

**I. Product Liability**

- A. Garza
- B. 700 Safety Modification

**II. Contact Personnel**

- A. If it is a Remington firearm that was damaged or that was used when personal injury or property damage occurred the inquiry should be referred to **Christy Mitchell or Dell Fulcher** at the Corporate office, **800-243-9700**.
- B. If Remington ammunition has damaged another manufacturer's firearm, Lonoke gets the call. Contact **Kris Carson** at **501-676-4197**.
- C. If it is a Remington knife or licensed product that caused personal injury than **Accessories** would handle this inquiry at the Corporate number, **800-243-9700**.
- D. **Fred Supry** in Ilion can be reached at **315-895-3606** if none of the above can be contacted.
- E. **Tom Goldin** should be contacted when there is an inquiry that a Remington firearm has been used in the commitment of a crime. He will coordinate any further investigation by ATF. He can be reached at **315-895-3471**.

**III. Field Inquiries**

- A. Anytime there is a question of product liability it is imperative that we forward the information as quickly as possible to the parties designated to handle such inquiries. We must remain vigilant that we do not make comments or suppositions before proper testing occurs; however, as a Field Representative you should ask proper questions in order to determine which of the above parties should be contacted.