

1-4-2010 Total Calls 3003

CALLING AS RESULT OF BROADCAST

Yes + + + + | | | |

No |

ATTITUDE

Angry at Remington

Angry CNBC

Supportive of REM |

Supportive of CNBC

NATURE/PURPOSE OF CALL

Offer Support

Inquisitive on Rem position | |

Calling to provide Broadcast feedback

OWNS MODEL 700

General Concern | |

Feedback

Safety Issue + + + +

No Problem w/ firearm |

ARS sent + + + + | |

To PRODUCT SERVICES + + + +

S/N check + + + + | | | |

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

## 700 Log Sheet - 2010 CNBC Story

Date: 1/4/11

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 #: 140707

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

Comments:

ARS SENT

**700 Log Sheet – 2010 CNBC Story**

Date: 1/4/11 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:**

Trigger was hard to pull once after that the  
gun would fire by taking safety off. Transfer to Product Service

**700 Log Sheet - 2010 CNBC Story**

Date: 1/4/10 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:**

Customer had questions about SMP

700 Log Sheet - 2010 CNBC Story

Date: 11/11/10 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: Ryan Bingham

Address: 46 Apple St  
Boyer town, PA 19512

Phone: \_\_\_\_\_

Serial #: 28819

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

Comments:

Wants to participate in ~~SMP~~ SMP

700 Log Sheet - 2010 CNBC Story

Date: 1-4-2011 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: Steve Manzelli  
Address: 435 Monticello Ln  
Lakewood NJ 08701  
Phone: 201 424 2675  
Serial #: 36785848

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

Comments:

No Bolt lock feature  
ON

700 Log Sheet - 2010 CNBC Story

Date: 1/04 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 #: 5639649 4

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

Comments:

Serial check

700 Log Sheet - 2010 CNBC Story

5537

Date: 1/4/10 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: Frank Skiflett *7mm mag FSR 24d7*

Address: 1645 E. McKellips Rd. - its happened  
Mesa AZ 85203

Phone: 480-250-4000

Serial #: 6811926 1975 new

\*\*\*Send an ARS label\*\*\* Y

Comments:  
\_\_\_\_\_  
\_\_\_\_\_

Date: 1/4/11 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: William Bentfield  
 Address: 1904 Hwy 29  
Brooklyn MS 39425  
 Phone: 601-598-2558  
 Serial #: 6729603 '74

700 Fired when he opened bolt after it had stuck

He took it apart at it happened

\*\*\*Send an ARS label\*\*\* Y

Comments:  
box & ARS  
1174331

700 Log Sheet - 2010 CNBC Story

5532

Date: 1/4/11 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 Dad gave to him

Consumer Name: Richard Androlevich FBC 30-06

Address: 5078 SW 150th Ct  
Lake Butler FL 32054 started off w/ delayed

Phone: 352-538-0556 trigger

Serial #: A6829952 175 hopped  
Dec. 24th

\*\*\*Send an ARS label\*\*\* Y

Comments:

\_\_\_\_\_  
\_\_\_\_\_

\*\*\*\*Internal Use Only\*\*\*\*  
700 Log Sheet - 2010 CNBC Story

5540

Date: 1/4/11 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: Doug Gedelman

Address: 144 Wye Rd.  
Port Angeles, WA 98363

Phone: 360-928-5329

Serial #: 375477 1968

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

dv gedelman@gmail.com

*Father*  
*700 2nd*  
*FSR been in his*  
*safe for a while*  
*since it happened*

Comments:

\_\_\_\_\_  
\_\_\_\_\_

1-5-2010 Total calls 2800

CALLING AS RESULT OF BROADCAST

Yes ~~HHH~~ ~~HHH~~ ~~HHH~~

No |

ATTITUDE

Angry at Remington

Angry CNBC

Supportive of REM ~~HHH~~ |

Supportive of CNBC

NATURE/PURPOSE OF CALL

Offer Support | | |

Inquisitive on Rem position ~~HHH~~

Calling to provide Broadcast feedback

OWNS MODEL 700

General Concern | | | |

Feedback |

Safety Issue ~~HHH~~ |

No Problem w/ firearm |

ARS sent ~~HHH~~ | |

To PRODUCT SERVICES ~~HHH~~

S/N check ~~HHH~~ | | | |

700 Log Sheet - 2010 CNBC Story

Date: Jan 5, 2011 CSR: SPD

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: Shawn O'dell

Address: 2308 South Lake Shore  
Paris, MO 63069

Phone: \_\_\_\_\_

Serial #: \_\_\_\_\_

\*\*\*Send an ARS label\*\*\* Yes

Comments:

\_\_\_\_\_  
\_\_\_\_\_

700 Log Sheet - 2010 CNBC Story

Date: Jan 5, 2011 CSR: SDV

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: Dell Vedder  
Address: 145 West 5<sup>th</sup> Street  
Palmyra, NE 68418

Phone: \_\_\_\_\_

Serial #: 87391

\*\*\*Send an ARS label\*\*\* Yes

Comments:  
\_\_\_\_\_  
\_\_\_\_\_

700 Log Sheet - 2010 CNBC Story

Date: 1/5/2011 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:

Product Service

**700 Log Sheet - 2010 CNBC Story**

Date: 1/5/10 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: Tom Phillips

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Serial #: S# 318566 (1968)

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

Comments:

SMP

**700 Log Sheet – 2010 CNBC Story**

Date: 1/5/10 CSR: Chris

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

**Initial tone/Attitude of the caller:**

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

**Nature/Purpose of Call:**

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

**Customer Owns a Model 700:**

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

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

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

Consumer Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Phone: \_\_\_\_\_

Serial #: C6812379 (1993)

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

**Comments:**

Asked about SMP. Advised consumer to send  
gun in to factory but would not be apart of SMP.

700 Log Sheet - 2010 CNBC Story

Date: 1-5-10 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:

Trying to pin me down on charges if gun is sent in.  
advised that any charges will be determined by factory

700 Log Sheet - 2010 CNBC Story

Date: 1/5/11 CSR: Watt

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product 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 XTHR, Xchecked to PS

700 Log Sheet - 2010 CNBC Story

Date: 1-5-10 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: Dan Shaver

Address: \_\_\_\_\_

Phone: 704-438-0304

Serial #: A167623786

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

Comments:

Sent to 2129

**700 Log Sheet – 2010 CNBC Story**

Date: 1-5-10 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: \_\_\_\_\_

Serial #: \_\_\_\_\_

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

**Comments:**

SMP  
\_\_\_\_\_  
\_\_\_\_\_

**700 Log Sheet - 2010 CNBC Story**

Date: 1-5-11 CSR: LNN

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

**Initial tone/Attitude of the caller:**

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

**Nature/Purpose of Call:**

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

**Customer Owns a Model 700:**

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

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product 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: 1-5-11 CSR: R2W

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they 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 AETERSEN  
Address: 914 Admire Ave Frank - Squire NY 11010  
Phone: (516) 775-8515 700 ADL THEANG62@AOL.COM  
Serial #: 6798213 1975 136693437  
1985

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

Comments:  
DELL has sent him info  
on Return By Email

**700 Log Sheet – 2010 CNBC Story**

Date: 1-5-11 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: Roger Lancaster

Address: \_\_\_\_\_  
\_\_\_\_\_

Phone: \_\_\_\_\_

Serial #: (1417) (row)

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

Comments:  
\_\_\_\_\_  
\_\_\_\_\_

700 Log Sheet - 2010 CNBC Story

5550

Date: 4/5/11 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: Bill Whitney

Address: 2200 Pecan Dr

Chal mette LA 70043

Phone: 504-512-3415

Serial #: 91035947

\*\*\*Send an ARS label\*\*\* Y

Comments: box & ARS 1174558

710 had recovered it from Hurricane Katrina.  
 FSR, unloaded it  
 A comp down there refurbished it at Bolto a bit funny.  
 1st time it happened duplicated  
 Fine w/ us dest

700 Log Sheet - 2010 CNBC Story

#5549

Date: 1/5/11 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 FSR

Consumer Name: John O'Brien Shot through a vehic  
 Address: 3206 High Pt Rd. A friend of his is want  
Winston Salem NC 27107 to sell it to him  
 Phone: 910-336-406-1951  
 Serial #: 6377805 1971 2nd hand

\*\*\*Send an ARS label\*\*\* Y

Comments:  
\_\_\_\_\_  
\_\_\_\_\_

700 Log Sheet - 2010 CNBC Story

Date: 1/5 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

G 666 73074 2007 85352  
 G 69 25352 2009 84217 x  
 G 645 1224 2005 2007  
 G 632 5576 2003  
 G 645 6426 2005  
 G 658 2503 2006  
 G 653 1964

Customer Owns a Model 700:

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

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

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

Consumer Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Serial #: \_\_\_\_\_

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

Comments: General Questions

1-6-2010 Total calls 2598

CALLING AS RESULT OF BROADCAST

Yes ~~+++~~ ~~+++~~ ~~+++~~ |

No ||

ATTITUDE

Angry at Remington

Angry CNBC

Supportive of REM ||

Supportive of CNBC

NATURE/PURPOSE OF CALL

Offer Support |||

Inquisitive on Rem position

Calling to provide Broadcast feedback

OWNS MODEL 700

General Concern ~~+++~~ ~~+++~~ ||

Feedback

Safety Issue ||

No Problem w/ firearm

ARS sent | | | |

To PRODUCT SERVICES ||

S/N check ~~+++~~ |

700 Log Sheet - 2010 CNBC Story

Date: JAN 6, 2011 CSR: SPJ

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they 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 Hill

Address: 202 ~~Dawn Ave~~ DAWN AVE  
Friendswood, TX 77546

Phone: 281-710-7030

Serial #: 67510

\*\*\*Send an ARS label\*\*\* Yes

Comments:  
\_\_\_\_\_  
\_\_\_\_\_

**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: Shane Morgan

Address: 6352 Victoria Ave  
Palmdale, CA 93552

Phone: 661-992-1509

Serial #: 7107360

~~\*\*\*Send an ARS label\*\*\*~~ Yes

Comments:

710 on recall

\*\*\*\*Internal Use Only\*\*\*\*  
**700 Log Sheet - 2010 CNBC Story**

845-632-  
6035

Date: 1/6 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

*Very Argumentative  
And insistent that  
770 ~~was~~ is affected  
based  
on prog*

Customer Owns a Model 700:

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

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

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

Consumer Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Serial #: \_\_\_\_\_

*Program  
say All Model 700  
SERIES are  
affected per  
caller*

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

Comments:

\_\_\_\_\_  
\_\_\_\_\_

**700 Log Sheet – 2010 CNBC Story**

Date: 1-6-11 CSR: Rem

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

**Initial tone/Attitude of the caller:**

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

**Nature/Purpose of Call:**

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

**Customer Owns a Model 700:**

General concern of safety with personal model 700 722  
 seeking company feedback regarding direction/use of personal Model 700  
 claims they experienced a "safety" related issue with their personal Model 700  
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

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

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

Consumer Name: SVEN M. EKMAN

Address: \_\_\_\_\_

Phone: 502-241-6991

Serial #: 335862 (1955) USED GUN

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

**Comments:**

Has had a gunsmith corrected the issues (Remove Bolt Lock)

**700 Log Sheet – 2010 CNBC Story**

Date: 1-6-11 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 Fontana

Address: \_\_\_\_\_

Phone: 970-925-3313

Serial #: A 6356721 (1976)

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

Comments:

\_\_\_\_\_  
\_\_\_\_\_

**700 Log Sheet – 2010 CNBC Story**

Date: 1-6-11 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 - BMP

**700 Log Sheet - 2010 CNBC Story**

Date: 1/6/11 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:**

not fire / then fire without warning  
transfer to Prod. Svc

700 Log Sheet - 2010 CNBC Story

Date: 1-06-11 CSR: HARON

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they 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 Smith AKA Robert Divincenzo

Address: \_\_\_\_\_  
\_\_\_\_\_

Phone: 914-476-5323

Serial #: E6665456

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

Comments: \_\_\_\_\_  
\_\_\_\_\_

700 Log Sheet - 2010 CNBC Story

Date: 1-6-11 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:

WAS TOLD BY FRIENDS GUN  
UNSAFE - ONLY 2 YEARS OLD

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

700 Log Sheet - 2010 CNBC Story

Date: 1/6 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: 1/6/11 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 #: 6560932

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

Comments:

SENDING IN FOR SMP

700 Log Sheet - 2010 CNBC Story

Date: 1/6/10 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 #: \_\_\_\_\_

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

Comments:

SNP 1981 Gun.

\_\_\_\_\_

\_\_\_\_\_

700 Log Sheet - 2010 CNBC Story

Date: 1-6-11 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:

Giving gun to his son. He wants  
to make sure it is safe

700 Log Sheet - 2010 CNBC Story

Date: 1-6-11 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:

1980 Model 700. He is sending in

700 Log Sheet - 2010 CNBC Story

Date: 1-6-11 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 older model for SMP.

700 Log Sheet - 2010 CNBC Story

5574

Date: 1/6/11 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

*safety was or*

Consumer Name: Otis Clark

Address: 3575 Lake Seminole Dr.

Beaufort GA 30519

Phone: 404-631-1577 770-945-8291 *2ndhand*

Serial #: 57607777 1995

\*\*\*Send an ARS label\*\*\* *Hasn't really shot it.*

Comments:

box & ARS 1175144

*7mm-08 1st tried to load it closed bolt & it fired No injury - pointed toward ground 1st round that day A week later, filled oil & run them through & i didn't have it happenec*

*C-678-617-0262*

700 Log Sheet - 2010 CNBC Story

Date: 1/6/11 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: Joseph Nichols

Address: 2321 Horseback Trail  
Fort Worth TX 76177

Phone: 817-805-0221

Serial #: \_\_\_\_\_

*Bought*  
*Now CDL SF 270 700*  
*Bass Pro*  
*FSR - shot it before & offer*  
*this w/ no problems &*  
*couldn't duplicate.*  
*No alterations, no guns with*

\*\*\*Send an ARS label\*\*\* Y

Comments:

box & ARS

1175132

**700 Log Sheet - 2010 CNBC Story**

Date: 1-6-11 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:**

Police Dept run SN to SER  
if AMP

**700 Log Sheet – 2010 CNBC Story**

Date: 1/6/11 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]  
\_\_\_\_\_  
\_\_\_\_\_

1-7-2010 Total Calls 2388

CALLING AS RESULT OF BROADCAST

Yes ~~||||~~ |

No

ATTITUDE

Angry at Remington

Angry CNBC

Supportive of REM |

Supportive of CNBC

NATURE/PURPOSE OF CALL

Offer Support |

Inquisitive on Rem position | |

Calling to provide Broadcast feedback

OWNS MODEL 700

General Concern | | | |

Feedback

Safety Issue |

No Problem w/ firearm

ARS sent |

To PRODUCT SERVICES |

S/N check |

1/7/2011 700 Log Sheet - 2010 CNBC Story

Date: 12/17 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: Rem. I Overlooked

**700 Log Sheet - 2010 CNBC Story**

Date: 1-7-11 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:**

Concerned w/ safety of his rifle.

**700 Log Sheet - 2010 CNBC Story**

Date: 1-7-11 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:**

misfired - transfer to  
Prod Serv.

**700 Log Sheet - 2010 CNBC Story**

Date: 1/7/11 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 #: E6269987

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

**Comments:**

1996 Model

1-10-2010 Total calls 2626

CALLING AS RESULT OF BROADCAST

Yes |||| ||||

No

ATTITUDE

Angry at Remington

Angry CNBC

Supportive of REM |||

Supportive of CNBC

NATURE/PURPOSE OF CALL

Offer Support

Inquisitive on Rem position |

Calling to provide Broadcast feedback

OWNS MODEL 700

General Concern |||| |

Feedback

Safety Issue |||

No Problem w/ firearm |

ARS sent ||||

To PRODUCT SERVICES |||

S/N check ||||

700 Log Sheet - 2010 CNBC Story

Date: Jan 10, 2011 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 Smith

Address: 233 Bieters Run Rd.  
Midland PA 15057

Phone: 724-643-4395

Serial #: n/a at this time of call

\*\*\*Send an ARS label\*\*\* yes

Comments: Rifle has bolt lock safety

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

700 Log Sheet - 2010 CNBC Story

Date: 1-10-11 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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they 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 Jones

Address: 15238 Robinson Creek Lane  
Norton, KS 67654

Phone: 785-877-3905

Serial #: G6869260 G6855483 (both 2009)

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

Comments:

fires on safe

700 Log Sheet - 2010 CNBC Story

Date: 1-10-11 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: SMP questions

**700 Log Sheet – 2010 CNBC Story**

Date: 1/10/11 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: Larry

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Serial #: 1178154

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

Comments:

SMP

**700 Log Sheet – 2010 CNBC Story**

Date: 1/10/11 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:**

Consumer said he has two guns that have had safety related issues. Transferred to Product Service

\*\*\*\*Internal Use Only\*\*\*\*  
700 Log Sheet - 2010 CNBC Story

Date: 1/10 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: SMA

700 Log Sheet - 2010 CNBC Story

Date: 1-10-11 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:

discharged - transfer to  
Product Serv.

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

### 700 Log Sheet - 2010 CNBC Story

Date: 1-12-11 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: Frank Valente

Address: \_\_\_\_\_

Phone: 610-585-5535

Serial #: 0575142 1978

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

Comments:

\_\_\_\_\_

**700 Log Sheet - 2010 CNBC Story**

Date: 1-12-11 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

*(Gun has fired on 6 occasions)*

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they 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 FURCINI

Address: \_\_\_\_\_

**(140)**

Phone: 813-979-5080 *Delivered*

Serial #: E0851120 *(1995)*

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

**Comments:**

sent to Product Service

**700 Log Sheet - 2010 CNBC Story**

Date: 11/10/2011 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:

Says his 770 is DEFECT, DOES NOT WANT TO SEND IT IN.

1-11-2011 Total Calls 938

CALLING AS RESULT OF BROADCAST

Yes 111

No

ATTITUDE

Angry at Remington }

Angry CNBC

Supportive of REM 11

Supportive of CNBC

NATURE/PURPOSE OF CALL

Offer Support 11

Inquisitive on Rem position

Calling to provide Broadcast feedback

OWNS MODEL 700

General Concern 111

Feedback

Safety Issue

No Problem w/ firearm 1

ARS sent 1

To PRODUCT SERVICES

S/N check 111

700 Log Sheet - 2010 CNBC Story

Date: 1-11-11 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:  
SMP Questions

\*\*\*\*\*Internal Use Only\*\*\*\*\*  
700 Log Sheet - 2010 CNBC Story

Date: 1-11-11 CSR: ASisco

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they 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 Davidson

Address: \_\_\_\_\_

Phone: 304-745-5287

Serial #: B6451626

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

Comments: \_\_\_\_\_

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

**700 Log Sheet – 2010 CNBC Story**

Date: 1-11-11 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: TERRY BURLIOE

Address: \_\_\_\_\_

Phone: 513-539-9622

Serial #: 6747257 (74)

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

Comments:

\_\_\_\_\_  
\_\_\_\_\_

1-17-2011 Total Calls 2380

CALLING AS RESULT OF BROADCAST

Yes + + + + + + + + + + 1

No 1 1

ATTITUDE

Angry at Remington

Angry CNBC

Supportive of REM 1 1

Supportive of CNBC

NATURE/PURPOSE OF CALL

Offer Support 1 1

Inquisitive on Rem position

Calling to provide Broadcast feedback

OWNS MODEL 700

General Concern 1 1

Feedback

Safety Issue + + + + +

No Problem w/ firearm

ARS sent 1 1 1

To PRODUCT SERVICES + + + + +

S/N check + + + + + 1

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

700 Log Sheet - 2010 CNBC Story

Date: 1-12-11 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: Gary Dishman

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Serial #: C6620428

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

Comments:

"CNBC is full of it" - he has

**700 Log Sheet - 2010 CNBC Story**

Date: 11/12/11 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 #: DG 243541

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

Comments:  
\_\_\_\_\_  
\_\_\_\_\_

**700 Log Sheet - 2010 CNBC Story**

Date: 1/2/11 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 #: 6848952 (1975)

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

Comments:

SMP?

**700 Log Sheet - 2010 CNBC Story**

Date: 1/12/11 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 #: C6782809 (1993)

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

Comments:

Asc  
\_\_\_\_\_  
\_\_\_\_\_

**700 Log Sheet - 2010 CNBC Story**

Date: 1/12/10 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 Services

700 Log Sheet - 2010 CNBC Story

Date: 1/12 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 #: 6741967

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

Comments:

\_\_\_\_\_

700 Log Sheet - 2010 CNBC Story

Date: 1/12 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:

601-799-0242

*Does Refuse TO ship. Having local Smith TO do.*

*\* ADVISED TO send FN, BUT won't.*

**700 Log Sheet - 2010 CNBC Story**

Date: 1-12-2011 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:

600 SMP

**700 Log Sheet – 2010 CNBC Story**

Date: 1-11-12 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: Vincent Bull

Address: \_\_\_\_\_

Phone: 805 777-0091

Serial #: \_\_\_\_\_

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

Comments:

\_\_\_\_\_  
\_\_\_\_\_

700 Log Sheet - 2010 CNBC Story

Date: 1/12/11 CSR: [Signature]

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

5623

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

Did they agree to return it to the factory? YES NO orig. owner

Consumer Name: Gustave Miramon

FBC - happened yr. or two ago  
30-06

Address: 106 Cert Place

Maneuville, LA 70471

Phone: 985-845-4266

Serial #: 6887703 1976

\*\*\*Send an ARS label\*\*\* Y

Comments:

\_\_\_\_\_  
\_\_\_\_\_

700 Log Sheet - 2010 CNBC Story

Date: 1-12-11 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 #: 6887703

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

Comments:

Product Services

700 Log Sheet - 2010 CNBC Story

5617

Date: 7/2/11 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              orig. owner

Consumer Name: Estel Buddy Trader Jr.

Address: 25223 Saxis Rd.  
Temperanceville VA 23442

Phone: 1-757-824-4368

Serial #: 71427258

\*\*\*Send an ARS label\*\*\*              Y

Comments: box + ARS  
1176760

2 days old + it happened on opening bolt  
Again 3 wks ago, came back from hunting, FSR  
He thought, it had to be on fire to open b  
He tested

10/65

700 Log Sheet - 2010 CNBC Story

Date: 1/12/11 CSR: MA

Is the customer calling as a result of the broadcast? (YES) NO 5618

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

Did they agree to return it to the factory? (YES) NO 2nd hand

Consumer Name: Gordon Morris 700 FSK random

Address: 443 Mt. Vernon Rd.  
Bellpage TN 37022

Phone: 615-308-0590

Serial #: n/a

\*\*\*Send an ARS label\*\*\* Y

Comments:  
\_\_\_\_\_  
\_\_\_\_\_

1-13-2011 total calls 2142

CALLING AS RESULT OF BROADCAST

Yes ~~||||~~

No | |

ATTITUDE

Angry at Remington

Angry CNBC

Supportive of REM |

Supportive of CNBC

NATURE/PURPOSE OF CALL

Offer Support |

---

Inquisitive on Rem position |

Calling to provide Broadcast feedback

OWNS MODEL 700

General Concern | |

Feedback |

Safety Issue | | |

No Problem w/ firearm |

ARS sent ~~||||~~

To PRODUCT SERVICES | | |

S/N check ~~||||~~

**700 Log Sheet – 2010 CNBC Story**

Date: 1/13 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: 1/13/11 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 #: E6687062 (2000)

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

Comments:

Age  
\_\_\_\_\_  
\_\_\_\_\_

700 Log Sheet - 2010 CNBC Story

Date: 1/13/10 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: Asked questions about CNBC special

700 Log Sheet - 2010 CNBC Story

Date: 1-13-11 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: Mitchell Shaw

Address: \_\_\_\_\_

Phone: 870-845-4856

Serial #: \_\_\_\_\_

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

Comments:

\_\_\_\_\_  
\_\_\_\_\_

**700 Log Sheet - 2010 CNBC Story**

Date: 1/12/10 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:**

SMP ? - C6200283  
\_\_\_\_\_  
\_\_\_\_\_

700 Log Sheet - 2010 CNBC Story

Date: 1/13/11 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

5641

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

Did they agree to return it to the factory? YES NO 700 BDL

Consumer Name: Steve Westbrook

Address: 3589 Candlewood Tr.

Marietta GA 30066

Phone: 770-361-2158

Serial #: B0834083

When he put bullet in chamber, finger was @ trigger but he didn't pull it, FSR

\*\*\*Send an ARS label\*\*\* Y

Comments: ARS 2 box 1177212

700 Log Sheet - 2010 CNBC Story

5639

Date: 1/13/11 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 1978-new

Consumer Name: Tom Vanwart

FSR 30-06

Address: 108 Saddle Hills Rd.  
Burleson, TX 76028

1st time  
Dec 2010

Phone: 817-726-1906

Serial #: n/a

\*\*\*Send an ARS label\*\*\* Y

Comments: box & ARS

700 Log Sheet - 2010 CNBC Story

5640

Date: 1/13/11 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: Eric Duplechain

Address: 125 Eva Ln.

Eunice LA 70535

Phone: 2-337-280-6049

Serial #: B6500224

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

Comments:

*purchased new late '0*  
*700 ADL. 2K3 Youth*  
*(M) brother in-law was using*  
*2 wks ago gun*  
*FSR*  
*no adjustments*

700 Log Sheet - 2010 CNBC Story

Date: 1/13/11 CSR: Chris

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

1-14-2011 Total calls 2017

CALLING AS RESULT OF BROADCAST

Yes |||| |||| ||

No ||

ATTITUDE

Angry at Remington |

Angry CNBC

Supportive of REM

Supportive of CNBC

NATURE/PURPOSE OF CALL

Offer Support

---

Inquisitive on Rem position |

Calling to provide Broadcast feedback

OWNS MODEL 700

General Concern ||||

Feedback |

Safety Issue | |||

No Problem w/ firearm

ARS sent ||||

To PRODUCT SERVICES | |||

S/N check |||| ||

**700 Log Sheet - 2010 CNBC Story**

Date: 1/14/11 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: \_\_\_\_\_ 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 #: 328726 (1968)

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

**Comments:**

Age  
\_\_\_\_\_  
\_\_\_\_\_

**700 Log Sheet – 2010 CNBC Story**

Date: 1/14/11 CSR: Chv.3

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

**Initial tone/Attitude of the caller:**

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

**Nature/Purpose of Call:**

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

**Customer Owns a Model 700:**

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

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

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

Consumer Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Serial #: ~~6481466~~ 6481466 (1971) 56287922 (1996)

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

Comments:

Agc

700 Log Sheet - 2010 CNBC Story

Date: 1/14/10 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 SMP

700 Log Sheet - 2010 CNBC Story

Date: 1-14-11 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:

"Not going to buy anymore  
Remington."

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

**700 Log Sheet - 2010 CNBC Story**

Date: 1-14-11 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:

Saw show. General concern.

**700 Log Sheet - 2010 CNBC Story**

Date: 1-14-11 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

*friend*

**Nature/Purpose of Call:**

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

**Customer Owns a Model 700:**

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

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

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

Consumer Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Serial #: \_\_\_\_\_

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

**Comments:**

researching for new  
Purchase

**700 Log Sheet – 2010 CNBC Story**

Date: 1-14-11 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: 1-14-11 CSR: ZW

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

**Initial tone/Attitude of the caller:**

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

**Nature/Purpose of Call:**

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

**Customer Owns a Model 700:**

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

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product 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: 1-14-11 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 #: A6734022

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

Comments:  
SMP

700 Log Sheet - 2010 CNBC Story

Date: Jan 14, 2011 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: STEVEN KRENISKY

Address: 7152 Lakeshore Blvd  
Mentor OH 44060

Phone: 440-946-6021

Serial #: 136298595

\*\*\*Send an ARS label\*\*\* Yes

Comments:

\_\_\_\_\_

**700 Log Sheet - 2010 CNBC Story**

Date: Jan 14, 2011 CSR: Sof

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

**Initial tone/Attitude of the caller:**

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

**Nature/Purpose of Call:**

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

**Customer Owns a Model 700:**

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

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they 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 Kereti

Address: 144 Heinrichs  
Arnold, MO 63010

Phone: \_\_\_\_\_

Serial #: 44402

\*\*\*Send an ARS label\*\*\* Yes

Comments:  
\_\_\_\_\_  
\_\_\_\_\_

700 Log Sheet - 2010 CNBC Story

Date: 1/14/11 CSR: [Signature]

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

Initial tone/Attitude of the caller:

5661

Angry at Remington  Supportive of Remington

Angry at CNBC for airing  Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington).

Inquisitive about Remington position

Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700

seeking company feedback regarding direction/use of personal Model 700

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

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

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

Did they agree to return it to the factory? YES NO bought 605

Consumer Name: Dr George Ricketson 700 30-06 BDL

Address: 5014 Barranca Lora  
Pensacola FL 32514

Never had any trouble  
son + brother both had  
FBC's.

Phone: C-850-449-1123

Serial #: n/a

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

Y

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 1/14/10 CSR: CR

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

5659

Initial tone/Attitude of the caller:

Angry at Remington  Supportive of Remington

Angry at CNBC for airing  Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)

Inquisitive about Remington position

Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700

seeking company feedback regarding direction/use of personal Model 700

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

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

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

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

2ndhand

Consumer Name: Terry Watson

700, 270 FBC

Address: City Rd 151 House 90  
Corinth MS 38834

Fired when safe on  
FSR'd

Phone: 662-872-9053

Serial #: C 6242481

Just started this y

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

Comments:

\_\_\_\_\_  
\_\_\_\_\_

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

700 Log Sheet - 2010 CNBC Story

Date: 4/14/11 CSR: CM

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

Initial tone/Attitude of the caller:

5657

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

Did they agree to return it to the factory?

YES

NO 308

Consumer Name: Jeff Flanagan

700 BDL FSR happy yesterday

Address: 111 County Line Rd.

Acme, PA 15610

fax: 724-547-2981

Phone: 724-875-2498

Serial #: 6541026 1972

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

Y

Comments:

Fax ARS

700 Log Sheet - 2010 CNBC Story

Date: 1/14/11 CSR: CA

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

5654

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

Did they agree to return it to the factory?

YES

NO

Consumer Name: Brandon Adams

Address: 78 Floyd Rd.  
Carterville GA 30120

Phone: C-678-986-0130

Serial #: 71284074

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

Y

710 bought 2 yrs ago -25.  
only used it about 3 ft.  
Chambered took off safety.  
shot fat another in my pos  
bolt forward & it fired  
Add. around casing it's  
smashing it

Comments:

box & ARS 1177613

1-17-2011 Total Calls 2183

CALLING AS RESULT OF BROADCAST

Yes IIII IIII IIII

No III

ATTITUDE

Angry at Remington

Angry CNBC

Supportive of REM II

Supportive of CNBC

NATURE/PURPOSE OF CALL

Offer Support II

---

Inquisitive on Rem position

Calling to provide Broadcast feedback

OWNS MODEL 700

General Concern IIII )

Feedback I

Safety Issue IIII IIII

No Problem w/ firearm II

ARS sent

IIII IIII I

To PRODUCT SERVICES IIII IIII

S/N check IIII I

700 Log Sheet - 2010 CNBC Story

Date: JAN 17 2011 CSR: SPJ

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they 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 VARNER

Address: 15480 PEPPER CREEK RD  
HARVEST, AL 35749

Phone: 256-617-1144

Serial #: 385,236

\*\*\*Send an ARS label\*\*\* Yes

Comments:

\_\_\_\_\_  
\_\_\_\_\_

700 Log Sheet - 2010 CNBC Story

Date: JAN 17, 2011 CSR: SDJ

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: Robert Stokes

Address: 728 Osborne Creek Rd  
Hamptonville, NC 27020

Phone: 336 468-2137

Serial #: 1/A

\*\*\*Send an ARS label\*\*\* Yes

Comments:

\_\_\_\_\_  
\_\_\_\_\_

700 Log Sheet - 2010 CNBC Story

Date: Jan 17, 2010 CSR: SPP

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they 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, customer hung up

Address: N/A

Phone: 412-331-6568

Serial #: 6419765

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

Comments:

was 1971 model 700 in 22-250, states firing pin would drop when bolt is slammed home. When told of SMP and offer to send ARS label customer said "let me think about that"

**700 Log Sheet – 2010 CNBC Story**

Date: 1/17/11 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: 1/17 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:  
FSR - 2129

**700 Log Sheet – 2010 CNBC Story**

Date: 1/17 CSR: ~~HT~~ 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:

FSR- 2129

700 Log Sheet - 2010 CNBC Story

Date: 1-17-11 CSR: Ran

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

Initial tone/Attitude of the caller:

Angry at Remington  Supportive of Remington

Angry at CNBC for airing  Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)

Inquisitive about Remington position

Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700

seeking company feedback regarding direction/use of personal Model 700

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

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

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they 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 HINES

Address: \_\_\_\_\_

Phone: 740-432-0093

Serial #: 6576520 (73)

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

Comments:

\_\_\_\_\_  
\_\_\_\_\_

**700 Log Sheet - 2010 CNBC Story**

Date: 1-17-11 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: Curtis Althouse

Address: \_\_\_\_\_

Phone: 717-445-5306

Serial #: 657 7387

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

Comments:

\_\_\_\_\_  
\_\_\_\_\_

**700 Log Sheet – 2010 CNBC Story**

Date: 1-17-10 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 #: \_\_\_\_\_

*drop off*

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

**Comments:**

want new triggers 2 guns  
will drop off

**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:**

700 243 - Firearm - transferred to Product

**700 Log Sheet – 2010 CNBC Story**

Date: 1-17-11 CSR: LNW

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

**Initial tone/Attitude of the caller:**

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

**Nature/Purpose of Call:**

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

**Customer Owns a Model 700:**

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

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product 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: 1-17-11 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:

SMP questions                      1987 rifle

700 Log Sheet - 2010 CNBC Story

Date: 4/17/11 CSR: [Signature]

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

5681

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

Did they agree to return it to the factory?

YES

NO

Use  
Spts 78 270

Consumer Name: Anthony Porter

Address: 323 Henlock St

Rt City TN 37683

Phone: 423-727-2751 or

Serial #: B6704959 291-9208

Going to take bullet out, lifting handles fir. Safety on

\*\*\*Send an ARS label\*\*\* Y

Comments:

\_\_\_\_\_  
\_\_\_\_\_

700 Log Sheet - 2010 CNBC Story

5680

Date: 4/17/11 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, Lion NY).

Did they agree to return it to the factory?

YES

NO

*new 1974*

Consumer Name: Ron Schapp

*700 FSR 3 times this past fall*

Address: 23107 N Crescent Rd.

Chattaroy WA 99003

Phone: 509-468-2107

Serial #: \_\_\_\_\_

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

Comments:

\_\_\_\_\_  
\_\_\_\_\_

700 Log Sheet - 2010 CNBC Story

Date: 4/17/11 CSR: [Signature]

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

5678

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: Noah Morris  
 Address: 270 Spg Branch Trail  
ville VA 22973  
 Phone: 434-985-8986  
 Serial #: G-6518314

*new son safe on*  
*BDL shot hole through*  
*mag door of his truck*  
*pulling out of truck.*  
*one hand on stock & one*  
*on fle.*  
*happened about 2-3 wks ago*

\*\*\*Send an ARS label\*\*\* Y

Comments:

\_\_\_\_\_  
\_\_\_\_\_

700 Log Sheet - 2010 CNBC Story

5677

Date: 1/17/11 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, Elion NY).

Did they agree to return it to the factory?  YES  NO *2nd hand*

Consumer Name: John Atkins *700 Tam mistfired*

Address: 789 Cherokee Rd. *When closing bolt*

Raceland KY 41169 *happened to him & son*

Phone: 606-571-6033

Serial #: A6506729 1977

\*\*\*Send an ARS label\*\*\* *Y*

Comments: box

700 Log Sheet - 2010 CNBC Story

Date: 1/10/11 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: Mike Eubanks

700 BDL Varmint Spec. 29  
This morning FBC  
Had it 9 mths. 2nd ha  
He knows it's been adju:  
so he'll replace the  
trigger himself

Address: \_\_\_\_\_

IL

Phone: 618-218-6087

Serial #: \_\_\_\_\_

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

Comments:

~~box & ARS~~

700 Log Sheet - 2010 CNBC Story

Date: 1/11/11 CSR: CR 5672

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

Initial tone/Attitude of the caller:

1178165

Angry at Remington  Supportive of Remington

Angry at CNBC for airing  Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)

Inquisitive about Remington position

Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700

seeking company feedback regarding direction/use of personal Model 700

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

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

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

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

Consumer Name: Walter Neal Wood 700 ADL FSR

Address: 67 Pamela Dr.  
Monroeville AL 36460 Cousin gave it to him

Phone: 251-238-1321

Serial #: \_\_\_\_\_

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

Comments:

box ARS  
1178165

700 Log Sheet - 2010 CNBC Story

Date: 4/17/11 CSR: [Signature]

Is the customer calling as a result of the broadcast? (YES) NO 5670

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

Did they agree to return it to the factory? YES NO 4/16/11

Consumer Name: Roy Mullins

Address: 626-E 3rd St

Burkburnett TX 76354

Phone: cell 940-733-2155

Serial #: \_\_\_\_\_

**FSR-223**  
 1st time  
 sitting in safe 20y.  
 Had been target prac  
 & afterward bringing tin fi  
 off safety to unload  
 Father's -30-06 700

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

not sure

Comments:

2 labels

1-18-2011 Total Calls 2034

CALLING AS RESULT OF BROADCAST

Yes ~~||||~~ ~~||||~~ / |||

No ||

ATTITUDE

Angry at Remington |

Angry CNBC

Supportive of REM |

Supportive of CNBC

NATURE/PURPOSE OF CALL

Offer Support

---

Inquisitive on Rem position || ||

Calling to provide Broadcast feedback |

OWNS MODEL 700

General Concern ~~||||~~ ||||

Feedback

Safety Issue || |

No Problem w/ firearm

ARS sent ) || |

To PRODUCT SERVICES || |

S/N check ) | | |

**700 Log Sheet - 2010 CNBC Story**

Date: Jan 13, 2011 CSR: SJD

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

**Initial tone/Attitude of the caller:**

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

**Nature/Purpose of Call:**

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

**Customer Owns a Model 700:**

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

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they 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 Hitzelberger  
 Address: 31516 Everingside Dr.  
FARMER MI 48026  
 Phone: 586-294 3553  
 Serial #: B6420131

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

Comments:

\_\_\_\_\_  
\_\_\_\_\_

**700 Log Sheet - 2010 CNBC Story**

Date: 11/18/11 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 info about sending rifle for SMP.

700 Log Sheet - 2010 CNBC Story

Date: 1-18-11 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: Gary Howards

Address: 4736 Hoover St  
Oregon, WI 53575

Phone: 608-835-7938

Serial #: \_\_\_\_\_

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

Comments:  
an idiot; has already  
called in several times; is convinced he has

700 Log Sheet - 2010 CNBC Story

Date: 1-18-11 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: Kevin McEnroe

Address: \_\_\_\_\_

Phone: 407-947-3111

Serial #: C 638 2030

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

Comments:

web referral

**700 Log Sheet - 2010 CNBC Story**

Date: 1/18/11 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: Scott

Address: \_\_\_\_\_  
\_\_\_\_\_

Phone: \_\_\_\_\_

Serial #: \_\_\_\_\_

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

Comments:

\_\_\_\_\_  
\_\_\_\_\_

700 Log Sheet - 2010 CNBC Story

Date: 1-18-11 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: John R. Heason

Address: \_\_\_\_\_

Phone: 850-228-8675

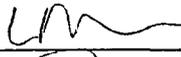
Serial #: 159507 (1365)

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

Comments:

\_\_\_\_\_  
\_\_\_\_\_

**700 Log Sheet - 2010 CNBC Story**

Date: 1-18 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: 1-18-11 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:

Sometimes fires on safety release.  
He is sending it in to factory.

**700 Log Sheet - 2010 CNBC Story**

Date: 1-18-11 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 to see if his rifle  
are included in SMP.

700 Log Sheet - 2010 CNBC Story

Date: 1/18/10 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 argued with the decided to send it in for SA. Has not had issue

**700 Log Sheet – 2010 CNBC Story**

Date: 1/18/2011 CSR: Da

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

**Initial tone/Attitude of the caller:**

Angry at Remington  Supportive of Remington

Angry at CNBC for airing  Supportive of CNBC

**Nature/Purpose of Call:**

Calling to offer support (pro-Remington)

Inquisitive about Remington position

Calling to provide broadcast feedback

**Customer Owns a Model 700:**

General concern of safety with personal model 700

seeking company feedback regarding direction/use of personal Model 700

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

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

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product 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 time calling. Treated nasty by  
the man he talked to. Said his head

**700 Log Sheet - 2010 CNBC Story**

Date: 1/18/2011 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 #: A6514895

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

**Comments:**

ARS requested

**700 Log Sheet - 2010 CNBC Story**

Date: 1/18/11 CSR: [Signature]

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

**Initial tone/Attitude of the caller:**

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

**Nature/Purpose of Call:**

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

**Customer Owns a Model 700:**

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

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

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

Consumer Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Phone: \_\_\_\_\_

Serial #: \_\_\_\_\_

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

**Comments:**

fine w/ Remington

1-19-2011 Total calls 2020

CALLING AS RESULT OF BROADCAST

Yes |||| ||||

No ||

ATTITUDE

Angry at Remington

Angry CNBC |

Supportive of REM |||

Supportive of CNBC

NATURE/PURPOSE OF CALL

Offer Support |

---

Inquisitive on Rem position |

Calling to provide Broadcast feedback

OWNS MODEL 700

General Concern |||| ||||

Feedback |

Safety Issue | |

No Problem w/ firearm

ARS sent |||| |

To PRODUCT SERVICES ||

S/N check |||| |

**700 Log Sheet - 2010 CNBC Story**

Date: 1/19/2011 CSR: *[Signature]*

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Serial #: B6597814 #G6876398

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

Comments:

\_\_\_\_\_  
\_\_\_\_\_

**700 Log Sheet - 2010 CNBC Story**

Date: 1-19-11 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 60

**700 Log Sheet – 2010 CNBC Story**

Date: 1-19-11 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:

SMP

**700 Log Sheet - 2010 CNBC Story**

Date: 1/19/11 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: 1/19/11 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: \_\_\_\_\_

Serial #: \_\_\_\_\_

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

Comments:

770 -  
\_\_\_\_\_  
\_\_\_\_\_

**700 Log Sheet - 2010 CNBC Story**

Date: 1-18-11 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: Wm Switzer

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Serial #: B6213940 1980

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

Comments:

\_\_\_\_\_  
\_\_\_\_\_

700 Log Sheet - 2010 CNBC Story

Date: 1/19/11 CSR: CM

5711

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: Glenn Sircar

Address: 115 Windcrest Ct  
Hendersonville TN 37075

Phone: 615-293-1540

Serial #: A6625774

\*\*\*Send an ARS label\*\*\* Y

Comments: box-ARS

700 <sup>30-06</sup> unloading after  
hunt.  
has bolt lock,  
FBC unloading at  
The back of the car  
shot-steering, wheel, wheel  
had happened before  
but thought it was  
him

700 Log Sheet - 2010 CNBC Story

Date: 4/19/11 CSR: CR

Is the customer calling as a result of the broadcast? YES NO 5710

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: Patrick Davis  
 Address: 95 West Monroe St  
Latrobe PA 15650  
 Phone: 724-288-6072  
 Serial #: 7111227

30-06 710 pressure on trigger slider can cause to fire - safety was off.

\*\*\*Send an ARS label\*\*\* Y

Comments:  
\_\_\_\_\_  
\_\_\_\_\_

700 Log Sheet - 2010 CNBC Story

Date: Jan 19, 2011 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: Patrick Campbell  
 Address: 2997 E. CRUISE WAY  
SALT LAKE CITY UT 84109  
 Phone: 801 272-7115  
 Serial #: — N/A Model 1721

\*\*\*Send an ARS label\*\*\* Yes

Comments:  
\_\_\_\_\_  
\_\_\_\_\_

700 Log Sheet - 2010 CNBC Story

Date: JAN 19, 2011 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: BARRY BARE

Address: 1177 W. BEAR LAKE RD. NE  
KALKASKA MI 49646

Phone: 231-258-1146

Serial #: B6598007

~~\*\*\*Send an ARS label\*\*\*~~ YES

Comments:

\_\_\_\_\_  
\_\_\_\_\_

700 Log Sheet - 2010 CNBC Story

Date: 1/19 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: Paul Dupersburg

Address: 341001 Lakewood  
Cheserfield, MI 48047-4402

Phone: 586-725-9056

Serial #: 10795249

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

Comments:

\_\_\_\_\_

**700 Log Sheet – 2010 CNBC Story**

Date: 1/19 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

*has an email telling us to call about 700 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:  
\_\_\_\_\_  
\_\_\_\_\_

700 Log Sheet – 2010 CNBC Story

Date: 1/19 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: Gregory Bell

Address: 15 Ridgewood Rd  
Malvern, PA 19355

Phone: 484-320-8658

Serial #: 354326

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

Comments:

\_\_\_\_\_  
\_\_\_\_\_

700 Log Sheet - 2010 CNBC Story

Date: 1/19/10 CSR: WJH

Is the customer calling as a result of 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 #: \_\_\_\_\_

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

Comments:

*x hand to PS*

**700 Log Sheet – 2010 CNBC Story**

Date: 1/19/11 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

1-20-2011 Total calls 1857

CALLING AS RESULT OF BROADCAST

Yes + + + 1 1

No 1

ATTITUDE

Angry at Remington

Angry CNBC

Supportive of REM 1

Supportive of CNBC

NATURE/PURPOSE OF CALL

Offer Support

---

Inquisitive on Rem position 1 1 1

Calling to provide Broadcast feedback

OWNS MODEL 700

General Concern + + + +

Feedback

Safety Issue 1 1

No Problem w/ firearm 1

ARS sent 1 1

To PRODUCT SERVICES 1 1

S/N check 1 1

700 Log Sheet - 2010 CNBC Story

Date: 1-20-2011 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

Nature/Purpose of Call:

Calling to offer support (pro-Remington)

Inquisitive about Remington position

Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700

seeking company feedback regarding direction/use of personal Model 700

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

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

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they 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 Lang

Address: 5906 Hwy 111  
Annacoco, LA 71403

Phone: 337-424-0595

Serial #: N/A 2000 ish

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

Comments:

~~signature~~ has happened 3x

700 Log Sheet - 2010 CNBC Story

Date: 1/20/2011 CSR: *Jan*

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Serial #: 700-6495522 & 600-A6613081

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

Comments:

*INSQ*

**700 Log Sheet - 2010 CNBC Story**

Date: 11/20/2011 CSR: *[Signature]*

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

**Initial tone/Attitude of the caller:**

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

**Nature/Purpose of Call:**

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

**Customer Owns a Model 700:**

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

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

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

Consumer Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Phone: \_\_\_\_\_

Serial #: W543469M

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

Comments:

\_\_\_\_\_  
\_\_\_\_\_

700 Log Sheet - 2010 CNBC Story

Date: Jan 29, 2011 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 Leibeste

Address: 309 Oakwood R  
Kearney TX 78028

Phone: 830 - 896 - 2116

Serial #: 6576927

\*\*\*Send an ARS label\*\*\* Yes

Comments:  
\_\_\_\_\_  
\_\_\_\_\_

**700 Log Sheet - 2010 CNBC Story**

Date: 1/20/11 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 SMP

**700 Log Sheet – 2010 CNBC Story**

Date: 1/20/11 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:

Sending rifle in for SMO

**700 Log Sheet - 2010 CNBC Story**

Date: 1-20-11 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:

Saw Show. General safety questions.

**700 Log Sheet - 2010 CNBC Story**

Date: 1-20-11 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 safety concerns.

700 Log Sheet - 2010 CNBC Story

Date: 1/20/11 CSR: T. 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:

FRK # 2129

1-24-2011 Total calls 1856

CALLING AS RESULT OF BROADCAST

Yes ~~HHH~~ 11

No 1

ATTITUDE

Angry at Remington

Angry CNBC

Supportive of REM 1

Supportive of CNBC

NATURE/PURPOSE OF CALL

Offer Support

---

Inquisitive on Rem. position 1

Calling to provide Broadcast feedback

OWNS MODEL 700

General Concern ~~HHH~~ 1

Feedback 1

Safety Issue 1

No Problem w/ firearm

ARS sent 1 1 1

To PRODUCT SERVICES 1

S/N check ~~HHH~~ 1

700 Log Sheet - 2010 CNBC Story

Date: 1/21/11 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:

56336084

700 Log Sheet - 2010 CNBC Story

Date: 1/21/11 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:

SER check

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700 Log Sheet – 2010 CNBC Story

Date: 1/21/10 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:  
Referred to PS

\*\*\*\*\*Internal Use Only\*\*\*\*\*  
700 Log Sheet - 2010 CNBC Story

Date: 1-21-11 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:

General Questions

\*\*\*\*\*Internal Use Only\*\*\*\*\*  
700 Log Sheet – 2010 CNBC Story

Date: JAN 21, 2011 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: BEN SAUNDEN

Address: 4780 Iwona Rd.

OTTAWA KS 66067

Phone: 785-255-4044

Serial #: S6571562

\*\*\*Send an ARS label\*\*\* Yes

Comments:

Customer stated he had trigger adjusted to approximately 2 1/2 lbs. wanted to know what we

700 Log Sheet - 2010 CNBC Story

Date: 1/21/2011 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 #: 43242

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

Comments:  
\_\_\_\_\_  
\_\_\_\_\_

700 Log Sheet - 2010 CNBC Story

Date: 1-22-11 CSR: R<sub>s</sub>

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

Initial tone/Attitude of the caller:

Angry at Remington  Supportive of Remington

Angry at CNBC for airing  Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)

Inquisitive about Remington position

Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700

seeking company feedback regarding direction/use of personal Model 700

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

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

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

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

Consumer Name: LAKC MZLS

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Serial #: 6541107 (1572)

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

Comments:

\_\_\_\_\_  
\_\_\_\_\_

1-24-2010 Total Calls 2616

CALLING AS RESULT OF BROADCAST

Yes ||||| ||||| ||||| ||||| ||

No

ATTITUDE

Angry at Remington

Angry CNBC

Supportive of REM ||

Supportive of CNBC |

NATURE/PURPOSE OF CALL

Offer Support ||

Inquisitive on Rem position |||| |||

Calling to provide Broadcast feedback

OWNS MODEL 700

General Concern |||| |||| |||

Feedback ||||

Safety Issue |||| |

No Problem w/ firearm ||

ARS sent |||| |||| |

To PRODUCT SERVICES ||||

S/N check |||| |||| |||

700 Log Sheet - 2010 CNBC Story

Date: Jan. 24, 2011 CSR: SRJ

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

Initial tone/Attitude of the caller:

Angry at Remington  Supportive of Remington

Angry at CNBC for airing  Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)

Inquisitive about Remington position

Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700

seeking company feedback regarding direction/use of personal Model 700

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

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

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they 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 BARTOLICK

Address: 342 W. Arch St. Box 135  
MARL, PA 16046

Phone: 724-625-4635

Serial #: 6362453

\*\*\*Send an ARS label\*\*\* Yes

Comments:

\_\_\_\_\_  
\_\_\_\_\_

700 Log Sheet - 2010 CNBC Story

Date: 1-24-2011 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 <sup>factory</sup> an RARC

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

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

Consumer Name: Mitchell Boher

Address: 124 Starview Place  
Lancaster, VA 22503

Phone: 804-462-6000

Serial #: 353288 (1968)

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

Comments:

\_\_\_\_\_  
\_\_\_\_\_

700 Log Sheet - 2010 CNBC Story

Date: 1/24 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: 1/24/11 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:

SMP - A 6775757

**700 Log Sheet - 2010 CNBC Story**

Date: 1/24/2011 CSR: Jan

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

**Initial tone/Attitude of the caller:**

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

**Nature/Purpose of Call:**

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

**Customer Owns a Model 700:**

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

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

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

Consumer Name: NATHAN ALLEN

Address: 325 SAGE TRAIL  
DEMAREST, GA 30535

Phone: \_\_\_\_\_

Serial #: E6823715-56376329

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

Comments:  
\_\_\_\_\_  
\_\_\_\_\_

**700 Log Sheet - 2010 CNBC Story**

Date: 1/24 CSR: Alene

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

**Initial tone/Attitude of the caller:**

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

**Nature/Purpose of Call:**

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

**Customer Owns a Model 700:**

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

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they 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 Schenman

Address: P.O. Box 27

Woodbourne, NY 12788

Phone: 845-434-6628

Serial #: 6449700

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

Comments:

\_\_\_\_\_  
\_\_\_\_\_

**700 Log Sheet - 2010 CNBC Story**

Date: 11/24 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: Roland H. Platges  
Address: Ronald H. Platges  
6610 Lees Nagle Rd lot 136  
Phone: North Ridgfield, OH 44039  
Serial #: 440-327-6073 S/N 126996

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

Comments:

\_\_\_\_\_  
\_\_\_\_\_

**700 Log Sheet – 2010 CNBC Story**

Date: 1/29/09 29 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: Bill Preston

Address: PO Box 309  
14689 CR 228

Phone: Shiro, TX 77876

Serial #: \_\_\_\_\_

*will call back w/correct address*

*956-874-2550*

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

Comments:

\_\_\_\_\_  
\_\_\_\_\_

**700 Log Sheet - 2010 CNBC Story**

Date: 1/24/11 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:**

Older Gun under SMP. Consumer did not want  
to ship gun anywhere

700 Log Sheet - 2010 CNBC Story

Date: 1-24-11 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: Stanley D Wallnet

Address: \_\_\_\_\_

Phone: 229-387-9619

Serial #: 06600720

*note*

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

Comments:

\_\_\_\_\_  
\_\_\_\_\_

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

**700 Log Sheet - 2010 CNBC Story**

Date: 1-24-11 CSR: Rom

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

**Initial tone/Attitude of the caller:**

Angry at Remington  Supportive of Remington

Angry at CNBC for airing  Supportive of CNBC

**Nature/Purpose of Call:**

Calling to offer support (pro-Remington)

Inquisitive about Remington position

Calling to provide broadcast feedback

**Customer Owns a Model 700:**

General concern of safety with personal model 700

seeking company feedback regarding direction/use of personal Model-700

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

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

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

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

Consumer Name: Ronalds Dicks

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Serial #: 62687

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

Comments:

\_\_\_\_\_  
\_\_\_\_\_

700 Log Sheet - 2010 CNBC Story

Date: 1-24-1 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: JDC Greene

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Serial #: E0268024 1998

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

Comments:

\_\_\_\_\_  
\_\_\_\_\_

**700 Log Sheet - 2010 CNBC Story**

Date: 1/24/11 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:

Customer had already had SMP work done but saw CNBC special and wanted to

**700 Log Sheet - 2010 CNBC Story**

Date: 1/24/11 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: Angel Olivera  
 Address: 12363 SW 265 Terrace  
Naranja, FL 33032  
 Phone: (786) 399-0033  
 Serial #: A6555326

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

**Comments:**

Sending rifle for SMP

**700 Log Sheet - 2010 CNBC Story**

Date: 1/24/11 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:**

Customer stated rifle discharged without trigger being pulled. Transferred to product services

**700 Log Sheet – 2010 CNBC Story**

Date: 1/24/11 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:

Customer will send rifle for SMP

700 Log Sheet - 2010 CNBC Story

Date: 1/24 CSR: Emi

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product 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: 1/24 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:

General Questions

700 Log Sheet - 2010 CNBC Story

Date: 1-24-11 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: 1-24-11 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: 1-24-11 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: 760-745-2001

Serial #: \_\_\_\_\_

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

Comments:

Very Nasty Guy

700 Log Sheet - 2010 CNBC Story

Date: 1-24-11 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:

SMP Questions 1987 rifle

700 Log Sheet - 2010 CNBC Story

Date: 1-24-11 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:

General Questions 1991 rifle

700 Log Sheet - 2010 CNBC Story

5743

Date: 1/24/11 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: Darrell ~~Feder~~ Rogers

sent an email

Address: PO Box ~~243~~ 367  
French KY 40322

700 243 YH for Christ  
1st wkend in Jan took h  
hunting. FSR

Phone: cell-606-359-1445

Serial #: na

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

Comments:  
\_\_\_\_\_  
\_\_\_\_\_

700 Log Sheet - 2010 CNBC Story

57  
2044

Date: 1/24/11 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: Pat Connelly  
 Address: 2536 Ferris Rd.  
Abbeville LA 70510  
 Phone: 337-385-8362  
 Serial #: n/a

700 Boone + Crocket, 300s  
 Accid. Dird 2 wks ago  
 FSR

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

Y

Comments:

\_\_\_\_\_  
\_\_\_\_\_

700 Log Sheet - 2010 CNBC Story

Date: 1/24/11 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

*both bought new*

Consumer Name: Jeff Farmer 700

Address: 110 S. Vaughn Crossing Spur  
Pike Road AL 36064

Phone: 334-301-2122

Serial #: \_\_\_\_\_

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

*V*

Comments:

2 x ARS

*deer hunting camo  
~270 700. Close to  
dark, flash light  
& son unloads FS.  
hands not on trigger*

*Cannot duplicate it.*

*Doesn't want the guns*

700 Log Sheet - 2010 CNBC Story

5748

Date: 1/24/11 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 *new*

Consumer Name: David Bills 700 FSR 2010 dec. season

Address: 5680 Camp Creek Rd

E. Lynn W.V. 25512

Phone: 304-849-5701

Serial #: E6223810

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

Comments:

box + ARS

1180601

700-Log-Sheet-2010-CNBC-Story

Date: JAN 24, 2011 CSR: SDV

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they 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 Twedt

Address: 620 20th Ave SW  
Rochester, MN 55902

Phone: 507-990 1871

Serial #: n/a @ time of call

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

Comments:  
\_\_\_\_\_  
\_\_\_\_\_

1-25-2011 Total calls 2066

---

CALLING AS RESULT OF BROADCAST

Yes ~~||||~~ ~~||||~~ ||

No |

ATTITUDE

Angry at Remington |

Angry CNBC

Supportive of REM |

Supportive of CNBC

NATURE/PURPOSE OF CALL

Offer Support ||

---

Inquisitive on Rem position

Calling to provide Broadcast feedback

OWNS MODEL 700

General Concern ~~||||~~ |||

Feedback

Safety Issue |||

No Problem w/ firearm |

ARS sent ~~||||~~ |

To PRODUCT SERVICES ||

S/N check ~~||||~~ ||||

700-Log-Sheet-2010-CNBC-Story

Date: JAN 25, 2011 CSR: S. D. Jan

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they 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 Coughlin

Address: 3560 Bishopp  
Casper WY 82609

Phone: 307-234-5785

Serial #: 6269059 Model 600 under recall

\*\*\*Send an ARS label\*\*\* Yes

Comments:  
\_\_\_\_\_  
\_\_\_\_\_

700-Log-Sheet--2010-CNBC-Story

Date: 1/25/11 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:

Quicker

700-Log-Sheet--2010-CNBC-Story

Date: 1/25/10 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

Customer Owns a Model 700:

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

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

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

Consumer Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Phone: \_\_\_\_\_

Serial #: \_\_\_\_\_

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

Comments:

SER # dk 66214987

700-Log-Sheet - 2010 CNBC Story

Date: 1/25/11 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

Customer Owns a Model 700:

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

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

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

Consumer Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Serial #: \_\_\_\_\_

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

Comments:

SM P. Quirk

700 Log Sheet - 2010 CNBC Story

Date: 1/25/11 CSR: Watts

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product 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 check E6275203 in SA-P

\_\_\_\_\_

**700 Log Sheet - 2010 CNBC Story**

Date: 1-25-11 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 #: B6476102

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

Comments:

Bea 115?

**700 Log Sheet - 2010 CNBC Story**

Date: 1-25-11 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: Aurthur Daw

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Serial #: 66674456

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

Comments:

\_\_\_\_\_  
\_\_\_\_\_

700 Log Sheet - 2010 CNBC Story

Date: 1-25-11 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 Landreth  
P.O. Box 1328  
Address: 2399 Hwy 53 E  
Dawsonville, GA 30534  
Phone: 706-265-8381  
Serial #: 6572337

ARS

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

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 1-25-11 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

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

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they 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 L. Golden

Address: 252 Ridgefield Cir.  
Easley SC

Phone: 864-850-2902

Serial #: NA has several 700's - just had ?'s.

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

Comments:

\_\_\_\_\_  
\_\_\_\_\_

700 Log Sheet - 2010 CNBC Story

Date: 1-25-11 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: Ed Logan

Address: 124 Carson st.  
Phoenixville, PA 19460

Phone: 610-~~6933~~-6397

Serial #: B6249291

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

Comments:

\_\_\_\_\_  
\_\_\_\_\_

700 Log Sheet - 2010 CNBC Story

Date: 1/25/10 CSR: JA

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

5758

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

Did they agree to return it to the factory?

YES

NO gift from friend  
years ago it went to  
When he went to pick  
up. Has the bolt lock

Consumer Name: 62yr Bruce Barnes

Address: 5050 Virginia town Rd  
New Castle CA 95658

Phone: 916-543-9778

Serial #: 6690433 1974 .270

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

Floated The bbl a long  
time ago. He was frozen  
that morning, he reached  
down

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 1/25 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: Jim Kusk

Address: 118 Ravenport St

Borger TX 79007

Phone: 806-273-2637

Serial #: 6871750

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

Comments:

\_\_\_\_\_  
\_\_\_\_\_

1-26-2011 Total calls 1718

CALLING AS RESULT OF BROADCAST

Yes |||| |||| ||||

No ||

ATTITUDE

Angry at Remington

Angry CNBC

Supportive of REM |

Supportive of CNBC

NATURE/PURPOSE OF CALL

Offer Support |

---

Inquisitive on Rem position |

Calling to provide Broadcast feedback

OWNS MODEL 700

General Concern |||| |||

Feedback |

Safety Issue |||

No Problem w/ firearm | |||

ARS sent | || |

To PRODUCT SERVICES |||

S/N check |||| |||| |

700 Log Sheet - 2010 CNBC Story

Date: JAN 26, 2011 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: BEANIE GALFINKEL

Address: 20142 Gill Crest Rd.  
Atheens, AL 35614-4560

Phone: 719-661-1788

Serial #: 65 77137

\*\*\*Send an ARS label\*\*\* Yes

Comments:

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

700 Log Sheet - 2010 CNBC Story

Date: 1-26-11 CSR: SDT

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

---

Customer Owns a Model 700:

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

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

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

Consumer Name: TERRY REIF

Address: 448 NE 180 Rd.

Hoisington, KS 67544

Phone: 620-786-7106

Serial #: 46344 Model 600

\*\*\*Send an ARS label\*\*\* YES

Comments:

---

700 Log Sheet - 2010 CNBC Story

Date: Jan 26, 2011 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: Matt Hoover

Address: 26090 North 85<sup>th</sup> Ln.  
POCIA, AZ 85383

Phone: \_\_\_\_\_

Serial #: B

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

Comments:

TRIGGER BROKE IN HALF ON NEW  
2010 PRODUCTION RIFLE.

700 Log Sheet – 2010 CNBC Story

Date: 1/26 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:  
21294 FSR

700 Log Sheet - 2010 CNBC Story

Date: 1/26 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

*New 700*

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product 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: 1/26/11 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 #: 06584494

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

Comments:

\_\_\_\_\_

**700 Log Sheet - 2010 CNBC Story**

Date: 1/26/11 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 - Canada

**700 Log Sheet – 2010 CNBC Story**

Date: 1/26/11 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: 1/26/11 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: James Rupersbucy

Address: 6617 Swartout Rd  
Clay Township, MI 48001

Phone: \_\_\_\_\_

Serial #: B6331966

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

Comments:

Sent in rifle for SMP

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

**700 Log Sheet - 2010 CNBC Story**

Date: 1/26/11 CSR: Watts

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

Initial tone/Attitude of the caller:

Per Bass Po

Angry at Remington  Supportive of Remington

Angry at CNBC for airing  Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)

Inquisitive about Remington position

Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700

seeking company feedback regarding direction/use of personal Model 700

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

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

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

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

Consumer Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Serial #: \_\_\_\_\_

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

Comments:

SER - 67024965 check

700 Log Sheet - 2010 CNBC Story

Date: 1/26/11 CSR: Wa HS

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

NR  
Public

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

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

Consumer Name: \_\_\_\_\_

Address: \_\_\_\_\_

For inspect

\_\_\_\_\_

378261

Phone: \_\_\_\_\_

Serial #: \_\_\_\_\_

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

Comments:

Send + Serial check

700 Log Sheet - 2010 CNBC Story

Date: 1-25-11 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: Kevin Burke

Address: \_\_\_\_\_

Phone: 586-358-0625

Serial #: ?

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

Comments:

\_\_\_\_\_

700 Log Sheet - 2010 CNBC Story

Date: 1-26-11 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:

Model 721 SMP ?

700 Log Sheet - 2010 CNBC Story

Date: 4/26/11 CSR: Ch

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

Initial tone/Attitude of the caller:

5770

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

Did they agree to return it to the factory?

YES  NO

*new bought 1976*

Consumer Name: Larry Huddleston

Address: 810 S. College

Waxahachie TX 75165

Phone: 903-654-7624

Serial #: \_\_\_\_\_

*FBC 1st time a few yrs. bac local. gunsmith cleaned it 2nd time in hunting house, closed bolt & it fired.*

*7mm Rem Mag.*

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

*Y*

Comments:

\_\_\_\_\_  
\_\_\_\_\_

700 Log Sheet - 2010 CNBC Story

Date: 1/20/11 CSR: CA

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

Initial tone/Attitude of the caller:

5767

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: Dillon Lawson 700 FSR  
 Address: 1704 Green Tree Pointe Circle Christmas 2010  
Lebanon TN 37087  
 Phone: 865-898-7993  
 Serial #: G6957347

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

Comments:

Box & Label 1181537

700 Log Sheet - 2010 CNBC Story

Date: 4/26/10 CSR: MA

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

Initial tone/Attitude of the caller:

5764

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

Did they agree to return it to the factory? YES NO 2001 - 2nd

Consumer Name: Seth Stadheim

Address: 1623 Hammer Rd.

Albert Lea MN 56007

Phone: 507-273-7241

Serial #: T6205954

700 25-06  
3 times - fired w/o touching trigger.  
closed bolt & it fired.

\*\*\*Send an ARS label\*\*\* Y

Comments:  
\_\_\_\_\_  
\_\_\_\_\_

700 Log Sheet - 2010 CNBC Story

Date: 1/26/11 CSR: Dam

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Serial #: Q 6957347

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

Comments:

To Product Service - Claims  
its went to be w/ Vmark Drotziger

1-27-2011 Total calls 1519

CALLING AS RESULT OF BROADCAST

Yes +111

No

ATTITUDE

Angry at Remington |

Angry CNBC

Supportive of REM

Supportive of CNBC

NATURE/PURPOSE OF CALL

Offer Support |

Inquisitive on Rem position |

Calling to provide Broadcast feedback

OWNS MODEL 700

General Concern ) / / /

Feedback

Safety Issue |

No Problem w/ firearm |

ARS sent |

To PRODUCT SERVICES |

S/N check / /

700 Log Sheet - 2010 CNBC Story

Date: 1-27-2011 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:

2002-700 LTR

**700 Log Sheet – 2010 CNBC Story**

Date: 1-27-11 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]  
\_\_\_\_\_  
\_\_\_\_\_

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

700 Log Sheet - 2010 CNBC Story

Date: 1-27-11 CSR: R.W.

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: Marilyn WALLACE

Address: \_\_\_\_\_  
\_\_\_\_\_

Phone: \_\_\_\_\_

Serial #: G 689 4965 2009

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

Comments:  
\_\_\_\_\_  
\_\_\_\_\_

700 Log Sheet - 2010 CNBC Story

Date: 1/27/11 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:

Sending rifle for SMP

700 Log Sheet - 2010 CNBC Story

Date: 1/27/11 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: Bill Preston

Address: \_\_\_\_\_

\_\_\_\_\_

Phone: \_\_\_\_\_

Serial #: \_\_\_\_\_

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

Comments:

Xferred to Product Services

1-28-2011 Total calls 1515

CALLING AS RESULT OF BROADCAST

Yes |||| ||||

No

ATTITUDE

Angry at Remington

Angry CNBC

Supportive of REM ||||

Supportive of CNBC

NATURE/PURPOSE OF CALL

Offer Support ||||

---

Inquisitive on Rem position |

Calling to provide Broadcast feedback

OWNS MODEL 700

General Concern |||| ||

Feedback

Safety Issue

No Problem w/ firearm

ARS sent |

To PRODUCT SERVICES

S/N check ||||

700 Log Sheet - 2010 CNBC Story

Date: 1-28-11 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 Buddy has been telling  
him about CNBC show.

**700 Log Sheet - 2010 CNBC Story**

Date: 1-28-11 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:

Referred to Website

700 Log Sheet - 2010 CNBC Story

Date: 1/28/11 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:

Heard there was a recall. 660

**700 Log Sheet - 2010 CNBC Story**

Date: 1-28-11 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:

\_\_\_\_\_  
\_\_\_\_\_

700 Log Sheet - 2010 CNBC Story

Date: 1-28-11 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: FRED TOLLEP

Address: \_\_\_\_\_

Phone: 304-977-4600

Serial #: A6654416 (1975)

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

Comments:

\_\_\_\_\_  
\_\_\_\_\_

**700 Log Sheet - 2010 CNBC Story**

Date: 1-28-11 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: JESSE DHLER

Address: \_\_\_\_\_

Phone: 707-433-7987

Serial #: 66254296 (2002)

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

Comments:

\_\_\_\_\_  
\_\_\_\_\_

700 Log Sheet - 2010 CNBC Story

Date: 1-28-11 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: CHRIS BLEDSOE

Address: \_\_\_\_\_

Phone: 473-718-3160

Serial #: 66378454 2003

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

Comments:

\_\_\_\_\_  
\_\_\_\_\_

**700 Log Sheet - 2010 CNBC Story**

Date: 1-28-11 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: Donald Zink

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Serial #: ? 1963

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

Comments:

\_\_\_\_\_  
\_\_\_\_\_

**700 Log Sheet - 2010 CNBC Story**

Date: 1-28-11 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: Donald May

Address: \_\_\_\_\_  
\_\_\_\_\_

Phone: \_\_\_\_\_

Serial #: 56253266 (1594)

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

Comments:

\_\_\_\_\_  
\_\_\_\_\_

700 Log Sheet - 2010 CNBC Story

Date: 1-28-11 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 <sup>factory</sup> ~~an~~ PARC

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

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

Consumer Name: Doug Higinson

Address: 139 Fleury Road  
Pine Bush, NY 12566

Phone: 845-778-1479

Serial #: pre-1982

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

Comments:

\_\_\_\_\_  
\_\_\_\_\_

1-31-2011 Total Calls 2288

CALLING AS RESULT OF BROADCAST

Yes |||| 1

No

ATTITUDE

Angry at Remington |

Angry CNBC |

Supportive of REM ||

Supportive of CNBC |

NATURE/PURPOSE OF CALL

Offer Support |

---

Inquisitive on Rem position ||

Calling to provide Broadcast feedback |

OWNS MODEL 700

General Concern ||||

Feedback

Safety Issue |

No Problem w/ firearm

ARS sent

To PRODUCT SERVICES

S/N check | |

\*\*\*\*\*Internal Use Only\*\*\*\*\*  
700 Log Sheet - 2010 CNBC Story

Date: 1/31 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

**700 Log Sheet - 2010 CNBC Story**

Date: 1-31-11 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:**

improper discharge  
forward to product service

**700 Log Sheet - 2010 CNBC Story**

Date: 1-31-11 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: 1-31-11 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:

SMP

700 Log Sheet - 2010 CNBC Story

Date: 1-31-11 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: JIM NOBLE

Address: \_\_\_\_\_  
\_\_\_\_\_

Phone: \_\_\_\_\_

Serial #: 5625855A

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

Comments:  
\_\_\_\_\_  
\_\_\_\_\_

**700 Log Sheet - 2010 CNBC Story**

Date: 11/31/11 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: Carl Hammer

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Serial #: D6L35351

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

Comments:

\_\_\_\_\_  
\_\_\_\_\_