
700 .243 Bolt lock
On fire (safety off) ~~mist~~ mist
Wife slightly in front of
the muzzle & it
damaged her hearing.
She did go to the doc
then nor has she been
recently to have it
checked.

*****Internal Use Only*****
700 Log Sheet - 2010 CNBC Story

1/29 Left him a message to call

Date: 10/29/10 CSR: CPM

#4900

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

lead from:

Did they agree to return it to the factory? YES NO

Consumer Name: Otis Wm. Mongol

Address: Po Box 574

Broadway, VA 22815

Phone: 540-896-2393

Serial #: G6805477

bought 2009
Fired when closed bolt
700 SPS Var. 22-250
has misfired shot through
tw. \$499.99 Toshiba costing
540-896-7017
Sports Dept

Send an ARS label

Comments:

ber

Rockingham Cooperative in Timberville VA has rifle.
He approved shipment to our factory for inspection.
He does not want it back.

fax: 540-896-7018

368 5th Ave

22853

700 Log Sheet - 2010 CNBC Story

#4899

Date: _____ CSR: 10/29/10 CR

Is the customer calling as a result of the broadcast? YES (NO) saw on the internet

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? (YES) NO had issue

Consumer Name: Marvin Weddert

770 & 700 6mm
1st had it fire when he wen
to unload. 2nd time wha
safety released.
Local gunsmith cleaned - 1a.
Wk - trigger now is very sensi

Address: Po Box 14

Swaledale IA 50477

Phone: 913-636-6126

Serial #: _____

Send an ARS label third_of_ten@
hotmail.com

Comments: _____

700 Log Sheet - 2010 CNBC Story

Date: 10/29/10 CSR: Dell

Is the customer ^{email} calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position n/a
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO Unknown

Consumer Name: Richard Hill, MD

Address: _____

Phone: orange county glaucoma @mac.com

Serial #: m700 AVL, .243 Win.

Send an ARS label

Comments:

Claims in 1974 he had FSR. No damage - no injury
Feels that people will be killed.

700 Log Sheet – 2010 CNBC Story

Date: 10/29/10 CSR: Dell

Is the customer ~~calling~~ ^{email} as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

n/a

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

n/a

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO Unknown

Consumer Name: Larry Nuyjen

Address: PO Box 3

Vicksburg, MS 39097

Phone: 269-649-5753 jpman999@strglobal.net

Serial #: n/a mfiw

Send an ARS label

Comments:

Bought rifle 20 yrs ago. Had FSR twice.
It was very cold when it happened. Was it fixed.

700 Log Sheet - 2010 CNBC Story

Date: 10/29/10 CSR: Dell

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

n/a

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

n/a

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Delmus Lambert

Address: Lot 43 Heavner Acres
Elkins, WV 26241

Phone: 304-636-9232

Serial #: B6707550 m/700 7mm mag
orig. owner

Send an ARS label

Comments: FSR - last yr.
No damage - no injury

Revised - 1103835 4901

700 Log Sheet - 2010 CNBC Story

Date: 10/29/10 CSR: Dell

Is the customer calling as a result of the broadcast? YES **NO**

email
Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC *n/a*

Nature/Purpose of Call:

Calling to offer support (pro-Remington).
 Inquisitive about Remington position *n/a*
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO *Unknown*

Consumer Name: Ken Grumski

Address: _____

Phone: 724-766-7750

Serial #: _____ *m/700, .270 win.*

Send an ARS label

Comments:

Customer claims rifle fired w/ safety on
Wanted to know what to do.

700 Log Sheet - 2010 CNBC Story

Date: 10/29/10 CSR: Dell

Is the customer calling as a result of the broadcast? YES **(NO)**

email
Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

n/a

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

n/a

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES **(NO)**

Canada

Consumer Name: Greg Bouchard

Address: Alberta Canada

Phone: _____

Serial #: m/700

Send an ARS label

Comments:

Last year - claims he had FBC-gun was not loaded.

700 Log Sheet – 2010 CNBC Story

Date: 10/29/10 CSR: Dell

Is the customer calling as a result of the broadcast? YES (NO)

email
Initial tone/Attitude of the caller:

- Angry at Remington
 - Supportive of Remington
 - Angry at CNBC for airing
 - Supportive of CNBC
- n/a

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
 - Inquisitive about Remington position
 - Calling to provide broadcast feedback
- n/a

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO unknown

Consumer Name: James Watkins

Address: _____

Phone: _____

Serial #: 6428262 m/700 7mm Rem Mag

Send an ARS label

Comments:

Claims FSR on 10/27/10. Stated it happened 4 yrs. ago too. Wants to know what he needs to do.

700 Log Sheet – 2010 CNBC Story

Date: 10/29/10 CSR: Dell

Is the customer ~~calling~~ ^{email} as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC *n/a*

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position *n/a*
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model ~~700~~ 721
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO *unknown*

Consumer Name: Tom Olden

Address: Colorado Springs, CO

Phone: _____

Serial #: 92797 270Win m/721

Send an ARS label

Comments:

Claims FSR when gun was not loaded.
Wants it repaired.

700 Log Sheet - 2010 CNBC Story

Date: 10/29/10 CSR: Dell

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

n/a

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

n/a

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO unknown

Consumer Name: Tom Nichols

Address: _____

Phone: 248-312-9417 (cell)

Serial #: _____

Send an ARS label

Comments: Customer claimed:
Has m/700 in .270 Win. 2 yrs. ago he had
FSR twice. Wants to get it repaired

700 Log Sheet - 2010 CNBC Story

Date: 10/29/10 CSR: Dell

Is the customer calling as a result of the broadcast? **(YES)** NO

email
Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES

(NO) He sent ~~the~~ rifle in some time ago & had it repaired.

Consumer Name: Alan kawal

Address: 311 Indian Rd

Wayne, NJ 07470

Phone: 201-794-9588

Serial #: 56414814

Send an ARS label

Comments:

Claimed he had ESR - sent gun to factory
& it was repaired. After watching CNBC show - he questions our

700 Log Sheet - 2010 CNBC Story

Date: 10/29/10 CSR: Dell

Is the customer calling as a result of the broadcast? YES **(NO)**

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

n/a

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

n/a

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? **(YES)** NO

Consumer Name: Jimmy Keeland

Address: 918 CR 702
Benyville, AR 72616

Phone: 870-423-8474

Serial #: 26660763

Send an ARS label

Comments:

Had FSR-gun was unloaded. He
stated previous owner may have adjusted trigger

700 Log Sheet – 2010 CNBC Story

Date: 10/29/10 CSR: Dell

Is the customer calling as a result of the broadcast? YES ~~NO~~

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

n/a

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

n/a

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO unknown

Consumer Name: Bill Reynolds

Address: 1495 Agnes Ave.
Palm Bay, FL 32909

Phone: 321-724-1322

Serial #: _____

Send an ARS label

Comments:

Claimed FBC - shot hole in truck
wants gun repaired, loves rifle

700 Log Sheet – 2010 CNBC Story

Date: 10-29-10 CSR: AARON

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: 480-607-2949

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 10/29/10 CSR: Chris

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 10/29/10 CSR: M

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Alan Baker

Address: _____

Phone: 406-787-7514 -cell#

Serial #: _____

Send an ARS label

Comments:

700 - fires w/o touching trigger.
Doesn't want to send to us, doesn't want anything to do w/ Remington.
Believes CNBC & will listen to any info we might have to defend ourselves. Will no longer buy from Nichols either.

700 Log Sheet - 2010 CNBC Story

Date: 10/29/10 CSR: Ch

Is the customer calling as a result of the broadcast? YES NO read in Wall St. Jour.

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES **NO**

Consumer Name: Dr. DiLascio 4 x 700's 1 has fired on

Address: 422 Stuyveson Ave bolt closing.

Lindhurst, NJ 07071 2-30-06

Phone: 201-935-4577 201-891-7432 2-7mm

Serial #: _____
Send an ARS label 201-935-8893 faxing

Comments:
Faxing list of RARCs +
factory address per his request.

Northern NJ

-20 yrs. ago

#4897

700 Log Sheet - 2010 CNBC Story

Date: 10/29/10 CSR: Ch

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: M. Patrick Frye

Address: 650 Cherry Creek Rd.
Marquette MI 49855

Phone: 906-362-3689

Serial #: 182-BC404070 + 6756970-174

2-7005 - 1 of them, late '80s, sitting in wa, lifted rifle up, FSR.

Send an ARS label

mpfrye55@att.net

Comments:

season -> Nov. 15

700 Log Sheet - 2010 CNBC Story

#4896

Date: 10/29/10 CSR: CM

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Carl Ayers

Address: 17771 Wells Rd.

N Fort Myers FL 33917

Phone: 239-872-1292

Serial #: G450491 ^{bought} _{new}

Send an ARS label

Comments: cala@clearing@aol.com

700 - .44 caliber
Sunday before last, shot
rnd. 2nd it fired w/
hand on bolt.
on safety
Had bbl magnaported

700 Log Sheet - 2010 CNBC Story

Date: 10/29/10 CSR: Watts

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC *None*

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

*Schools in
in IA.*

Send an ARS label

Comments:

Several times fired on own in past
XRevised to P.S.

700 Log Sheet - 2010 CNBC Story

Date: 10/29/10 CSR: W-HS

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____
MW

Phone: _____

Serial #: _____

Send an ARS label

Comments:
Just wanted an X-Mark Pro trigger
Sent him to Athanas

700 Log Sheet - 2010 CNBC Story

Date: 10/29/10 CSR: WHS

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

North Dakota

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Just want to know about the issue

700 Log Sheet - 2010 CNBC Story

Date: 10/29/10 CSR: Watts

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington

Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)

Inquisitive about Remington position

Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700

seeking company feedback regarding direction/use of personal Model 700

claims they experienced a "safety" related issue with their personal Model 700

has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: 700 362 3689 (I think)

Serial #: _____

Send an ARS label

Comments:

Hunting several years ago + FSR claim
referred to PS.

*****Internal Use Only*****

700 Log Sheet - 2010 CNBC Story

Date: 10/29/10 CSR: W-H

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

770

Customer Owns a Model 700:

- General concern of safety with personal model 700 770
- seeking company feedback regarding direction/use of personal Model 700 770
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Trigger question old / new

700 Log Sheet - 2010 CNBC Story

Date: 11/29/10 CSR: Datt

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: 561-427-3068

Serial #: 56595676

Send an ARS label

Comments:

checked serial # on old log

700 Log Sheet - 2010 CNBC Story

Date: Oct. 29, 2010 CSR: SDJ

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington

Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)

Inquisitive about Remington position

Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700

seeking company feedback regarding direction/use of personal Model 700

claims they experienced a "safety" related issue with their personal Model 700

has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Hart Gilmore

Address: 7210 132nd Street

Coal Valley, IL. 61240

Phone: 309-799-3150

Serial #: D 6598440

Send an ARS label Yes

Comments:

700 Log Sheet - 2010 CNBC Story

Date: Oct. 29, 2010 CSR: SAJ

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC N/A

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback N/A

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Robert Dann

Address: 7272 Hand Scabble Road
Addison, NY 14801

Phone: 607 357 4285 - 607-329-3241

Serial #: _____

Send an ARS label Yes

Comments:
Bolt handle is broke off and check trigger

700 Log Sheet - 2010 CNBC Story

Date: Oct. 29, 2010 CSR: SDJ

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington

Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)

Inquisitive about Remington position

Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700

seeking company feedback regarding direction/use of personal Model 700

claims they experienced a "safety" related issue with their personal Model 700

has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Jack Ferguson

Address: 6233 SECOR Rd.

Petersburg, MI 49270

Phone: 734-625-0238

Serial #: _____

Send an ARS label Yes

Comments:

*****Internal Use Only*****

700 Log Sheet - 2010 CNBC Story

Date: Oct. 29, 2010 CSR: SDJ

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Jay Buck

Address: 61 K6V5K2

Brockville, Ontario Canada

Phone: 612 926 1338

Serial #: A6367612

Send an ARS label

Comments:

1976 w/ Bolt lock referred to Gunsmith Agency

*****Internal Use Only*****

700 Log Sheet – 2010 CNBC Story

Date: 10-29-10 CSR: JJT

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700 *fired 2x out of battery*
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Timothy Umbel

Address: 1515 Whitechurch Stager Rd.
Oakland, MD 21550

Phone: 301-616-8209

Serial #: A 6668662

Send an ARS label

Comments:

website referral

*****Internal Use Only*****

700 Log Sheet - 2010 CNBC Story

Date: 10/29/10 CSR: Sara

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Gary Brennan

Address: _____

Phone: 570-423-2132

Serial #: _____

Send an ARS label

Comments:

never had a problem w/ 3 700's but thinks his
is a problem with the ARS

700 Log Sheet - 2010 CNBC Story

Date: 10/29/10 CSR: Sara

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Ralph

Address: _____

Plattsburgh, NY

Phone: 518-562-5846

Serial #: _____

Send an ARS label

Comments:

has older model 700 w/ no issues

*****Internal Use Only*****
700 Log Sheet - 2010 CNBC Story

Date: 10-29-10 CSR: Danny

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

No problems ... just curiosity

*****Internal Use Only*****

700 Log Sheet – 2010 CNBC Story

Date: 10-29-10 CSR: Reming

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Questions regarding a 770
not 700

700 Log Sheet - 2010 CNBC Story

Date: 10/29/2010 CSR: [Signature]

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Already had SMP DONE
issues and calling for removal

700 Log Sheet - 2010 CNBC Story

Date: 10/29/2010 CSR: [Signature]

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: N/A

Send an ARS label

Comments:

*****Internal Use Only*****

700 Log Sheet - 2010 CNBC Story

Date: 10/29/2010 CSR: Dan

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: N/A

Send an ARS label

Comments:

*****Internal Use Only*****

700 Log Sheet - 2010 CNBC Story

Date: 10/29/10 CSR: Don

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Gordon Schoeneweg

Address: 82555 N 13th Ave
Durwell, NE 68823

Phone: 308-730-1594

Serial #: 56266529

Send an ARS label ARS ORDERED

Comments:

Alaskan 7mm mag

700 Log Sheet - 2010 CNBC Story

Date: 10/29/10 CSR: Anne

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments: Wants to know if safe

*****Internal Use Only*****

700 Log Sheet - 2010 CNBC Story

Date: 10/29/10 CSR: Chris

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

*****Internal Use Only*****

700 Log Sheet - 2010 CNBC Story

Date: 10/29/10 CSR: Chris

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: 3514981 Pro 82

Send an ARS label

Comments:

SMP → Mann & Soy

*****Internal Use Only*****

700 Log Sheet - 2010 CNBC Story

Date: 10/29/10 CSR: Chris

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety".related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: 6231389 (1969)

Send an ARS label

Comments:

Age

*****Internal Use Only*****

700 Log Sheet - 2010 CNBC Story

Date: 10/29/10 CSR: Cluis

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: B 6636110 (1985)

Send an ARS label

Comments:

*****Internal Use Only*****

700 Log Sheet – 2010 CNBC Story

Date: 10/29/10 CSR: Chris

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 10/29/10 CSR: Chris

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

IL

Phone: _____

Serial #: A6412138

Send an ARS label

Comments:

SMP to Gander Mtn. => Think about it

*****Internal Use Only*****

700 Log Sheet – 2010 CNBC Story

Date: 10/29/10 CSR: Chris

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Asked about SMP

700 Log Sheet - 2010 CNBC Story

Date: 10/29/10 CSR: Chris

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Ted

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Going to sale Model 700. Taken info from
CNBC as word of God. Said he was Hunter's Ed inst. and was a supporter of Rem.

700 Log Sheet - 2010 CNBC Story

Date: 10-25-10 CSR: Ron

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington

Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)

Inquisitive about Remington position

Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700

seeking company feedback regarding direction/use of personal Model 700

claims they experienced a "safety" related issue with their personal Model 700

has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: ALLAN MARSH

Address: _____

Phone: TX
903-581-834

Serial #: 6333053 6440965 6486173
(70) (71) (72)

Send an ARS-label

Comments:

*****Internal Use Only*****

700 Log Sheet - 2010 CNBC Story

Date: 10-29-10 CSR: Row

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: WILLIAM WEBBER

Address: _____

Phone: 631-337-1756

Serial #: (700) 377931 (68)

Send an ARS label

Comments: _____

*****Internal Use Only*****

700 Log Sheet - 2010 CNBC Story

Date: 10-29-10 CSR: Ren

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: STEVE Kelly

Address: _____

_____ Co
Phone: 970-564-1463

Serial #: (?) (1984) mork

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 10-29-10 CSR: Ron

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington

Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)

Inquisitive about Remington position

Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model ~~700~~ 600 1308

seeking company feedback regarding direction/use of personal Model 700

claims they experienced a "safety" related issue with their personal Model 700

has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Thomas Prince

Address: _____ ME

Phone: 734-848-2488

Serial #: 6955 (1964)

Send an ARS label

Comments:

*****Internal Use Only*****

700 Log Sheet – 2010 CNBC Story

Date: 10/29/10 CSR: Andrew Turner

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Participate in SMP

700 Log Sheet – 2010 CNBC Story

Date: 10/29/10 CSR: Andrew Turner

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Calling to offer support for the Model 700

*****Internal Use Only*****
700 Log Sheet - 2010 CNBC Story

Date: _____ CSR: _____

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

___ Angry at Remington ___ Supportive of Remington
___ Angry at CNBC for airing ___ Supportive of CNBC

Nature/Purpose of Call:

___ Calling to offer support (pro-Remington)
___ Inquisitive about Remington position
___ Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700 *ML*
___ seeking company feedback regarding direction/use of personal Model 700
___ claims they experienced a "safety" related issue with their personal Model 700
___ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Advise to inspect & clean

****Internal Use Only****

700 Log Sheet - 2010 CNBC Story

Date: 10-29-10 CSR: LWN

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Davis Onken

Address: _____

Duane Grove Heights, MM

Phone: _____

Serial #: B6314968 1981

Send an ARS label

Comments:

AMP- Alhman

*****Internal Use Only*****

700 Log Sheet – 2010 CNBC Story

Date: 10-29-10 CSR: LNW

Is the customer calling as a result of the broadcast? (YES) NO uncle

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

SMP - either factory or RARC

700 Log Sheet - 2010 CNBC Story

Date: 10-20-10 CSR: LM

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington ___ Supportive of Remington
- ___ Angry at CNBC for airing ___ Supportive of CNBC

Nature/Purpose of Call:

- ___ Calling to offer support (pro-Remington)
- ___ Inquisitive about Remington position
- ___ Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- ___ seeking company feedback regarding direction/use of personal Model 700
- ___ claims they experienced a "safety" related issue with their personal Model 700
- ___ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

*****Internal Use Only*****

700 Log Sheet - 2010 CNBC Story

Date: 10/29 CSR: LogAN

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

General questions

700 Log Sheet - 2010 CNBC Story

Date: 10/29 CSR: ERIC

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: 66636682

Send an ARS label

Comments:

General Questions

700 Log Sheet – 2010 CNBC Story

Date: 10/29 CSR: Eric

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____
Serial #: A6450 474 / G651780 3

Send an ARS label

Comments: TAKING TO J+G FOR
INSPECTION

700 Log Sheet - 2010 CNBC Story

Date: 10/29 CSR: Eric

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: D6660763

Send an ARS label

Comments:

700 BDL Product S/S

*Fires on Bolt
close - Has not
Fired with
AMMO*

700 Log Sheet – 2010 CNBC Story

Date: 10/29 CSR: Eri

Is the customer calling as a result of the broadcast? **(YES)** NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

General

700 Log Sheet – 2010 CNBC Story

Date: 10/29 CSR: Eric

Is the customer calling as a result of the broadcast? **(YES)** NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Model Seven question

700 Log Sheet – 2010 CNBC Story

Date: 10-29-10 CSR: J.B. Irving

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Has 1977 gun. He is going to take it to RARC for SMP.

*****Internal Use Only*****

700 Log Sheet - 2010 CNBC Story

Date: 10/29/10 CSR: Watts

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700

claims they experienced a "safety" related issue with their personal Model 700 Post 1974

has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Xfered to PS,

*****Internal Use Only*****
700 Log Sheet - 2010 CNBC Story

Date: 10/29/10 CSR: Watts

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

SNP Program 1982

*****Internal Use Only*****

700 Log Sheet - 2010 CNBC Story

Date: 10/29/10 CSR: Sara

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: JRM

Address: _____

Phone: 415-945-1159

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 10-29-10 CSR: JB. Irving

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Very supportive. Has never had a problem.

*****Internal Use Only*****

700 Log Sheet - 2010 CNBC Story

Date: 10-29-10 CSR: J.B.I

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

General questions about 700.
Referred to Remington 700.tv.

700 Log Sheet - 2010 CNBC Story

Date: _____ CSR: _____

Is the customer calling as a result of the broadcast? **YES** NO

Initial tone/Attitude of the caller:

Angry at Remington ___ Supportive of Remington
___ Angry at CNBC for airing ___ Supportive of CNBC

Nature/Purpose of Call:

___ Calling to offer support (pro-Remington)
 Inquisitive about Remington position
___ Calling to provide broadcast feedback

Customer Owns a Model 700:

___ General concern of safety with personal model 700
___ seeking company feedback regarding direction/use of personal Model 700
___ claims they experienced a "safety" related issue with their personal Model 700
___ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

*Dealer called, concerned about all 700's & 770's.
He is thinking about sending all back to distributor.*

700 Log Sheet – 2010 CNBC Story

Date: 10-29-10 CSR: J.B. Irving

Is the customer calling as a result of the broadcast? **YES** NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

When was my 700 made?
Questions about SMP Program.

*****Internal Use Only*****

700 Log Sheet – 2010 CNBC Story

Date: 10/29/10 CSR: Watts

Is the customer calling as a result of the broadcast? ~~YES~~ NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Said he saw the show and thought it had something to do with upcoming election

700 Log Sheet - 2010 CNBC Story

Date: 10-29-10 CSR: AARON

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Brian Hansen

Address: _____

Phone: 701-252-7075

Serial #: 6632031

Send an ARS label

Comments:

Referred to the Outdoorman in ND for service

700 Log Sheet - 2010 CNBC Story

Date: 10-29-10 CSR: ARON

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Dean Dickert

Address: _____

Phone: 803-276-9873

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: Oct. 29, 2010 CSR: SOS

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Robert Martin

Address: 1100 7th Street
Lake Charles LA 70601

Phone: 337-540-8203

Serial #: _____

Send an ARS label to Paducah Shooter

Comments:

*****Internal Use Only*****
700 Log Sheet - 2010 CNBC Story

Date: Oct. 29, 2010 CSR: SDJ

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: NEAL

Address: _____

Phone: 478-994-3341

Serial #: _____

Send an ARS label

Comments:

Called wanted info on sear spring placement on original trigger. He is putting original trigger back on gun, taking out jewel trigger. Offered to

700 Log Sheet - 2010 CNBC Story

Date: Oct-29, 2010 CSR: SN

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington

Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)

Inquisitive about Remington position

Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700

seeking company feedback regarding direction/use of personal Model 700

claims they experienced a "safety" related issue with their personal Model 700

has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Scott Eastlick

Address: 324 Rita Lane

Billings, MT.

Phone: 406-690-6186

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: Oct. 29 CSR: SDJ

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Bob Peary
Address: 483 Littlefield Rd
Wells ME 04090
Phone: 207 646-7223
Serial #: _____

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 10/29/10 CSR: Anita

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 10/29/10 CSR: Anita

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: 676367019

Send an ARS label

Comments:

wanted to know age of firearm

700 Log Sheet – 2010 CNBC Story

Date: 10/29/10 CSR: Anita

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Josh Heath

Address: 910 35th Ave S.
morehead, MN 56560

Phone: 218-790-1575

Serial #: 71074482

Send an ARS label

Comments:

710 - wanted it inspected for safety
and have inspected - referred to Alhman's

700 Log Sheet - 2010 CNBC Story

Date: 10/29/10 CSR: Anita

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: A6534693

Send an ARS label

Comments:

would like to have X-mark Pro Trigger
out in his Firearm - Referreal him to

700 Log Sheet - 2010 CNBC Story

Date: 10/29/10 CSR: Sara

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Bob Dixon

Address: _____

Canada

Phone: 250-287-2819

Serial #: _____

Send an ARS label

Comments:

wanted to know if there was a "fix" - gave
info on the fix & returned to Canada

*****Internal Use Only*****

700 Log Sheet - 2010 CNBC Story

Date: 10/2 CSR: SARV

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: 304-636-9232

Serial #: _____

Send an ARS label

Comments:

ESR - fwd to Product Services

*****Internal Use Only*****

700 Log Sheet - 2010 CNBC Story

Date: 10/29/10 CSR: Sara

Is the customer calling as a result of the broadcast? YES NO N/A

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: 860-758-7567

Serial #: C6518993

Send an ARS label

Comments:

manufacture year

*****Internal Use Only*****
700 Log Sheet - 2010 CNBC Story

Date: 10/29/10 CSR: Sam

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: 760-244-7423

Serial #: _____

Send an ARS label

Comments:

has 700 + never experienced a problem;
and a more info on what was happening + X-Mark Pro

700 Log Sheet – 2010 CNBC Story

Date: 10-29-10 CSR: Danny

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

*****Internal Use Only*****

700 Log Sheet - 2010 CNBC Story

Date: 10/29/10 CSR: Don

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Don Palilla

Address: 16 Winding Brook Rd
Newtown, CT

Phone: 203-426-4060

Serial #: 431228

Send an ARS label requested

Comments: Model 722

700 Log Sheet - 2010 CNBC Story

Date: 10/29/10 CSR: [Signature]

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: N/A

Send an ARS label

Comments: Just Curious

700 Log Sheet - 2010 CNBC Story

Date: 10/29/10 CSR: [Signature]

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Val Brown

Address: 1382 123005
Suite C 105
Draper, UT 84020

Phone: _____

Serial #: B6344414

Send an ARS label Have requested

Comments: _____

700 Log Sheet - 2010 CNBC Story

Date: 10/29/10 CSR: _____

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Michael Maiello

Address: _____

Phone: _____

Serial #: B6751456 (1986)

Send an ARS label

Comments: _____

700 Log Sheet - 2010 CNBC Story

Date: 10/29/10 CSR: Chris

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: 06250797 (1998)

Send an ARS label

Comments:

Second time today calling. Wants Rem to put
to out an X Mark fire. in his gun

700 Log Sheet - 2010 CNBC Story

Date: 10/29/10 CSR: Andrew Turner

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Checked serial number for year
of manufacture

700 Log Sheet - 2010 CNBC Story

Date: 10/29 CSR: Eric

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: D 6627179 / 2006

Send an ARS label

Comments: Product SVCS

700 Log Sheet - 2010 CNBC Story

Date: 10/29 CSR: Eric

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

General Question

700 Log Sheet - 2010 CNBC Story

Date: 10/29/10 CSR: Walt

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: E6518994

Send an ARS label

Comments:

serial check

700 Log Sheet - 2010 CNBC Story

Date: 10/29/10 CSR: Watts

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

None

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

None

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Phone to Remington. Gave website too.

700 Log Sheet - 2010 CNBC Story

Date: 10-29-10 CSR: J.B. Irving

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Concerned about the safety of his rifle.

700 Log Sheet - 2010 CNBC Story

Date: 10-29-10 CSR: J.B. Irving

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Question: Is my gun included
in the RECALL?

700 Log Sheet - 2010 CNBC Story

Date: 10-29-10 CSR: J.B. Irving

Is the customer calling as a result of the broadcast? **YES** NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Question - does my rifle have the trigger with the problem. I advised if he is concerned about his gun I have the word of CNBC

700 Log Sheet - 2010 CNBC Story

Date: 10-29-10 CSR: C Huck

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Current model with
XMP Trigger

700 Log Sheet - 2010 CNBC Story

Date: 10-29-10 CSR: O Huck

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

1996 model referred to
AHLMANS

700 Log Sheet – 2010 CNBC Story

Date: 10-29-10 CSR: Chick

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

one older model
referred to Sportsman's Haven

700 Log Sheet - 2010 CNBC Story

Date: 10-24-10 CSR: CHueh

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Other model referred to
RARC Nearby.

700 Log Sheet - 2010 CNBC Story

Date: 10-29-10 CSR: Row

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Anthony MATSON

Address: _____

Phone: 313 381-5418

Serial #: (?)

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 10-25-10 CSR: Row

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: (6578054) 1973

Send an ARS label

Comments: (wanted Serial #)

*****Internal Use Only*****

700 Log Sheet - 2010 CNBC Story

Date: 10-29-10 CSR: Rou

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: JIM EWING

Address: _____

Phone: 315-362-1000

Serial #: ?

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 10-29-10 CSR: Row

Is the customer calling as a result of the broadcast? YES NO
 YES NO

Initial tone/Attitude of the caller:

- Angry at Remington
- Supportive of Remington
- Angry at CNBC for airing
- Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Curtis Peterson

Address: _____

Phone: 541-988-1547

Serial #: _____

Send an ARS label

Comments: _____

700 Log Sheet – 2010 CNBC Story

Date: 10-29-10 CSR: JJT

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

- Angry at Remington Supportive of Remington
- Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

- Calling to offer support (pro-Remington)
- Inquisitive about Remington position
- Calling to provide broadcast feedback

Customer Owns a Model 700:

- General concern of safety with personal model 700
- seeking company feedback regarding direction/use of personal Model 700
- claims they experienced a "safety" related issue with their personal Model 700
- has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: 228-234-4193

Serial #: NA

Send an ARS label

Comments:

*****Internal Use Only*****
700 Log Sheet - 2010 CNBC Story

Date: 10/29/10 CSR: Sara

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: 603-455-4239

Serial #: _____

Send an ARS label

Comments:

gunsmith
hadn't seen show but heard about possible issue
through a friend → referred to website

700 Log Sheet - 2010 CNBC Story

Date: 10/29 CSR: Eric

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: 56391289

Send an ARS label

Comments:

General Questions about trigger

****Internal Use Only****

700 Log Sheet - 2010 CNBC Story

Date: 10/29/10 CSR: Watts

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 770
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:
770 Trigger complaint
From MO.