

Total calls 12-1-2010 3010

CALLING AS RESULT OF BROADCAST

5045-55

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 |||| |||| |||| |||| |||| |||| ||||

31

Feedback |||| | ||||

Safety Issue |||| |||| |||| |

No Problem w/ firearm |

ARS SENT |||| |||| |||| |

To PRODUCT SERVICES |||| |||| |||| |

S/N |||| |||| |||| |||| | 21

700 Log Sheet - 2010 CNBC Story

Date: 12-01-10 CSR: Ron

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: ?

Address: _____

Phone: 715-548-1397 (1572)

Serial #: _____

Send an ARS label

Comments: _____

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

Date: 12-1-10 CSR: Reto

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: Nuncio Lumbard

Address: _____

Phone: 908-813-3074

Serial #: 6330197 (1970) B6626192 (1985)

Send an ARS label

Comments:

Wants to take to Repair Center

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:

SMD 721

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

700 Log Sheet - 2010 CNBC Story

Date: 12/1 CSR: Shi

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)

☒ Inquisitive about Remington position

☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700

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

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

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: E 6662104 2001

Send an ARS label

Comments: _____

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

700 Log Sheet - 2010 CNBC Story

Date: 12/1 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 #: A6412566 1977

Send an ARS label

Comments: _____

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

Date: 12/1 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 #: C6318889 1988

Send an ARS label

Comments:

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

700 Log Sheet – 2010 CNBC Story

Date: 12/1 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 Concern

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

700 Log Sheet - 2010 CNBC Story

Date: 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:

Product Sues

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

700 Log Sheet - 2010 CNBC Story

Date: 12/1 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 #: 06754541 1992

Send an ARS label

Comments: _____

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

Date: _____ CSR: Erin

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

___ Calling to offer support (pro-Remington)

X Inquisitive about Remington position

___ Calling to provide broadcast feedback

Customer Owns a Model 700:

___ General concern of safety with personal model 700

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

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

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: E6278070 1996

Send an ARS label

Comments: _____

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

700 Log Sheet - 2010 CNBC Story

Date: 12/1 CSR: Eni

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Proch

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

700 Log Sheet - 2010 CNBC Story

Date: 12/01/10 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:

Shirley Wisconsin aka Kahlo in

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

700 Log Sheet - 2010 CNBC Story

Date: 12-1-10 CSR: Q Huck

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Bolt lock feature removed

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

Date: 12/1/10 CSR: Travis

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

56296472

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

700 Log Sheet - 2010 CNBC Story

Date: 12/1/10 CSR: Travis

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments: _____

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

700 Log Sheet - 2010 CNBC Story

Date: 12-1-2010 CSR: JDT

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

Initial tone/Attitude of the caller:

☐ Angry at Remington ☒ Supportive of Remington

☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☒ Calling to offer support (pro-Remington)

☐ Inquisitive about Remington position

☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700

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

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

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

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

Address: _____

Phone: 757-495-3685

Serial #: C6744120, E6786703, G6214432

Send an ARS label

Comments:

CASE - hatchet job! Very positive.

700 Log Sheet - 2010 CNBC Story

5272

Date: 12/1/10 CSR: CM

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

Did they agree to return it to the factory?

YES NO

Consumer Name: Bruce Catlett

Address: 1352 Corral Way

Frankfort KY 40601

Phone: 502-262-4173

Serial #: E6320290 1996

Send an ARS label Y

Comments:

orig. had ~12 yrs
 Sender ~ month ago
 heard about CNBC
 300win mag
 Friday-26th in stand
 lay rifle in lap, loaded
 rifle, closed bolt, & fir
 on safe.
 30 min
 no alterations-except
 stock

15 lbs.

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

700 Log Sheet - 2010 CNBC Story

5269

Date: 12/1/10 CSR: CM

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

Did they agree to return it to the factory?

YES

NO

Consumer Name: Mike Helbing

Address: N 2007 Snyder Rd.

Elroy WI 53929

Phone: 608-572-2389

Serial #: SG406126 2001

Send an ARS label

Y

FSR - delayed then
Fired
700 7mm Rem
bought new.
had done it twice before
but thought he made
error.

Comments:

700 Log Sheet - 2010 CNBC Story

5258

Date: 12/1/10 CSR: CM

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

Did they agree to return it to the factory?

☒ YES ☐ NO 2nd hand

Consumer Name: Jay Hutchison 70030-06 went to 1st hand
Address: 1001 Old State Rd. Has bolt lock
New Castle PA 16101

Phone: 412-719-3102

Serial #: 376 021 1968

Send an ARS label Y & box

Comments: 1164415

700 Log Sheet - 2010 CNBC Story

5265

Date: 12/1/10 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, Lion NY).

Did they agree to return it to the factory?

YES

NO

original

Consumer Name: Alexander Bginsky

Address: 1141 Luzerne St

Scranton, PA 18504

Phone: 570-344-5269

Serial #: n/a

Send an ARS label

P

FSR 2nd round in
 took safety off & it
 fire
 700 BDL 30-06
 cleaned bolt & trigger w/
 starter fluid
 never messed w/ trigger

Comments:

700 Log Sheet - 2010 CNBC Story

5257

Date: 12/1/10 CSR: CM

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

Did they agree to return it to the factory?

☒ YES ☐ NO Original owner

Consumer Name: David Ray this weekend

Address: 1062 CR 4640 nd 7-14 yr. old - FSR

Mt. Pleasant TX 75455 son
 Phone: C-, 903-434-3440 father had it happen tw.
more, but then no times

Serial #: 57647021 2002 Has 2 Model 7's

Send an ARS label

Y

Comments:

+ Mohawk 600
He adjusts his triggers
down to ~2 lbs.

700 Log Sheet - 2010 CNBC Story

Date: 12/1/10 CSR: Deil

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

Initial tone/Attitude of the caller:

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

n/a

Nature/Purpose of Call:

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

n/a

Customer Owns a Model 700:

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

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

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

Consumer Name: Steve Hemmer

Address: 1326 Regina Dr.
Washington, MO 63090

Phone: 636-221-4533 (cell)

Serial #: C6312011 m700, 3006

Send an ARS label

orig. owner

Comments:

Hunting & had a delayed firing - happened once
No damage, No injury

*North a bar x 11.11152

700 Log Sheet - 2010 CNBC Story

Date: 12/1/10 CSR: DeH

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

Initial tone/Attitude of the caller:

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

n/a

Nature/Purpose of Call:

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

n/a

Customer Owns a Model 700:

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

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

Address: 359 Garden Rd

Pittsboro, NJ 08518

Phone: 656-358-8301

Serial #: 710-71213 m710, 5006

Send an ARS label

Comments:

Got gun back from RE # 211037 & stated he had FSR when dry firing

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

700 Log Sheet - 2010 CNBC Story

Date: 12/1/10 CSR: Dell

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

Initial tone/Attitude of the caller:

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

n/a

Nature/Purpose of Call:

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

n/a

Customer Owns a Model 700:

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

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

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

Consumer Name: David Gallenbeck

Address: 906 Rue De Senorches
Horicon, WI 53032

Phone: 920 485 4013 (home)

Serial #: 6869131 m700, 7mm mag
bought used

Send an ARS label

Comments:

1/27/10 - FBC - No damage, No injury

700 Log Sheet - 2010 CNBC Story

Date: 12/1/10 CSR: DeH

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: Jonathan Douthett

Address: 150 Wilds Mill Rd
Winchester, KY 40391

Phone: 800-262-2012 x 123

Serial #: n/a m700, 270
bought used

Send an ARS label

Comments:

FSR - about a wk. ago
No damage, no injury

700 Log Sheet - 2010 CNBC Story

Date: 12/11/10 CSR: Dell

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

Initial tone/Attitude of the caller:

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

n/a

Nature/Purpose of Call:

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

n/a

Customer Owns a Model 700:

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

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

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

Consumer Name: Dannon Wright

Address: 6560 Cu. Rd 28

Duille Spgs, AL 35553

Phone: 205-617-3189 (cell)

Serial #: n/a m700, 22-250

Send an ARS label

orig owner

Comments:

FBC - few mos. ago
But is hard to close on a shell

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

700 Log Sheet - 2010 CNBC Story

Date: 12/1/10 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 asking if their 700 had

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

700 Log Sheet - 2010 CNBC Story

Date: 12-1-10 CSR: JJT

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: 570-923-2999

Serial #: XHR / MTN Rifle

Send an ARS label

Comments:

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

Date: BR-1-10 CSR: JJT

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: Don Keziah

Address: _____

Phone: 704-541-0578

Serial #: _____

Send an ARS label

Comments:

CNBC Full of crap.

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

700 Log Sheet - 2010 CNBC Story

Date: 12-1-10 CSR: Danny

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Product Services

700 Log Sheet - 2010 CNBC Story

Date: 12/1/2010 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 #: E6322345

Send an ARS label

Comments:

Really wanted to know

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

700 Log Sheet - 2010 CNBC Story

Date: 12/1/10 CSR: Don

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: 71328047

Send an ARS label

Comments:

Ordered ARS

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

700 Log Sheet - 2010 CNBC Story

Date: 12/1/10 CSR: Chris

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Shop has been getting question from consumers

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

700 Log Sheet – 2010 CNBC Story

Date: 12/01/10 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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product 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 Questions about S&P.

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

Date: 12-01-10 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: Matt Blockus

Address: _____

Phone: 570 - ⁴⁰⁰~~400~~ - 2012

Serial #: B6597578

Send an ARS label

Comments: _____

700 Log Sheet – 2010 CNBC Story

Date: 12/1/10 CSR: Chris

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: 347111

Send an ARS label

Comments:

likes bolt lock doesn't want to send it in.

700 Log Sheet – 2010 CNBC Story

Date: 12/1/10 CSR: Chris

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Brand new gun. Consumer said they scared to use
gun. Told them gun can be sent in for inspection.

700 Log Sheet – 2010 CNBC Story

Date: 8/1/10 CSR: Chris

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: 7782836

Send an ARS label

Comments:

Claims friend had FSR. Told him to
have friend call us.

700 Log Sheet – 2010 CNBC Story

Date: 12-1-10 CSR: LM

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments: want
- Gunsmith install
trigger

700 Log Sheet - 2010 CNBC Story

Date: 12-1-10 CSR: LM

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

2 mar 11

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

700 Log Sheet - 2010 CNBC Story

Date: 12-1-10 CSR: [Signature]

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

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington

☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)

☐ Inquisitive about Remington position

☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700

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

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

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

mis fire transfer
to product service

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

700 Log Sheet - 2010 CNBC Story

Date: 10-1-10 CSR: WNA

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

misfire - transfer
product service

700 Log Sheet - 2010 CNBC Story

Date: 12-1-10 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: Bill Calderone

Address: 16 Hawk Ln

Levittown NY 11756

Phone: 6769670

Serial #: 74 186751913

Send an ARS label

Comments:

SMP

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

700 Log Sheet - 2010 CNBC Story

Date: 12-1-10 CSR: [Signature]

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments: _____

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

700 Log Sheet - 2010 CNBC Story

Date: 12-1-10 CSR: LM

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

SMP

Canada

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

700 Log Sheet - 2010 CNBC Story

Date: 12-1-10 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:

BMP Canada

700 Log Sheet - 2010 CNBC Story

Date: 12-1-10 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: Ronald Taylor

Address: _____

Phone: 718-483-2838

Serial #: A6299663 (1976)

Send an ARS label

Comments:

Not Happy

700 Log Sheet - 2010 CNBC Story

Date: 12-1-10 CSR: Ron

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: Harris Micklen

Address: _____

Phone: 404-562-4349

Serial #: A0276763 1976

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 12 7 10 CSR: Row

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: ?

Address: _____

Phone: 302-935-7335

Serial #: _____

Send an ARS label

Comments:

checking Date on gun?

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

700 Log Sheet - 2010 CNBC Story

Date: 12-1-10 CSR: Row

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

☒ General concern of safety with personal model 700 721
☒ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

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

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

Consumer Name: CHARL WESS

Address: _____

Phone: 607-336-2763

Serial #: 71136 1550

Send an ARS label

Comments:

Cons is taking gun to factory

700 Log Sheet – 2010 CNBC Story

Date: 12-1-10 CSR: J.B. Irving

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Consumer just now seeing TV Show. He lives near Ilion & will take his rifle there for inspection.

12-2-2010 Total Calls

38+2=40

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 |||| |||| ||||

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

700 Log Sheet – 2010 CNBC Story

Date: 12/2/10 CSR: Elijah

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: Harold Kumro

Address: 4890 Deborah Dr
N Ridgeville, OH 44039

Phone: _____

Serial #: E6574667

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 12-2-10 CSR: Danny

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

General Questions

700 Log Sheet - 2010 CNBC Story

Date: 10/2/10 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 sending rifle in for

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

700 Log Sheet - 2010 CNBC Story

Date: 10/2/10 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 sending rifle back for

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

Date: 12-2-10 CSR: J.B. Irving

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

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

700 Log Sheet – 2010 CNBC Story

Date: 12-2-10 CSR: JB Irving

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

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

700 Log Sheet - 2010 CNBC Story

Date: 12/07/10 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 #: C6801811

Send an ARS label

Comments:

Serial # check

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

700 Log Sheet - 2010 CNBC Story

Date: 12/02/10 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 #: 66345291

Send an ARS label

Comments:

Serial # check

700 Log Sheet - 2010 CNBC Story

Date: 12/02/10 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:

Fired as "unintentional" while unloading.
n. n. n.

700 Log Sheet – 2010 CNBC Story

Date: 12-2-10 CSR: LM

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: Kurt Powell

Address: 34 Juniper St
New Castle DE 19720

Phone: _____

Serial #: _____

Send an ARS label

Comments:

- Safety loose will send
in

700 Log Sheet – 2010 CNBC Story

Date: 10-2-10 CSR: LM

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

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington

☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)

☐ Inquisitive about Remington position

☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700

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

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

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

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

Date: 12-2-10 CSR: Row

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: FLORIAN BORROR

Address: _____

Phone: 301-289-5337

Serial #: C6604021 & C6701731
1990

Send an ARS label

Comments: _____

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

700 Log Sheet - 2010 CNBC Story

Date: 12-2-01 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: Cody Babb

Address: _____

Phone: 570-394-3486

Serial #: C6729027 (1982)

Send an ARS label

Comments:

Trigger has been Altered

700 Log Sheet - 2010 CNBC Story

Date: 12/2/10 CSR: Dell

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

Initial tone/Attitude of the caller:

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

n/a

Nature/Purpose of Call:

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

n/a

Customer Owns a Model 700:

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

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

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

Consumer Name: Kelly Richards

Address: 5220 109th St NE
Marysville, WA 98271

Phone: 360-659-7751 (home)

Serial #: C6373795 m/700, 3006

Send an ARS label

bought used

Comments:

Safety is sticking - had FSR - 11/21/10

* Alerts n hmv * 1164790

700 Log Sheet - 2010 CNBC Story

5283

Date: 12/2/10 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: Gordie Buynak 700 misfired w/o touching trigger

Address: 11512 Douglas Lake Rd
Pallston, NY 14769

Phone: 231-526-3078

Serial #: _____

Send an ARS label

Comments:

He left voice message 12/2 on PS ext during lunch. I left him voice message requesting address for ARS.

700 Log Sheet - 2010 CNBC Story

5282

Date: 12/2/10 CSR: CM

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

Did they agree to return it to the factory?

YES

NO

new 30-06

Consumer Name:

Steve Kahanek

700 BDL - recently got off safe

Address:

1417 S. Whitestrand Rd

takes off safe

Memphis TN 38117

last weekend shot hole in

Phone:

C-901-026-8242

friends house.

Serial #:

A 320-1891 1980

never adjusted

Send an ARS label

Y

hasn't used it for last

Comments:

10-15 yrs.

cleaned regularly.

700 Log Sheet - 2010 CNBC Story

5277

Date: 12/2/10 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

2nd hand

Consumer Name: Kevin Petty

Address: 2417 Minnick Ct

Underwood IN 47197

Phone: 812-595-7025

Serial #: A6704713

Send an ARS label

Comments:

box & ARS 1164728

fires on bolt closing
safety release.
700 22-250

700 Log Sheet - 2010 CNBC Story

5275

Date: 12/2/10 CSR: CM

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: Thomas O'Donnell

Address: 52 Belknap St

Westborough MA 01581

Phone: 508-366-2127

Serial #: B G283941 1981

Send an ARS label

Y

700 - delay in firing
more than 2 times it has fired
on safe release
.270
never altered

Comments:

700 Log Sheet - 2010 CNBC Story

5274

Date: 12/2/10 CSR: CM

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: Russell Biss 700 - unloading chamber
Address: 564 Johnson Hollow Rd pushed safety
Cuba, NY 14727 inherited from dad.
Phone: 716-968-2720
Serial #: 344049 1968

Send an ARS label V

Comments:

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

Date: 12-2-2010 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: Lloyd Ruten

Address: 1731 County Rd 126 ARS
Walnut, MS 38683

Phone: _____

Serial #: A10271822

Send an ARS label

Comments:

"CNBC knows all the facts"

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

700 Log Sheet - 2010 CNBC Story

Date: 12-2-2010 CSR: JJT

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: 715-340-3774

Serial #: T 6256729

Send an ARS label

Comments:

no problems w/ gun

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

700 Log Sheet - 2010 CNBC Story

Date: 12-2-10 CSR: UJT

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

Initial tone/Attitude of the caller:

 Angry at Remington 1 Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: Michael Houston

Address: 9025. 108th St.
Tacoma, WA 98444-5608

Phone: 253-537-5491

Serial #: NA

Send an ARS label

Comments:

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

700 Log Sheet - 2010 CNBC Story

Date: 12-2-1 CSR: JT

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: Michael Sharp

Address: 213 Hawk Road
Comstock NY 12821

Phone: 518-338-5252

Serial #: did not have SN - prior to '82

Send an ARS label

Comments:

web referral

ARS
sent

700 Log Sheet - 2010 CNBC Story

Date: 12/2/10 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: Mike Smith

Address: _____

Phone: _____

Serial #: 71393032 (2007) 71401163 (2007) 770

Send an ARS label

Comments:

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

Date: 12/02/10 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: 920 869 1958

Serial #: 9

Send an ARS label

Comments:

FSR Xfer to PS

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

700 Log Sheet - 2010 CNBC Story

Date: 12/02/10 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: 318-352-0355

Serial #: _____

Send an ARS label

Comments:

FSR, xh PS

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

700 Log Sheet - 2010 CNBC Story

Date: 12/2/10 CSR: Chris

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Transfer to Product Service

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

700 Log Sheet - 2010 CNBC Story

Date: 12-2-10 CSR: Ren

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: 7

Address: _____

Phone: 701-235-2488

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 12-2-10 CSR: Ron

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: Ron Kuschmann

Address: _____

Phone: 269-377-8208

Serial #: 66528551 (2005)

Send an ARS label

Comments: _____

700 Log Sheet - 2010 CNBC Story

5286

Date: 12/2/10 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

new

Consumer Name: John L. Szukics

Address: 525 Franklin Ave

Palmerston PA 18071

Phone: h-610-826-3805
c-484-553-4505

Serial #: 56534497 2005

Send an ARS label

✓

Comments:

box 1164865

Monday
 700 took safety off
 & it fired
 no alterations
 only 10 shots put thru
 thumb-cut from
 recoil.

700 Log Sheet – 2010 CNBC Story

Date: 12/2/10 CSR: CM 5285

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: ~~Don~~ Wm Field

Address: 5000 Sunbrook Way

Acworth, GA 30101

Phone: 770-286-4617 404-516-0273

Serial #: G6736940

Send an ARS label Y

Comments:

box 1164823

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

700 Log Sheet - 2010 CNBC Story

Date: 12/2/10 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:

~~Asking about~~ Had questions

700 Log Sheet - 2010 CNBC Story

Date: 12-2-10 CSR: Ln

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

700 Log Sheet - 2010 CNBC Story

Date: 12/2 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: _____

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

700 Log Sheet - 2010 CNBC Story

Date: 12/2 CSR: Sci

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)

☒ Inquisitive about Remington position

☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700

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

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

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

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product 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: 12-2-10 CSR: J.B. Irving

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Are my guns recalled?

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

700 Log Sheet – 2010 CNBC Story

Date: 12-2-10 CSR: J.B. Irving

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Sending in for SMP.

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

700 Log Sheet - 2010 CNBC Story

Date: 12-2-10 CSR: J.B. Irving

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Pra '82 model 700. Sending in

700 Log Sheet - 2010 CNBC Story

Date: 12/2/10 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 #: E6248514

Send an ARS label

Comments:

Serial check & what trigger

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

700 Log Sheet - 2010 CNBC Story

Date: 12/2/10 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 #: B6444301

Send an ARS label

Comments:

Serial # & SN P garage

700 Log Sheet - 2010 CNBC Story

Date: 12/2/10 CSR: Dell

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: Robert G. Carpenter

Address: 156 Fox Meadow Ln.
Winston-Salem NC 27107

Phone: 336-462-3954

Serial #: 6326095 m/700, 2506

Send an ARS label

bought used

Comments:

Unbranded in truck & gun went off & shot
hole truck. No injury

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

700 Log Sheet - 2010 CNBC Story

Date: 12/2/10 CSR: Dell

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

Initial tone/Attitude of the caller:

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

n/a

Nature/Purpose of Call:

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

n/a

Customer Owns a Model 700:

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

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

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

Consumer Name: Bob Shoalwire

Address: PO Box 150

Rowland, LA 71066

Phone: 318-352-0355 (home) 318 471 3175 (cell)

Serial #: A6649522 m/700, 7mm mag

Send an ARS label orig. owner

Comments:

3-4 days ago - FSR - No damage, No injury

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

700 Log Sheet – 2010 CNBC Story

Date: 12-2-10 CSR: J.B. Irving

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Does my rifle have the Walker trigger?

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

700 Log Sheet - 2010 CNBC Story

Date: 12-2-10 CSR: Run

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

Address: _____

Phone: BPL


Serial #: B6282181 1981

Send an ARS label

Comments: _____

12-3-2010 To Tel calls 2305

CALLING AS RESULT OF BROADCAST 3246 = 38

Yes 

No ~~1141~~ 1

ATTITUDE

Angry at Remington

Angry CNBC

Supportive of REM ~~111~~ 111

Supportive of CNBC

NATURE/PURPOSE OF CALL

Offer Support |

Inquisitive on Rem position $+++ \quad +++ \quad /$

Calling to provide Broadcast Feedback

OWNS MODEL 700

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

Feedback ~~+++~~ |||

Safety Issue ~~||||~~ ~~||||~~ ||

No Problem w/ firearm }

ARS SENT ~~1711~~ 111

TO PRODUCT SERVICES ~~||||~~ ~~||||~~ ||

S/N CK H# + / +

700 Log Sheet - 2010 CNBC Story

Date: 12-3-10 CSR: JJT

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: John Younger

Address: 3692 Charles Dr.

East Point, GA 30344-6024

Phone: 404-762-8728

Serial #: 5 guns (700) (7) 788 NPT

Send an ARS label

Comments:

web referral →

700 Log Sheet - 2010 CNBC Story

Date: 12-3-10 CSR: Danny

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

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington

☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)

☒ Inquisitive about Remington position

☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700

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

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

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

SMP Questions

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

700 Log Sheet – 2010 CNBC Story

Date: 12-3-10 CSR: Danny

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

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington

☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)

☒ Inquisitive about Remington position

☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700

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

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

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

General Questions

700 Log Sheet – 2010 CNBC Story

Date: 12-3-10 CSR: Danny

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

SMP questions. 1983 rifle ... not included

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

Date: 12/3/2010 CSR: Don

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

26429289

700 Log Sheet - 2010 CNBC Story

Date: 12/3/18 CSR: Dan

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

Did they agree to return it to the factory? YES

NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

NEW 700's

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

700 Log Sheet - 2010 CNBC Story

Date: 12/3/10 CSR: Chris

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: 220192 (1966)

Send an ARS label

Comments:

Age

700 Log Sheet - 2010 CNBC Story

Date: 12/3 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: _____

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

Date: 12/3 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: _____

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

Date: 12/02/10 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 #: 66688495

Send an ARS label

Comments:

Scope Replacement

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

700 Log Sheet - 2010 CNBC Story

Date: 12/3/10 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 #: C652942

Send an ARS label

Comments:

Sharp Question

700 Log Sheet – 2010 CNBC Story

Date: 12-3-10 CSR: JB Irving

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Very supportive.

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

700 Log Sheet - 2010 CNBC Story

Date: 12/3/10 CSR: Travis

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

"the gun just fires by itself"

700 Log Sheet - 2010 CNBC Story

Date: 12/3/10 CSR: Travis

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

2129 FSR on 1 yr old

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

700 Log Sheet - 2010 CNBC Story

Date: 12/3/11 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:

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

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

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

700 Log Sheet - 2010 CNBC Story

Date: 12/3/10 CSR: Travis

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

2129- ASR

700 Log Sheet - 2010 CNBC Story

Date: 12/3/10 CSR: Travis

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

E6532683

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

700 Log Sheet - 2010 CNBC Story

Date: 12-3-10 CSR: Row

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: Colleen Gamble

Address: _____

Phone: _____

Serial #: 66929340 210

Send an ARS label

Comments:

Just checking

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

700 Log Sheet - 2010 CNBC Story

Date: 12-3-10 CSR: Row

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: Grum Grahner

Address: _____

Phone: 425-825-3943

Serial #: 68608712 207

Send an ARS label

Comments: _____

700 Log Sheet – 2010 CNBC Story

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

Angry at Remington

____ Supportive of Remington

_____ Angry at CNBC for airing

___ Supportive of CNBC

1 Calling to offer support (pro-Remington)

6 Inquisitive about Remington position

Calling to provide broadcast feedback

General concern of safety with personal model 700

seeking company feedback regarding direction/use of personal Model 700

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

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

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

Did they agree to return it to the factory?

YES

NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: 6665770 (70)

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 12-3-10 CSR: Ron

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: JAMES HARRISON

Address: _____

Phone: 715-742 5328

Serial #: B648022 (2)

Send an ARS label

Comments: _____

700 Log Sheet - 2010 CNBC Story

Date: 12/3/10 CSR: DeH

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

Initial tone/Attitude of the caller:

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

n/a

Nature/Purpose of Call:

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

n/a

Customer Owns a Model 700:

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

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

Address: 3037 Pochantas Rd
Memphis, TN 37357

Phone: 931-728-9658 (home)

Serial #: 71197606 m/710, 3006

Send an ARS label

orig owner

Comments:

11/23/10 - sling broke & gun fell & fired
w/safety on. No damage, No Injury

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

Date: 12/3/10 CSR: DE II

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

Initial tone/Attitude of the caller:

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

n/a

Nature/Purpose of Call:

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

n/a

Customer Owns a Model 700:

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

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

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

Consumer Name: Ralph Helmuth

Address: 42119 SD Hwy 38
Alexandria, SD 57311

Phone: 605-421-8529

Serial #: n/a m/700, 22-250

Send an ARS label

orig owner

Comments:

ESR - 2 days ago - No damage, no injury
12/1/10

700 Log Sheet - 2010 CNBC Story

Date: 12/3/10 CSR: De 11

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

Initial tone/Attitude of the caller:

 Angry at Remington Supportive of Remington

 Angry at CNBC for airing Supportive of CNBC

n/a

Nature/Purpose of Call:

 Calling to offer support (pro-Remington)

 Inquisitive about Remington position

n/a

 Calling to provide broadcast feedback

Customer Owns a Model 700:

 General concern of safety with personal model 700

 seeking company feedback regarding direction/use of personal Model 700

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

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

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

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

Consumer Name: Joshua Kevin Allen

Address: 1832 Kamp Cir.

Shelby NC 28152

Phone: 704-284-3903 (cell)

Serial #: n/a m/700, 3006

Send an ARS label

orig. owner

Comments:

FSR - twice
hurt hand - 1 wk. ago
No medical treatment

700 Log Sheet - 2010 CNBC Story

Date: 12/3/10 CSR: Dell

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: John Dinkins

Address: Po Box 1322

Libby, MT 59923

Phone: 406-293-6982 (home)

Serial #: n/c mf100, 280 Rem

Send an ARS label

orig. owner

Comments:

FSR - last wk. shot hole in truck
He stated he did not touch trigger

700 Log Sheet - 2010 CNBC Story

Date: 12/3/10 CSR: De11

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

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington

☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)

☐ Inquisitive about Remington position

☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700

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

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

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

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

Address: 2410 Speedway Tr

Wichita Falls, TX 76308

Phone: C: 817-648-9490

Serial #: n/a m700, 3006

Send an ARS label

Comments:

Email Incident - 101130-000188

11/29/10 - FSR - shot hole in truck door

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

Date: 12/3/10 CSR: Dan

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

3 yr old gun -

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

700 Log Sheet - 2010 CNBC Story

Date: 12/3/2010 CSR: Don

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: A6275145

Send an ARS label

Comments: _____

700 Log Sheet - 2010 CNBC Story

Date: 12/3/10 CSR: CHV/B

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: 6654047 (A73)

Send an ARS label

Comments:

Age

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

700 Log Sheet - 2010 CNBC Story

Date: 12-3-10 CSR: LM

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

SMP

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

700 Log Sheet - 2010 CNBC Story

Date: 12/3 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: _____

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

700 Log Sheet - 2010 CNBC Story

Date: 12/3 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: 12-3-10 CSR: J.B. Irving

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Sending in for SMP.

700 Log Sheet - 2010 CNBC Story

Date: 12/03/10 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 #: 198770

Send an ARS label

Comments:

Serial check

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

700 Log Sheet - 2010 CNBC Story

Date: 12/3/10 CSR: Watts

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

Inquis/probably

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: G6726581

Send an ARS label

Comments:

Serial check S&P person

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

700 Log Sheet - 2010 CNBC Story

Date: 12/3/10 CSR: Don

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

Did they agree to return it to the factory? YES

NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments: _____

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

700 Log Sheet - 2010 CNBC Story

Date: 12/3/10 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 #: 1110

Send an ARS label

Comments:

ARS ORDERED

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

700 Log Sheet - 2010 CNBC Story

Date: 12/3 CSR: Eni

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments: _____

12-6-2010 Total calls 2769

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 |

SN. ~~+++~~ ~~+++~~ ~~+++~~ |||

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

700 Log Sheet - 2010 CNBC Story

Date: 12-6-10 CSR: JJT

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

Initial tone/Attitude of the caller:

☐ Angry at Remington

☒ Supportive of Remington

☐ Angry at CNBC for airing

☐ Supportive of CNBC

Nature/Purpose of Call:

☒ Calling to offer support (pro-Remington)

☐ Inquisitive about Remington position

☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700

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

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

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

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

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

Consumer Name: Bill Dewitt

Address: _____

Phone: 937-475-6760

Serial #: G6537672

Send an ARS label

Comments:

web referral

700 Log Sheet - 2010 CNBC Story

Date: 12-6-10 CSR: Ren

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: Robert Farley

Address: _____

Phone: _____

Serial #: 6329584 2

Send an ARS label

Comments: _____

700 Log Sheet - 2010 CNBC Story

Date: 12/6/10 CSR: Chris

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: 338135

Send an ARS label

Comments:

SMP

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

700 Log Sheet - 2010 CNBC Story

Date: 12/6 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 #: 66819029 X Mark Pro

Send an ARS label

Comments: _____

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

700 Log Sheet - 2010 CNBC Story

Date: 12/16 CSR: Elin

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

700 Log Sheet – 2010 CNBC Story

Date: 12/16/10 CSR: Travis

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

FSR 2/27
B6448466

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

Date: 12/6 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 #: 56216667

Send an ARS label

Comments:

SW Incoming only

700 Log Sheet - 2010 CNBC Story

Date: 12/06/10 CSR: WTH

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

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington

☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)

☐ Inquisitive about Remington position

☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700

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

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

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: F6696380, F6271541

Send an ARS label

Comments:

Serial # check

700 Log Sheet - 2010 CNBC Story

Date: 12-16-10 CSR: JJT

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: 434-464-1332

Serial #: has 2 710's (WA)

Send an ARS label

Comments:

web referral

700 Log Sheet - 2010 CNBC Story

Date: 12-6-10 CSR: JJT

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: Poland Neabling

Address: _____

Larsen, WI 54947

Phone: 920-213-6130

Serial #: A16355599

Send an ARS label

Comments: _____

ARS

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

700 Log Sheet - 2010 CNBC Story

Date: 12/6/10 CSR: Travis

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

fire on bill closure 2/29

700 Log Sheet - 2010 CNBC Story

Date: 12/6/10 CSR: Travis

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

recall inquiry m 715 / 700

700 Log Sheet - 2010 CNBC Story

Date: 12/6/10 CSR: Chris

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Looking at buying a 700. Asking about trigger &
safety over all of the gun

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

700 Log Sheet - 2010 CNBC Story

Date: 12/6/10 CSR: Chris

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

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington

☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)

☐ Inquisitive about Remington position

☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700

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

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

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: B6333385 (1981)

Send an ARS label

Comments:

SMP, Asked about Syn 5th, Age

700 Log Sheet - 2010 CNBC Story

Date: 12/6/10 CSR: Andrew Tu

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Called to check if rifles were included
in SMP.

700 Log Sheet - 2010 CNBC Story

Date: 12-6-10 CSR: J.B. Irving

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Q: Is there a problem w/ the safety
on my rifle?

700 Log Sheet - 2010 CNBC Story

Date: 12/06/10 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 #: 6671695

Send an ARS label

Comments:

SMP. ~~IS~~ FBC in past
x hand to PS

700 Log Sheet - 2010 CNBC Story

Date: 12/06/10 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 #: A6734681

Send an ARS label

Comments:

Recall question. S&P.

12-7-2010 Total Calls 2780

CALLING AS RESULT OF BROADCAST

H⁶

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

5328

Date: 12/7/10 CSR: Ch

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

Did they agree to return it to the factory?

YES

NO

new Apr

Consumer Name: Mark Read

Address: 1104 Arendtsville Rd.
Biglerville, PA 17307

Phone: 717-357-2684

Serial #: G 6867020

Send an ARS label

Y

Comments:

FSR leaned against
branch & moved

700 Log Sheet - 2010 CNBC Story

5325

Date: 12/7/10 CSR: Ch

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

Did they agree to return it to the factory? YES NO *1st time he fired it*

Consumer Name: Thomas Fentress *took off safety & it fired*
 Address: 211 S Winston Ln. *cut finger.*
Castle Hills TX 78213

Phone: 210-861-9119

Serial #: E6841911 1995 .270

Send an ARS label *Y*

Comments:

Left message - Need address

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

700 Log Sheet – 2010 CNBC Story

5323

Date: 12/7/10 CSR: Ma

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

Did they agree to return it to the factory?

YES

NO

Bought.
Mon a wk ago

Consumer Name: Brent MyCue

Address: 424 N Camp St

Sequin TX 78155

Phone: C-830-624-5044

Serial #: G 6989650 2010

Send an ARS label bmycue@sequincpa.com

Comments:

700 ADL

12 shots through it, both
sticking @ 8 shots, cleared
bolt, rattle. Sunday, 3:10
hunting. Rifle pointed to
root, 5th blk legs. Fired
when closing bolt.
Gauge in bolt

700 Log Sheet - 2010 CNBC Story

5320

Date: 12/7/10 CSR: CM

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

Did they agree to return it to the factory?

YES

NO

2nd

Consumer Name: David Cardeler

Address: 9423 Evergreen Pr.

Shore port LA 71118

Phone: 318-773-6793

Serial #: 382715 1968

Send an ARS label

Y

Comments:

box & ARS 1166044

FSR - he's had 4 yrs.
 last yr. mistfired once
 done it twice this yr

700 Log Sheet – 2010 CNBC Story

Date: 12/7/10 CSR: Dell

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

Initial tone/Attitude of the caller:

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

n/a

Nature/Purpose of Call:

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

n/a

Customer Owns a Model 700:

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

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

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

Consumer Name: Terry Kohlman

Address: N7152 County Rd N D
Princeton, WI 54968

Phone: 920-295-4616

Serial #: 6671695 m/700

* ***Send an ARS label*** * terry.kohlman@yahoo.com

Comments:

Gun fired while being unloaded years ago.
No damage, no injury

700 Log Sheet - 2010 CNBC Story

Date: 12/7/10 CSR: Dell

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

Initial tone/Attitude of the caller:

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

n/a

Nature/Purpose of Call:

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

n/a

Customer Owns a Model 700:

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

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

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

Consumer Name: Larry Craver

Address: 181 Canaway Rd
Canajoharie, NY 13317

Phone: 518-673-2073 (home)

Serial #: TT008532 m/700, 7mm-08

Send an ARS label

orig. owner

Comments:

FSR- 12/4/10 - no damage, no injury

mail my paperwork

700 Log Sheet - 2010 CNBC Story

Date: 12-7-10 CSR: Danny

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

SMP Questions

700 Log Sheet - 2010 CNBC Story

Date: 12-7-10 CSR: Danny

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Questions about xmp Trigger

700 Log Sheet – 2010 CNBC Story

Date: 12-7-10 CSR: Danny

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

General Questions

700 Log Sheet - 2010 CNBC Story

Date: 12/7/10 CSR: Travis

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Fire on bolt closure → 2129

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

Date: 12/7/10 CSR: Travis

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

multiple FSRs 2129

700 Log Sheet - 2010 CNBC Story

Date: 12/7/10 CSR: Tavis

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

3 FSR: → 2129
slw 342715

700 Log Sheet - 2010 CNBC Story

Date: 12/7/10 CSR: Trans

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

FSR- 2129

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

700 Log Sheet – 2010 CNBC Story

Date: 12/7/10 CSR: Travis

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

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington

☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)

☐ Inquisitive about Remington position

☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700

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

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

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Five m Bolt Closure → 2129

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

Date: 12/7/10 CSR: Travis

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 12/7/10 CSR: Travis

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

not acceptive to sending it to a RARC or
factory for inspection. (called wanting to argue)

700 Log Sheet - 2010 CNBC Story

Date: 12/7/10 CSR: Travis

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
☒ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

*****Internal Use Only*****

700 Log Sheet - 2010 CNBC Story

Date: 12/7/2010 CSR: [Signature]

Is the customer calling as a result of the broadcast? YES ~~NO~~

Initial tone/Attitude of the caller:

☐ Angry at Remington ☒ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☒ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments: _____

*****Internal Use Only*****
700 Log Sheet - 2010 CNBC Story

Date: 12/7/2010 CSR: Dan

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☒ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☒ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☒ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Wanted company to send

700 Log Sheet - 2010 CNBC Story

Date: 12/7/2010 CSR: [Signature]

Is the customer calling as a result of the broadcast? YES ~~NO~~

Initial tone/Attitude of the caller:

☐ Angry at Remington ☒ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☒ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☒ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

NOT SENDING IN

*****Internal Use Only*****

700 Log Sheet - 2010 CNBC Story

Date: 12/7/2010 CSR: Pam

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

 Angry at Remington

☒ Supportive of Remington

 Angry at CNBC for airing

 Supportive of CNBC

Nature/Purpose of Call:

☒ Calling to offer support (pro-Remington)

 Inquisitive about Remington position

 Calling to provide broadcast feedback

Customer Owns a Model 700:

 General concern of safety with personal model 700

☒ seeking company feedback regarding direction/use of personal Model 700

 claims they experienced a "safety" related issue with their personal Model 700

 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory?

YES

NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Has never had a problem but

700 Log Sheet - 2010 CNBC Story

Date: 12/7/10 CSR: Chris

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

_____ If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Asked about replacing an older trigger with xmp

700 Log Sheet - 2010 CNBC Story

Date: 12/7/10 CSR: Olivia

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☒ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

_____ If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Transfer to Product Service

*****Internal Use Only*****

700 Log Sheet - 2010 CNBC Story

Date: 12/7 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 #: B639992

Send an ARS label

Comments: _____

*****Internal Use Only*****

700 Log Sheet - 2010 CNBC Story

Date: 12/7 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: 12-7-10 CSR: LN

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: 6552051

Send an ARS label

Comments:

SMP

*****Internal Use Only*****
700 Log Sheet - 2010 CNBC Story

Date: 12-7-10 CSR: LM

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington

☒ Supportive of Remington

☐ Angry at CNBC for airing

☐ Supportive of CNBC

Nature/Purpose of Call:

☒ Calling to offer support (pro-Remington)

☐ Inquisitive about Remington position

☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700

☐ seeking company feedback regarding direction/use of personal Model 700

☐ claims they experienced a "safety" related issue with their personal Model 700

☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

700 loves his trigger

700 Log Sheet - 2010 CNBC Story

Date: 12-7-11 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:

no BDL - would not shoot when trigger

Forward to
Product Service

*****Internal Use Only*****
700 Log Sheet - 2010 CNBC Story

Date: 12-11-10 CSR: Row

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☒ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☒ Calling to offer support (pro-Remington)
☒ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
☒ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Robert Pnschke

Address: _____

Phone: _____

Serial #: T6214774 (1995)

Send an ARS label

Comments: _____

*****Internal Use Only*****

700 Log Sheet - 2010 CNBC Story

Date: 12-7-10 CSR: Ron

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☒ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☒ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: David Rutkowski

Address: _____

Phone: _____

Serial #: 566347 84 (2007)

Send an ARS label

Comments: _____

*****Internal Use Only*****

700 Log Sheet - 2010 CNBC Story

Date: 12-7-10 CSR: Ron

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☒ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☒ Calling to offer support (pro-Remington)
☒ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
☒ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Thomas Seifert

Address: _____

Phone: (610) 253-2382

Serial #: A0722048

Send an ARS label

Comments: _____

700 Log Sheet - 2010 CNBC Story

Date: 12-7-10 CSR: JIT

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Steve Bandera

Address: 6514 Marquette Ave
St. Louis, MO 63139

Phone: 314-645-3451

Serial #: A6766718 / 788

Send an ARS label

Comments:

web referral

*****Internal Use Only*****
700 Log Sheet - 2010 CNBC Story

Date: 12-7-10 CSR: JJT

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

 Angry at Remington ☒ Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

☒ Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? (YES) NO

Consumer Name: Tom Ackwright

Address: 6471 Larme St.

Atlen Park, ME 48101

Phone: 734-231-0028

Serial #: N/A - pre '82

Send an ARS label

Comments:

web referral

700 Log Sheet - 2010 CNBC Story

Date: 12/7/10 CSR: Dell

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

n/a

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

n/a

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☒ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? (YES) NO

Consumer Name: Ridge Saunders

Address: First Reliance Bank

2170 W. Palmetto St Florence, SC 29501

Phone: 843-319-2524

Serial #: n/a m100, 270

Send an ARS label

Comments:

FSR - over a year ago

700 Log Sheet - 2010 CNBC Story

Date: 12/7/10 CSR: Dell

Is the customer calling as a result of the broadcast? YES (NO)

Initial tone/Attitude of the caller:

 Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC n/a

Nature/Purpose of Call:

 Calling to offer support (pro-Remington)
 Inquisitive about Remington position n/a
 Calling to provide broadcast feedback

Customer Owns a Model 700:

 General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
✓ claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? (YES) NO

Consumer Name: Jim Gosselin

Address: 917 Countryside Blvd.
Manchester, NH 03102

Phone: 603-622-2512 (home)

Serial #: 71329422 m/710, 2-10

Send an ARS label

Comments:

FBC - last wk. - no damage, no injury

1022

700 Log Sheet - 2010 CNBC Story

Date: 12/7/10 CSR: Dell

Is the customer calling as a result of the broadcast? YES (NO)

Initial tone/Attitude of the caller:

 Angry at Remington Supportive of Remington

 Angry at CNBC for airing Supportive of CNBC

n/a

Nature/Purpose of Call:

 Calling to offer support (pro-Remington)

 Inquisitive about Remington position

n/a

 Calling to provide broadcast feedback

Customer Owns a Model 700:

 General concern of safety with personal model 700

 seeking company feedback regarding direction/use of personal Model 700

✓ claims they experienced a "safety" related issue with their personal Model 700

 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory?

(YES)

NO

Consumer Name: Frank Jeandell

Address: 229 Pauson Rd
Landonburg, PA 19350

Phone: C: 484-639-2139

Serial #: A6843164 m/700, 270

Send an ARS label

orig. owner

Comments: boys. old

FBC - 12/4/10 - No damage, No injury

Needs a box 11/11/10

700 Log Sheet - 2010 CNBC Story

Date: 12/7/10 CSR: Dell

Is the customer calling as a result of the broadcast? YES (NO)

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

n/a

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

n/a

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☒ claims they experienced a "safety" related issue with their personal Model ~~700~~ 600
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they 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 mardel

Address: 1748 Erwinville Rd
New Milford, PA 19834

Phone: 607-773-4612 (work)

Serial #: n/a m/600 mohawk, brown Rem

Send an ARS label

Comments:

FBC - 3-4 days ago - No damage, No injury

*Needs a box # 116646in

6000

700 Log Sheet - 2010 CNBC Story

Date: 12/7/10 CSR: DeH

Is the customer calling as a result of the broadcast? YES (NO)

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC n/a

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington).
☐ Inquisitive about Remington position n/a
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☒ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? (YES) NO

Consumer Name: James Rhinehart Sr.

Address: 10069 B McKenzie Mill Rd
New Windsor, MD 21776

Phone: 410-635-6088

Serial #: n/a m/700, 7mm STW

Send an ARS label

orig. owner

Comments:

This season had a FBC - No damage, No injury

700 Log Sheet - 2010 CNBC Story

Date: 12/7/10 CSR: Dell

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

 Angry at Remington ☒ Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

 Calling to offer support (pro-Remington)
☒ Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

 General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
☒ claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Lion NY).

Did they agree to return it to the factory? (YES) NO

Consumer Name: Larry Vedder

Address: W3195 49th St.

Wausau, WI 54940

Phone: 608-847-4375

Serial #: 6899649 Model 700 5000

Send an ARS label

orig owner

Comments:

FSR - yrs. ago
Saw TV show - feels we have a problem

11/11/10

700 Log Sheet - 2010 CNBC Story

Date: 12/7/10 CSR: Dell

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☒ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☒ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☒ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? (YES) NO

Consumer Name: Robert Street

Address: 9141 Walworth Rd
Barnett, MI 48114

Phone: C: 989-860-1838

Serial #: n/a m/700, 22-250

Send an ARS label

Comments:

FSR- earlier this yr. no damage, no injury
Saw + v show

* Needs a box + 11 hand info

12/7

12/7/10

700 Log Sheet – 2010 CNBC Story

Date: 12/7/10 CSR: CM

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington) .
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Jason Stearns

Address: _____

Phone: _____

Serial #: 41321 600 2nd hand

Send an ARS label

Comments: he's shipping himself

700 Log Sheet - 2010 CNBC Story

5343

Date: 12/7/10 CSR: CM

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington).
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Allen Thrasher
Address: 30375 211st St
Easton, KS 66020
Phone: 913-758-1125
Serial #: A6515480

700 - shot hole through
- Repr # 93247
breezeway few yrs ago.
Fired when ^{closing} ~~opening~~ bolt

Send an ARS label

Comments:

box & ARS 1166515

12-8-2010 Total calls

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: 12-8-10 CSR: JJT

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☒ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? (YES) NO

Consumer Name: Neil Carret

Address: 440 4012 Mills St.

Carencrow, LA 70520

Phone: _____

Serial #: #710 - 71174383

Send an ARS label

Comments:

*****Internal Use Only*****
700 Log Sheet - 2010 CNBC Story

Date: 12-8-10 CSR: JJT

Is the customer calling as a result of the broadcast? ☒ YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☒ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? ☒ YES NO

Consumer Name: Malcolm Donaldson

Address: #4 Sunday Dr.
Beverly, MA 01915

Phone: _____

Serial #: 6740264 (1974)

Send an ARS label

Comments:

web referral

700 Log Sheet - 2010 CNBC Story

Date: 12/8/10 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 #: _____

Send an ARS label

Comments: _____

*****Internal Use Only*****
700 Log Sheet - 2010 CNBC Story

Date: 12/8 CSR: SW

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☒ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: A6874321

Send an ARS label

Comments:

*****Internal Use Only*****

700 Log Sheet - 2010 CNBC Story

Date: 12-8-10 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:

He may send in for inspection.

700 Log Sheet - 2010 CNBC Story

Date: 12-8-10 CSR: Ren

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☒ Angry at Remington ☒ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☒ Calling to offer support (pro-Remington)
☒ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
☒ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: David Humphrey

Address: _____

Phone: 830-305-7410

Serial #: ? 1-2 years old

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 12-8-10 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: MICHEL REEDER

Address: _____

Phone: 206-391-0387

Serial #: 6313853

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 12/8/10 CSR: Dell

Is the customer calling as a result of the broadcast? YES (NO)

Initial tone/Attitude of the caller:

 Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

n/a

Nature/Purpose of Call:

 Calling to offer support (pro-Remington).
 Inquisitive about Remington position
 Calling to provide broadcast feedback

n/a

Customer Owns a Model 700:

 General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
✓ claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? (YES) NO

Consumer Name: Thomas Jones

Address: 1200 Foxwood Dr.

Chesapeake, VA 23323

Phone: 757-558-1956 757-281-4545 (cell)

Serial #: D6854767 m/700, 270

Send an ARS label

Comments:

2 wks ago he stated gun discharged when
he took it off 4-wheeler. Blew fire out on
4-wheeler

Remington

Confidential

* Needs a box * 116 LA52

5763

10/19/10

700 Log Sheet - 2010 CNBC Story

Date: 12/8/10 CSR: CM

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington).
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☒ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory?

YES

NO

15-20 yrs. new

Consumer Name: Joe Thompson

700 Classic .270

Address: 720 Maple Ave NW

12/7 started to unload
 pushed safety ^{off} it fired
 never happened before.

C-828-381-7607 Valdese NC 28690

Phone: h-828-874-5665

Serial #: A6769241

Send an ARS label

Y

Comments:

box & ARS 1166769

700 Log Sheet - 2010 CNBC Story

5351

Date: 12/8/10 CSR: CM

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington).
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☒ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory?

YES

NO

Charleston WV.

Consumer Name: Mike Hannah

Address: Hannah's Body Shop

Phone: 304-854-2300

Serial #: S6745430 9/10

Send an ARS label

N

Comments:

Gander Arts 585-700

4th time fired, hand on trigger but he did not pull it. Then bought 12/6/10 it wouldn't eject the shell

Joe Flowers - gunsmith

304-746-6130

300W5M

2721
108 Blocked

700 Log Sheet - 2010 CNBC StoryDate: 12/8/10 CSR: De 11Is the customer calling as a result of the broadcast? (YES) NOInitial tone/Attitude of the caller:☐ Angry at Remington☒ Supportive of Remington☐ Angry at CNBC for airing☐ Supportive of CNBCNature/Purpose of Call:☐ Calling to offer support (pro-Remington).☒ Inquisitive about Remington position☐ Calling to provide broadcast feedbackCustomer Owns a Model 700:☐ General concern of safety with personal model 700☐ seeking company feedback regarding direction/use of personal Model 700☒ claims they experienced a "safety" related issue with their personal Model 700☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory?

(YES)

NO

Consumer Name: Brian McQuadeAddress: 22629 Gregg RdSte. Genevieve, MO 63670Phone: n/aSerial #: B6218510 m/700, 270 win.

Send an ARS label

Comments:

2 wks ago he was hunting & said he
closed fire but gun went off - no damage, no injury

Remington

Confidential

5353

10/19/10

700 Log Sheet - 2010 CNBC Story

Date: 12/8/10 CSR: DeH

Is the customer calling as a result of the broadcast? YES (NO)

Initial tone/Attitude of the caller:

 Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

n/a

Nature/Purpose of Call:

 Calling to offer support (pro-Remington).
 Inquisitive about Remington position
 Calling to provide broadcast feedback

n/a

Customer Owns a Model 700:

 General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
✓ claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? (YES) NO

Consumer Name: Dale Nesselhauf

Address: 1216 Ivy St.

Deer Park, TX 77536

Phone: 318-855-4056 (home)

Serial #: C6893313 m/700, .308

Send an ARS label

Comments:

FSR - No damage, No injury
Sent in a m/721 - T2E # 211483

*Needs a box *

Remington

1166705

Confidential

5549

10/19/10

700 Log Sheet - 2010 CNBC Story

Date: 12/8/10 CSR: De 11

Is the customer calling as a result of the broadcast? YES (NO)

Initial tone/Attitude of the caller:

 Angry at Remington Supportive of Remington n/a
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

 Calling to offer support (pro-Remington)
 Inquisitive about Remington position n/a
 Calling to provide broadcast feedback

Customer Owns a Model 700:

 General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
✓ claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? (YES) NO

Consumer Name: Richard Nesbit

Address: 913 Center Ch. Rd.

New Castle, PA 16101

Phone: 724-654-7342 (c)

Serial #: B6263489 on 700, 3006

Send an ARS label

original owner

Comments:

FBC - 12/6/10 No damage, no injury

700 Log Sheet – 2010 CNBC Story

Date: 12/8/10 CSR: CM

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington).
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☒ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Keith Poulton 300 UA

Address: _____

He's moving. He'll call back.

Phone: _____

Serial #: n/a

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

5346

Date: 12/8/10 CSR: CM

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington).
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☒ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Gary Jones

Address: 1 Jones Park #3
Kirby AR, 71950

Phone: 870-398-4868

Serial #: n/a

Send an ARS label

Comments:

*700 model
 grandfather passed to
 him.
 1st time fired on bolt
 close.
 2nd time close bolt fired
 none before that*

700 Log Sheet - 2010 CNBC Story

5342

Date: 12/8/10 CSR: Ch

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory?

YES

NO

NEW

Consumer Name: Travis Mallum

Address: 40139 Ctp Rd 251
Cohasset MN 55721

Phone: 218-244-5958

Serial #: 6769206 1974

700 30-06 FJR
 doing it since he
 bought it

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 12/8/10 CSR: Ch

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington).
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☒ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: ?

Address: _____

Phone: _____

Serial #: 6008 304 1972 2nd

Send an ARS label

Comments:

He will call back-wanted to know if he'd have to pay for anything. Told him we'd have to inspect to determine

*****Internal Use Only*****
700 Log Sheet - 2010 CNBC Story

Date: 12/8/10 CSR: Travis

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☒ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

700 ML Fire on bolt closure
→ 2129

700 Log Sheet - 2010 CNBC Story

Date: 12-8-2010 CSR: C. Hunt

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they 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 FROELICH

Address: 9342 SHAWNEE RD
GREENWOOD DEL. 19950

Phone: 302-422-5019

Serial #: B 626 626 240 3

*****Send an ARS label*****

Comments:

*****Internal Use Only*****
700 Log Sheet - 2010 CNBC Story

Date: 12-8-10 CSR: JJT

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☒ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? (YES) NO

Consumer Name: Larry Hill

Address: 224 Pelican Ave.
Lake Arthur, LA 70549

Phone: 337-275-1972

Serial #: 6486615

Send an ARS label

Comments:

12-9-2010 Total calls 2051

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: 12-9-10 CSR: Rox

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☒ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☒ Calling to offer support (pro-Remington)
☒ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: TERMY Smith

Address: _____

Phone: _____

Serial #: B630 4774

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 12-9-10 CSR: Danny

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

SMP Questions

700 Log Sheet - 2010 CNBC Story

Date: 12/9 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: _____

*****Internal Use Only*****
700 Log Sheet - 2010 CNBC Story

Date: 11/12/9 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 #: E6873594

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 12-9-10 CSR: WJT

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: 928-853-5833

Serial #: SG6 30972

Send an ARS label

Comments:

web referral

700 Log Sheet - 2010 CNBC Story

Date: 12-9-10 CSR: DT

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington

☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)

☐ Inquisitive about Remington position

☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700

☐ seeking company feedback regarding direction/use of personal Model 700

☒ claims they experienced a "safety" related issue with their personal Model 700 *twice last week*

☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? (YES) NO

Consumer Name: Rex Wiley

Address: 6674 Old Clarksville Pike

Joplin, TN 37080

Phone: 615-915-0704

Serial #: E 6441482

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 12-9-10 CSR: JJT

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

 Angry at Remington ☒ Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

 Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

 General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
☒ claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Travis Hammer

Address: 4349 Potomac Ave.
Dallas, TX 75205

Phone: 214-520-1844

Serial #: 311906 - 1908

Send an ARS label

Comments:

web referral

700 Log Sheet - 2010 CNBC Story

Date: 12/9/10 CSR: DeH

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC n/a

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position n/a
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☒ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? (YES) NO

Consumer Name: Gregory Waite

Address: 4670 104th Ln. NE
Circle Town, MN 55014

Phone: 763-786-3799 (home)

Serial #: B6456235 m/700, 7mm mag

Send an ARS label

Comments:

FSR - 1 yr. ago while hunting
No damage, No injury

Remington

Confidential

5377

10/19/10

700 Log Sheet - 2010 CNBC StoryDate: 12/9/10 CSR: DellIs the customer calling as a result of the broadcast? (YES) NOInitial tone/Attitude of the caller:☐ Angry at Remington ☐ Supportive of Remington☐ Angry at CNBC for airing ☐ Supportive of CNBC

n/a

Nature/Purpose of Call:☐ Calling to offer support (pro-Remington)☐ Inquisitive about Remington position

n/a

☐ Calling to provide broadcast feedbackCustomer Owns a Model 700:☐ General concern of safety with personal model 700☐ seeking company feedback regarding direction/use of personal Model 700☒ claims they experienced a "safety" related issue with their personal Model 700☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? (YES) NOConsumer Name: William Morgan Testerman Sr.Address: 637 Axum Ln.Atkins, VA 24311Phone: 276-783-2106Serial #: A6419872 m/700, 30-06

Send an ARS label

Comments: Her dad No damageDaughter called - had - FSR. No injury*Needs a box*
Remington

1167139

Confidential

5375

10/19/10

700 Log Sheet - 2010 CNBC Story

Date: 12/9/10 CSR: Dell

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

n/a

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

n/a

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☒ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? (YES) NO

Consumer Name: D&M Guns & Supply, Attn: Mary

Address: 176 Foster Ave
Freeland, PA 18324

Phone: 570-636-1209

Serial #: 6677410 m/700, 30-06

used

Send an ARS label

Comments: mary

Dealer called - Stutzman she said customer called her & said the gun had a FEC - No damage, No injury

Remington

Confidential

5374

10/19/10

700 Log Sheet – 2010 CNBC StoryDate: 12/9/10 CSR: DellIs the customer calling as a result of the broadcast? YES NO - InternetInitial tone/Attitude of the caller:☐ Angry at Remington☒ Supportive of Remington☐ Angry at CNBC for airing☐ Supportive of CNBCNature/Purpose of Call:☐ Calling to offer support (pro-Remington).☒ Inquisitive about Remington position☐ Calling to provide broadcast feedbackCustomer Owns a Model 700:☐ General concern of safety with personal model 700☐ seeking company feedback regarding direction/use of personal Model 700☒ claims they experienced a "safety" related issue with their personal Model 700☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory?

☒ YES

NO

Consumer Name: Sam ArminioAddress: 60 Orchard Dr.Hamilton, OH 45013Phone: 513-275-2143 (cell)Serial #: B6344748 m/700, 270 win

Send an ARS label

bought usedComments:2002 - Unexplained Discharge. No damage, No injuryWants gun examined & repaired* Needs a box *
Remington1166899

Confidential

5364

10/19/10

700 Log Sheet - 2010 CNBC Story

5370

Date: 12/9/10 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: Paul Elazier

Address: 20 E Lakeview Blvd.

Priestriver ID 83856

Phone: 208-946-7160

Serial #: SL689045

Send an ARS label

Comments:

gun fires when removed
from safe.

Done 3 times
 bought last fall
 No alterations

700 Log Sheet – 2010 CNBC Story

Date: 12/9/10 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 *Voice message!*

Consumer Name: Greg Bolton

Address: 8755 Hwy 28 East
Pineville, LA 71360

Phone: 318-443-9903

Serial #: _____

Send an ARS label Y

Comments:

Left him a voice message
that I would mail ARS

FSR the other day

700 Log Sheet - 2010 CNBC Story

Date: 12/9 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

SMP

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Rudy Buttman

Address: 14182 West Amherst Ave
Lakewood, CO 80228

Phone: 303-932-9301

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

5384

Date: 12/9/10 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 2nd

Consumer Name: Dalton Myers 174-700 3006

Address: 5900 Rustic Dr Took off safety
Uniontown AR 72955

Phone: 479-652-6769

Serial #: 6747854

Send an ARS label Y

Comments:

box 2 ARS

12/10-2010 Total Calls 2015

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: 12/10/10 CSR: Dell

Is the customer calling as a result of the broadcast? (YES) NO Internet

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington
Angry at CNBC for airing Supportive of CNBC

n/a

Nature/Purpose of Call:

Calling to offer support (pro-Remington)
Inquisitive about Remington position
Calling to provide broadcast feedback

n/a

Customer Owns a Model 700:

General concern of safety with personal model 700
seeking company feedback regarding direction/use of personal Model 700
claims they experienced a "safety" related issue with their personal Model 700
has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? (YES) NO

Consumer Name: Thomas Hunter

Address: 118 Shirlay Dr.
Winfield, PA 17989

Phone: 510-524-4702 (home)

Serial #: A6770142 m/700, 7mm mag

Send an ARS label

bought used gun

Comments: Never had issue before
Hasn't used gun in yrs. Has had it about 20 yrs.

loaded gun in the house - closed the bolt & it had a
FBC - shot a hole in ceiling

Remington

Confidential

54 05

10/19/10

*Needs a
box *

116 7735

700 Log Sheet - 2010 CNBC Story

Date: 12/10/10 CSR: Dei

Is the customer calling as a result of the broadcast? YES (NO)

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

n/a

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

n/a

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☒ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? (YES) NO

Consumer Name: Bob Colflesh

Address: 425 Scottdale Ave

Scottdale, PA 15603

Phone: 724-787 0400 (cell) 724 897 8899 (home)

Serial #: A6663619 m/700, 30-06

Send an ARS label

given to him

Comments:

FSR - took chunk out thumb

12/4/10

* Needs a box * 1167712

Remington

Confidential

5404

10/19/10

700 Log Sheet – 2010 CNBC Story

Date: 12-10-10 CSR: Danny

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☒ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: 66216251

Send an ARS label

Comments:

See Product Services

700 Log Sheet - 2010 CNBC Story

Date: 12/10/10 CSR: Chris

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☒ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Transfer to Product Service

700 Log Sheet - 2010 CNBC Story

Date: 12/10/10 CSR: Andrea 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 sending rifle in for GMP

700 Log Sheet - 2010 CNBC Story

Date: 12/10/10 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 stated rifle discharged without pulling trigger. ~~Ref~~ Xfered to Product Services

700 Log Sheet - 2010 CNBC Story

Date: 12-10 CSR: CF+C

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington

☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)

☒ Inquisitive about Remington position

☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700

☐ seeking company feedback regarding direction/use of personal Model 700

☐ claims they experienced a "safety" related issue with their personal Model 700

☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: 6723841 1974

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 12/10 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, Lion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

General Question

700 Log Sheet – 2010 CNBC Story

Date: 12/16/10 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 #: F6641864

Send an ARS label

Comments:

Serial # check

*****Internal Use Only*****

700 Log Sheet - 2010 CNBC Story

Date: 12/10/10 CSR: L/N

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington

☒ Supportive of Remington

☐ Angry at CNBC for airing

☐ Supportive of CNBC

wife

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)

☐ Inquisitive about Remington position

☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700

☐ seeking company feedback regarding direction/use of personal Model 700

☐ claims they experienced a "safety" related issue with their personal Model 700

☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory?

YES

NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: A6295398 - 76
A6792088 - 79

Send an ARS label

Comments:

SMP

700 Log Sheet - 2010 CNBC Story

Date: 12-10-10 CSR: [Signature]

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

243 discharge when
safety released

*Transfer to
Product
Service*

700 Log Sheet - 2010 CNBC Story

Date: 12-10-10 CSR: [Signature]

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700

☒ claims they experienced a "safety" related issue with their personal Model 700

☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

788 - Misfired - transferred
Product Service

700 Log Sheet - 2010 CNBC StoryDate: 12/10/10 CSR: DellIs the customer calling as a result of the broadcast? YES (NO)Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

n/a

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

n/a

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☒ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? (YES) NOConsumer Name: Robert PascalAddress: 2086 Spring Garden RdNew Bern, NC 28562Phone: 252-639-9975Serial #: T6214774 m/700, 308

Send an ARS label

bought + used

Comments:FSR- No damage, No injury

Remington

Confidential

5389

10/19/10

700 Log Sheet - 2010 CNBC Story

Date: 12/10/10 CSR: Dell

Is the customer calling as a result of the broadcast? YES (NO)

Initial tone/Attitude of the caller:

 Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

n/a

Nature/Purpose of Call:

 Calling to offer support (pro-Remington).
 Inquisitive about Remington position
 Calling to provide broadcast feedback

n/a

Customer Owns a Model 700:

 General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
✓ claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? (YES) NO

Consumer Name: Johnnie Brown

Address: 192 B Greenham Rd

Cumpler, NC 28617

Phone: 336 952 3204 (home)

Serial #: 6667 2254 m700, 243

Send an ARS label

orig owner

Comments:

12/4/10 - FSR - shot through truck & hit transmission
did not ruin transmission - never had this happen
before

* Send a box * 1167497

Remington

Confidential

5308

10/19/10

700 Log Sheet – 2010 CNBC Story

Date: 12/10/10 CSR: De 11

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☒ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington).
☒ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☒ has not experienced a problem but wants firearm inspected (fill out address) send to an factory ~~REAR~~

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: West Georgia Trading Post

Address: 523 Pacific Ave
Freeman, GA 30110

Phone: 770-557-1171 (work)

Serial #: 010322397 m/700, 30-06

* ***Send an ARS label*** *

Comments:

No problem w/ rifle but he has it for
sale & wants it checked out

Remington

Confidential

5387

10/19/10

700 Log Sheet - 2010 CNBC Story

Date: 12/10/10 CSR: De 11

Is the customer calling as a result of the broadcast? (YES) NO → Internet

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

n/a

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

n/a

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☒ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? (YES) NO

Consumer Name: Jay Sparks

Address: 16611 Rock Creek Rd
Shawnee, OK 74801

Phone: 918-520-3791 (work cell)

Serial #: C6216251 m/700, 50-06

Send an ARS label

Comments:

Deer hunting 2 wks ago & had a
FSR - Never had a problem before

*Need a box * 1167465
 Remington

Confidential

5286

10/19/10

700 Log Sheet - 2010 CNBC Story

Date: 12/10/10 CSR: Deil

Is the customer calling as a result of the broadcast? YES (NO)

Initial tone/Attitude of the caller:

 Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC n/a

Nature/Purpose of Call:

 Calling to offer support (pro-Remington)
 Inquisitive about Remington position n/a
 Calling to provide broadcast feedback

Customer Owns a Model 700:

 General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
✓ claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? (YES) NO

Consumer Name: Robert Kennedy

Address: 5 Rab Ct.

Porter, TX 77515

Phone: 281.932.9981 (cell)

Serial #: B6031958 m/700, 243 Win

Send an ARS label

Comments:

*orig. owner
 wkennedy@kennedyresource.com*

Gun is 30 yrs. old - Gun fired on him

Safety On No damage, No injury

Remington

Confidential

5205

10/19/10

12-13-2010 Total calls
2623

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

5415

Date: 12/13/10 CSR: CA

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington).
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☒ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? (YES) NO *new week ago*

Consumer Name: Kendall Benner *700 Mtn - FSR*

Address: 51 Elroy Rd *5 yrs ago - local gunsmith checked it, but it happened*
Souderton PA 18964 *a week ago again*

Phone: cell - 215-570-4773 *never on 1st shot, 2nd shot from clip. FSR*

Serial #: D 6273127 '98

Send an ARS label *Y 30-06*

Comments:
box 2 ARS 1168090

700 Log Sheet - 2010 CNBC Story

Date: 12/13/10 CSR: [Signature] 5414

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☒ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they 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 McCleskey

Address: POB 647, Pellafonts NM

ship 412 Warm Spgs Blvd. 8793

Phone: cell 575-740-0570

Serial #: A6368211 2nd hand - 8 yrs

Send an ARS label Y

Comments:

FSR - Friday 1st time
 Had vest w/ zipper 1/2 up.
 Any pressure on trigger.

*****Internal Use Only*****
700 Log Sheet - 2010 CNBC Story

Date: 12/13/10 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:

Wanted to participate in the Safety
Modification Program

700 Log Sheet - 2010 CNBC Story

Date: 12/13/10 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: Ed Benoit

Address: 254 Justice Hill Rd
Sterling, MA 01564

Phone: 978-422-9930

Serial #: N/A

Send an ARS label

Comments:

SENDING IN FOR SMO

700 Log Sheet - 2010 CNBC Story

Date: 12/13/10 CSR: Chavis

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☒ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product 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 Mtn transfer to product service

*****Internal Use Only*****
700 Log Sheet - 2010 CNBC Story

Date: 12/13/10 CSR: Chr.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 #: _____

Send an ARS label

Comments:

Asking about "what is the walker trigger?"

*****Internal Use Only*****
700 Log Sheet - 2010 CNBC Story

Date: 12/13/10 CSR: Chris

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: AG512916 (1980)

Send an ARS label

Comments:

SMP

700 Log Sheet - 2010 CNBC Story

Date: 12/13/10 CSR: Choi's

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☒ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Transfer to product service

*****Internal Use Only*****
700 Log Sheet - 2010 CNBC Story

Date: 12-13-10 CSR: Ron

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

 Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

 Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

 General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? (YES) NO

Consumer Name: Ron Robinson

Address: _____

Phone: _____

Serial #: A6566605 (78)

Send an ARS label

Comments:

Gun was sent in once before
(I sent label to get Gun in)

700 Log Sheet - 2010 CNBC Story

Date: 12-13-12 CSR: Rog

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

 Angry at Remington ☒ Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

☒ Calling to offer support (pro-Remington)
☒ Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they 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 Mulkey

Address: _____

Phone: (504) 305-1001

Serial #: D661084-1 E6785805

Send an ARS label (203)

Comments: _____

700 Log Sheet - 2010 CNBC Story

Date: 12-13-10 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 SEVEN

☐ seeking company feedback regarding direction/use of personal Model 700

☐ claims they experienced a "safety" related issue with their personal Model 700

☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Gray R. Llow

Address: _____

Phone: _____

Serial #: 77 82387

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 12-13-10 CSR: Ren

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☒ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☒ Calling to offer support (pro-Remington)
☒ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: B I I Orleans

Address: _____

Phone: _____

Serial #: 6317657

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 12/13 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, Lion 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: _____ 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)

X Inquisitive about Remington position

X Calling to provide broadcast feedback

Customer Owns a Model 700:

X General concern of safety with personal model 700

X seeking company feedback regarding direction/use of personal Model 700

___ claims they experienced a "safety" related issue with their personal Model 700

___ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: Q6393493 1999 56237564 1993

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 12/13/10 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:

SMP

700 Log Sheet - 2010 CNBC Story

Date: 12/13/10 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 #: 56573627

Send an ARS label

Comments:

Serial # check

700 Log Sheet - 2010 CNBC Story

Date: 12/13/10 CSR: Watts

Is the customer calling as a result of the broadcast? YES NO Probably

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product 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 question

700 Log Sheet - 2010 CNBC Story

Date: 12/13/10

CSR: Wattz

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington

☐ Supportive of Remington

☐ Angry at CNBC for airing

☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)

☐ Inquisitive about Remington position

☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700

☐ seeking company feedback regarding direction/use of personal Model 700

☐ claims they experienced a "safety" related issue with their personal Model 700

☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

SNP Program. Sending in

700 Log Sheet - 2010 CNBC Story

Date: 12/13 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 #: B6811202

Send an ARS label

Comments:

Shirley Bush

700 Log Sheet – 2010 CNBC Story

Date: 12/13/10 CSR: Dell

Is the customer calling as a result of the broadcast? YES ☐ NO ☒

Initial tone/Attitude of the caller:

___ Angry at Remington ___ Supportive of Remington
___ Angry at CNBC for airing ___ Supportive of CNBC

n/a

Nature/Purpose of Call:

___ Calling to offer support (pro-Remington).
___ Inquisitive about Remington position
___ Calling to provide broadcast feedback

n/a

Customer Owns a Model 700:

___ General concern of safety with personal model 700
___ seeking company feedback regarding direction/use of personal Model 700
☒ claims they experienced a "safety" related issue with their personal Model 700
___ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? ☒ YES ☐ NO

Consumer Name: Patty Pixley

Address: 3715 Gulf Mill Rd

Orchard, NY 14101

Phone: 716-353-4259 (home)

Serial #: 71017327 m/710, 30-06

Send an ARS label

passed down

Comments:

Fired with safe on - No damage, no injury

700 Log Sheet – 2010 CNBC StoryDate: 12/13/10 CSR: DellIs the customer calling as a result of the broadcast? YES (NO)Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

n/a

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

n/a

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☒ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? (YES) NOConsumer Name: John SchottAddress: 939 Willow Creek Cir.San Marcos, TX 78666Phone: 512 393 5612 (work)Serial #: 6615489 m/700, 25-06

Send an ARS label 6746935 - 30-06 orig. owner

Comments: 25-06 caliber12/12/10 - FSE while hunting. No damage, No injury

Remington

Confidential

54107

10/19/10

Date: 12/13/10 CSR: CM

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☒ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory?

YES

NO

Consumer Name: Lee Marchant

Address: 288 Marchant Rd.

TyTy GA 31795

Phone: 229-776-2828

Serial #: G6562070

Send an ARS label

Comments:

4 yrs. ago - new
 700 SPS this past Fri
~~1000~~ Firing on bolt
 closing-

700 Log Sheet - 2010 CNBC Story

5409

Date: 12/13/10 CSR: CM

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington

☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)

☐ Inquisitive about Remington position

☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700

☐ seeking company feedback regarding direction/use of personal Model 700

☒ claims they experienced a "safety" related issue with their personal Model 700

☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory?

YES

NO

Consumer Name: Preston Sanders

Address: 25 Train Trail POB246

Newton, Hamilton, PA

h 814-542-8258 17075
Phone: 717-578-0866

Serial #: 760

Send an ARS label

Comments:

Box LARS 1167789

blew clip out - rec. bulged
deer - 2nd shot out of gun.
ammo Win. 270 ← 2 yrs. old

700 Log Sheet - 2010 CNBC Story

5408

Date: 12/13/10 CSR: CM

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☒ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory?

YES NO

Consumer Name: Noel Roberts

Address: 4733 Winifred Dr.

Chat. TN 37415

Phone: 423-421-0065

Serial #: A6609410 new-yrs. ago '78

Send an ARS label

Comments:

700 BDL 30-06 FSR
happened about 2yrs. ago +
then last year.

700 Log Sheet - 2010 CNBC Story

5406

Date: 12/13/10 CSR: Ph

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington).
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☒ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

710-2nd hand

Consumer Name: Charlie King

4-5 yrs ago

Address: 3387 Ashland Rd
Reidsville NC 27320

accid shot hole in door
of truck. Thought something
he did. Put it up
Tried it this year. & Fired
when closing bolts

Phone: 336-346-6968

Serial #: 71087168

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 12/13/10 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 #: E 6279953

Send an ARS label

Comments: _____

12-14-2010 Total calls 2369

CALLING AS RESULT OF BROADCAST

Yes ++++++ 11

No 1111

ATTITUDE

Angry at Remington

Angry CNBC

Supportive of REM 1111

Supportive of CNBC

NATURE/PURPOSE OF CALL

Offer Support 1111

Inquisitive on Rem position 11

Calling to provide Broadcast feedback

OWNS MODEL 700

General Concern ++++++ 11

Feedback

Safety Issue +++++

No Problem w/ firearm 1

ARS sent +++++ 1

TO PRODUCT SERVICES +++++

S/N check ++++++ 11

700 Log Sheet - 2010 CNBC Story

Date: 12/14/10 CSR: Dell

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

___ Angry at Remington ___ Supportive of Remington
___ Angry at CNBC for airing ___ Supportive of CNBC

n/a

Nature/Purpose of Call:

___ Calling to offer support (pro-Remington)
___ Inquisitive about Remington position
___ Calling to provide broadcast feedback

n/a

Customer Owns a Model 700:

___ General concern of safety with personal model 700
___ seeking company feedback regarding direction/use of personal Model 700
☒ claims they experienced a "safety" related issue with their personal Model 700
___ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Michael Sibolowski

Address: 208 Whitcomb Ave

West Union, WV 26056

Phone: 304 938 0831 (cell)

Serial #: n/a m/700, 204 Ruger

Send an ARS label

orig. owner

Comments:

FSR - 2 wks ago No damage, No injury

700 Log Sheet - 2010 CNBC Story

Date: 12/14/10 CSR: Deil

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

☒ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☒ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☒ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they 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 Akerlund

Address: 2021 Leafwood Ln.
Arcadia, CA 91007

Phone: 626-446-2219

Serial #: G6295261 m/700, .223

Send an ARS label

Comments:

Target shooter. Couple of mos. ago the gun had FSR
No damage, No injury

Remington

Confidential

5432

10/19/10

700 Log Sheet - 2010 CNBC Story

Date: 12/14/10 CSR: Dell

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

 Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

n/a

Nature/Purpose of Call:

 Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

n/a

Customer Owns a Model 700:

 General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
☒ claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Joseph Kusso

Address: 54 Ctr Rd 22536 Anx
Cleveland, TX 77327

Phone: 281 659 9228 (home)

Serial #: n/a m/700, 270 win

Send an ARS label

used

Comments:

Mrs. ago had a FBC - No damage, No i.g.

Needs a box 1168703
Remington

Confidential

5433

10/19/10

700 Log Sheet - 2010 CNBC Story

5423

Date: 12/14/10 CSR: M

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington).
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☒ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO *new @gunshow*

Consumer Name: Steven Ventidique 700 223

Address: 323 Ridgmont Ave
San Antonio TX 78209 *difficulty putting rnd in battery, stff to close*

Phone: 210-373-9368 *bolt.*

Serial #: G-6852402 *Fired on bolt closing.*

Send an ARS label Y

Comments:

700 Log Sheet - 2010 CNBC Story

5421

Date: 12/14/10 CSR: CA

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

*sent email but
doesn't have ARS*

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☒ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they 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 Bassie

Address: 15400 Swan Ct

Gulfport MS 39503

Phone: C 228-596-3537

Serial #: D 6842779

Send an ARS label

Y

*2nd hand
FSR had it several
yrs lets people
borrow it.
1st time it happened a
few days ago.*

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 12-14-10 CSR: Danny

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: A6351558

Send an ARS label

Comments:

SMP questions

700 Log Sheet - 2010 CNBC Story

Date: 12/14/10 CSR: LR

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☒ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments: _____

700 Log Sheet - 2010 CNBC Story

Date: _____ CSR: 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 #: 6358300

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 12/14 CSR: Erin

Is the customer calling as a result of the broadcast? YES (NO)

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: E6893766

Send an ARS label

Comments:

Gen Info

700 Log Sheet - 2010 CNBC Story

Date: 12/14/10 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 #: E6732995

Send an ARS label

Comments:

Wanted to know that his rights
were ok

700 Log Sheet - 2010 CNBC Story

Date: 12/14/10 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:

Recall question. San P Answer

*****Internal Use Only*****
700 Log Sheet - 2010 CNBC Story

Date: 12-14-10 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: DEAN DEAN

Address: _____

Phone: 6858002 (934)

Serial #: _____

Send an ARS label

Comments: _____

700 Log Sheet - 2010 CNBC Story

Date: 12-14-10 CSR: Ron

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☒ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☒ Calling to offer support (pro-Remington)
☒ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: MARK FRIZZIN

Address: _____

Phone: _____

Serial #: # 285156

Send an ARS label

Comments:

*****Internal Use Only*****
700 Log Sheet - 2010 CNBC Story

Date: 12/14 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: 12-14-10 CSR: Danny

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☒ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Tom Schott

Address: 1303 Oleander
New Braunfels Tx 78130

Phone: 512-757-0678

Serial #: 6484973

Send an ARS label

Comments:

ARS Requested

12-15-2014. Total Calls 1936

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: 12/15/10 CSR: Dell

Is the customer calling as a result of the broadcast? YES (NO)

Initial tone/Attitude of the caller:

 Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

n/a

Nature/Purpose of Call:

 Calling to offer support (pro-Remington).
 Inquisitive about Remington position
 Calling to provide broadcast feedback

n/a

Customer Owns a Model 700:

 General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
✓ claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? (YES) NO

Consumer Name: Tim Purdy

Address: 408 River Rd

muscle Shoals, AL 35661

Phone: 256-381-7675 (Home)

Serial #: EL861105 m/700, 30-06

Send an ARS label

used

Comments:

12/14/10 - Delayed firing

Hurt thumb - no medical treatment

Needs a box 1168959
Remington

Confidential

5444

10/19/10

700 Log Sheet - 2010 CNBC Story

Date: 12/13/10 CSR: Dell

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

 Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

 Calling to offer support (pro-Remington)
✓ Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

 General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
✓ claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? (YES) NO

Consumer Name: Dr. Craig Johnson

Address: 1209 County Club Ln.
Mason, IA 50563

Phone: 716-469-3329 (home)

Serial #: B6904255 m/700, 22-250
 Send an ARS label orig. owner

Comments:

In the past it would fire w/ safe on
No damage, no injury

Box order # 1168926
 Remington

Confidential

5443

10/19/10

700 Log Sheet - 2010 CNBC Story

Date: 12/15/10 CSR: DeH

Is the customer calling as a result of the broadcast? YES (NO)

Initial tone/Attitude of the caller:

 Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

n/a

Nature/Purpose of Call:

 Calling to offer support (pro-Remington)
✓ Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

 General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
✓ claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES (NO)

Consumer Name: William Lane

Address: 4933 Jenkins Ln

Baldwin, MD 21013

Phone: 410-591-1394

Serial #: n/a m/700

Send an ARS label

Comments:

only used during deer season. Twice he has
had a FSIC over the last 2 yrs. - Refused to send
gun into us. will take to a gunsmith

Remington

Confidential

10/19/10

4441

700 Log Sheet – 2010 CNBC Story

Date: 12/15/10 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

had it a long time

Consumer Name: Gunrunners Inc

Address: 205 Arlington St

Ada OK 74820

Phone: 580-272-0579

Serial #: G-6321912 2003

email: gunrunnersinc@gmail.com

Send an ARS label

Y

Comments:

700 Log Sheet – 2010 CNBC Story

5447

Date: 12/15/10 CSR: CA

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☒ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: John Corsi 700 had it a # of years
Address: 2822 S.W. 50th Terr took on pig hunt it
Cape Coral FL 33914 fired on safety released.
Phone: 239-699-0771 He was able to duplicate.
Serial #: E6275961

Send an ARS label ✓ jcheyssailer@gmail.com

Comments: box & ARS 1169060

700 Log Sheet - 2010 CNBC Story

Date: 12/15/10 CSR: CM 5446

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☒ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the 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: Rick Teetrick

Address: 814 Loch Haven Blvd

Maumee OH 43537

Phone: 419-893-9000

Serial #: ~~000000~~ E6618793

Send an ARS label

Comments:

box w/ scope & ARS 1168962

700 BDL LH - only shot a few times
 FSR or sometimes delayed discharge
 Says it has a light trig. pull.
 Never adjusted, came that way.

700 Log Sheet - 2010 CNBC Story

5442

Date: 12/15/10 CSR: PH

Is the customer calling as a result of the broadcast? YES (NO)

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory?

(YES)

NO had sev. yrs

Consumer Name: Keith Truitt

700 - 308 - hunting this fall

Address: POB 6328, Ozark Electric

Has bolt lock. FSR

Siloam Spgs AR

501 N Lincoln St Took to local smith & the

Phone: 72761 479-427-7771

Son said 2 yrs. ago it happened

Serial #: A 6752948 '75

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 12/15/10 CSR: Deil

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

n/a

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

n/a

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☒ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Raymond Campfield

Address: 2721 S. Hardy
Independence, MO 64052

Phone: 816 252 8648 (home)

Serial #: n/a m700, 30-06

Send an ARS label

used

Comments:

Fired on bolt opening - Scratched in Nov.
Never had problem before. No damage, no injury

* Needs a box * 1169001

Remington

Confidential

5448

10/19/10

700 Log Sheet - 2010 CNBC Story

5440

Date: 12/15/10 CSR: Chy

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington).
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☒ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO had it long time

Consumer Name: Leroy P. Benson 700 243 just started

Address: 2130 Montmorenci Rd couple yrs ago

Ridgeway PA 15853

Phone: 814-772-3041

Serial #: _____

Send an ARS label U

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 12/15/10 CSR: LM

5439

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☒ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory?

YES NO

Consumer Name: Bledsoe Stahl

Address: 2934 Cto Rd. 463

Stockdale TX 78160

Phone: 830-534-5935

Serial #: n/a

Send an ARS label Y

Comments:

label for ammo

+ label for rifle

used - gift from parents
700 BDL years past.
FSR twice.
Recently fired gun hunting
went to eject shell.
was tight went to
put another in the chamber
wouldn't close, several
times. Tough closing.
hard to open then
wouldn't slide back
Turned it over &
bruised it a couple
times. Took cleaning rod

Remington

Confidential

10/19/10

700 Log Sheet - 2010 CNBC Story

Date: 12/15/10 CSR: Dell

Is the customer calling as a result of the broadcast? (YES) NO

Internet

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington

☐ Angry at CNBC for airing ☐ Supportive of CNBC

n/a

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)

☐ Inquisitive about Remington position

☐ Calling to provide broadcast feedback

n/a

Customer Owns a Model 700:

☐ General concern of safety with personal model 700

☐ seeking company feedback regarding direction/use of personal Model 700

☒ claims they experienced a "safety" related issue with their personal Model 700

☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? (YES) NO

Consumer Name: Kenneth Richardson

Address: 3131 Hwy 100

Ceremonville, TN 37033

Phone: 931-670-6490 (home)

Serial #: n/a m/700, 30-06

Send an ARS label

used

Comments:

FBC - 2 wks ago - shot hole in ceiling of house

Needs a box 1168714

Remington

Confidential

5434

10/19/10

700 Log Sheet – 2010 CNBC Story

Date: 12-15-10 CSR: Danny

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

SMP Questions

700 Log Sheet - 2010 CNBC Story

Date: 12/15 CSR: ERJ

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☒ seeking company feedback regarding direction/use of personal Model 700
☒ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product 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 SVCS

700 Log Sheet - 2010 CNBC Story

Date: 12/15 CSR: Emie

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☒ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product 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 sus

*****Internal Use Only*****
700 Log Sheet - 2010 CNBC Story

Date: 12/15 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: 12/15/10 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 #: 66389297

Send an ARS label

Comments:

Serial # check

700 Log Sheet – 2010 CNBC Story

Date: 12/15/10 CSR: L. 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 #: 260491

Send an ARS label

Comments:

Sent to Gunsmith to check up
as he hasn't shot, maintained it for 30 yrs

700 Log Sheet – 2010 CNBC Story

Date: 12/15/10 CSR: cah

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: 6884033

Send an ARS label

Comments:

Send check

700 Log Sheet - 2010 CNBC Story

Date: 12-15-10 CSR: UN

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington

☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)

☐ Inquisitive about Remington position

☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700

☐ seeking company feedback regarding direction/use of personal Model 700

☒ claims they experienced a "safety" related issue with their personal Model 700

☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

700 Fired on it own in
Product service

700 Log Sheet - 2010 CNBC Story

Date: 12-15-10 CSR: LW

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington

☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)

☐ Inquisitive about Remington position

☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700

☐ seeking company feedback regarding direction/use of personal Model 700

☐ claims they experienced a "safety" related issue with their personal Model 700

☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

gmp

700 Log Sheet - 2010 CNBC Story

Date: 12-15-10 CSR: LMW

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☒ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

fires - xferred to Product Service

700 Log Sheet - 2010 CNBC Story

Date: 12-15-10 CSR: Ren

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☒ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☒ Calling to offer support (pro-Remington)
☒ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
☒ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Steve McKee

Address: _____

Phone: _____

Serial #: 46765818

Send an ARS label

Comments:

*****Internal Use Only*****
700 Log Sheet - 2010 CNBC Story

Date: 12/15/10 CSR: Chris

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☒ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Just noted broadcast, called in for other
reason

*****Internal Use Only*****

700 Log Sheet - 2010 CNBC Story

Date: 12/15/10 CSR: Chris

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: 6835921 (1975)

Send an ARS label

Comments:

Age

700 Log Sheet - 2010 CNBC Story

Date: 12/15/10 CSR: Chris

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington

☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)

☐ Inquisitive about Remington position

☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700

☐ seeking company feedback regarding direction/use of personal Model 700

☒ claims they experienced a "safety" related issue with their personal Model 700

☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

_____ If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Hang fires - Transfer to Product Service

*****Internal Use Only*****
700 Log Sheet - 2010 CNBC Story

Date: 12/15/10 CSR: Chris

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☒ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

_____ If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Claimed FSR → Transfer to Product Service

700 Log Sheet - 2010 CNBC Story

Date: 12-15-10 CSR: JJT

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☒ claims they experienced a "safety" related issue with their personal Model 700 10-15415 ago
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they 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 Clan

Address: 8315 Regency Woods Way
Louisville, KY 40220

Phone: 502-499-1778

Serial #: N/A

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 12-15-10 CSR: JJT

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

 Angry at Remington ☒ Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

 Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: ~~XXXX~~ Norman Estarolini

Address: Pompton Plains, NJ

Phone: 973-831-4241

Serial #: B6854828 (1988)

.308

Send an ARS label

Comments:

web referral

12-16-2010 Total calls 1872

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: 12-16 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 #: B6266789

sn check

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 12/16 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:

SMP

700 Log Sheet - 2010 CNBC Story

Date: 12-16 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:

AMP mowhawk

*****Internal Use Only*****
700 Log Sheet - 2010 CNBC Story

Date: 12-18-10 CSR: Ron

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☒ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☒ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: ERIC HOWE

Address: _____

Phone: _____

Serial #: no #

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 12-16-10 CSR: Ron

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☒ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☒ Calling to offer support (pro-Remington)
☒ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Richard Fitzworth

Address: _____

Phone: _____

Serial #: 35 year old no #

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 12/16 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:

*****Internal Use Only*****
700 Log Sheet - 2010 CNBC Story

Date: 12-16-10 CSR: JJT

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Lion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: 810-231-3365

Serial #: _____

Send an ARS label

Comments:

web referral

700 Log Sheet - 2010 CNBC Story

Date: 12/16/10 CSR: *CR* 5459

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☒ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they 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 Bendele

Address: 1511 Alma Ct

Richard TX 77406

Phone: 281-238-9195

Serial #: 6441841 1971

1970's
700.270 Pushed safety off
a shot hole indoors
backseat.
1st time
\$500 deductible shot truck

Send an ARS label

Comments:

box & ARS 1169459
may

700 Log Sheet – 2010 CNBC Story

5454

Date: 12/16/10 CSR: Ma

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington).
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☒ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory?

YES NO

Consumer Name: James H. Oliver - owner

Address: 334 Scarite Rd

Phone: 619-987-2570

Serial #: W-619-544-6545

Send an ARS label Y

Comments:

new - 25 yrs.
700 7mm Rem pulled trig.
& it clicked, raised
bbl & it fired.
Has never removed firing
pin from bolt & cleaned

700 Log Sheet - 2010 CNBC Story

Date: 12/16/10 CSR: PH

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☒ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they 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 Pittford 3rd season w/it.

Address: 1291 Big Bend Rd.
1 E. Kenton PA 16373

Phone: 724-679-2326

Serial #: DC6609 295

Send an ARS label Y

Comments:

box for scope + ARS 1169489

700 Log Sheet – 2010 CNBC Story

Date: 12/16/10 CSR: CM

Is the customer calling as a result of the broadcast? YES ☒ NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington).
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☒ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory?

☒ YES

☐ NO

Consumer Name: Lonnie Daley

Address: 413 W Main St

Eagle Lake TX 77434

Phone: 800-918-7232

Serial #: E6493938 . 270 '98

Send an ARS label

Comments:

has a box

*about new TX
 700 hunting this weekend
 Unloading & got to last shell
 pushed bolt to cycle it fired
 shot hole in friends camper trailer.*

12-17-2010 total calls 1887

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: 12/17/10 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:

X Mark no quotes

700 Log Sheet - 2010 CNBC Story

Date: 12/17/10 CSR: Dell

Is the customer calling as a result of the broadcast? YES (NO)

Initial tone/Attitude of the caller:

___ Angry at Remington ___ Supportive of Remington
___ Angry at CNBC for airing ___ Supportive of CNBC *n/a*

Nature/Purpose of Call:

___ Calling to offer support (pro-Remington)
___ Inquisitive about Remington position *n/a*
___ Calling to provide broadcast feedback

Customer Owns a Model 700:

___ General concern of safety with personal model 700
___ seeking company feedback regarding direction/use of personal Model 700
☒ claims they experienced a "safety" related issue with their personal Model 700
___ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? (YES) NO

Consumer Name: John Hart

Address: 682 Cedar Grove Rd
Winchester, VA 22603

Phone: 540 667 9638 (home)

Serial #: B6619603 *m700, 270 win*

Send an ARS label

Comments:

12/16/10 - had a FSR - No damage, no injury

700 Log Sheet - 2010 CNBC Story

Date: 12/17/10 CSR: Dell

Is the customer calling as a result of the broadcast? YES (NO)

Initial tone/Attitude of the caller:

 Angry at Remington ☒ Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

 Calling to offer support (pro-Remington)
 Inquisitive about Remington position n/a
 Calling to provide broadcast feedback

Customer Owns a Model 700:

 General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
☒ claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? (YES) NO

Consumer Name: Max I. Lunsford

Address: 52 Hawks Tr.
Hendersonville, NC 28741

Phone: C: 828-388-0734

Serial #: n/a m/700, 270 Win

Send an ARS label

orig owner

Comments:

FBC - dry firing No damage Absin jing
Never used prod. before

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:

700 Log Sheet - 2010 CNBC Story

Date: 12/17 CSR: Erin

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington

☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)

☐ Inquisitive about Remington position

☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700

☐ seeking company feedback regarding direction/use of personal Model 700

☒ claims they experienced a "safety" related issue with their personal Model 700

☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product 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 Sues.

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:

General Questions

*****Internal Use Only*****
700 Log Sheet - 2010 CNBC Story

Date: 12/17/10 CSR: WTH

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: Email in for TX / Right now

Send an ARS label

Comments:

Xferred to PS due to
Fire a Close

700 Log Sheet - 2010 CNBC Story

Date: 12/17/10 CSR: Watts

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Neither

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

None

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: F6266264

Send an ARS label

Comments:

Used Remington a gunsmith look at it
for his piece of mind

700 Log Sheet - 2010 CNBC Story

Date: 12/17/10 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:

Serial # check

700 Log Sheet - 2010 CNBC Story

Date: 12/17/10 CSR: Watts

Is the customer calling as a result of the broadcast? YES NO Indirect

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product 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: 12/17/10 CSR: LMW

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☒ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☒ Calling to offer support (pro-Remington)

☐ Inquisitive about Remington position

☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700

☐ seeking company feedback regarding direction/use of personal Model 700

☐ claims they experienced a "safety" related issue with their personal Model 700

☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Wayne

Address: _____

Phone: _____

Serial #: 676 3402 fires intermittently

Send an ARS label

Comments:

C639204 - ball handle fell off

700 Log Sheet - 2010 CNBC Story

Date: 12-17-0 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: Charles McLinton

Address: _____

Phone: _____

Serial #: Prc 82 NO Serial #

Send an ARS label

Comments:

Will not send Gun to

*****Internal Use Only*****
700 Log Sheet - 2010 CNBC Story

Date: 12-17-10 CSR: Rov

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☒ Angry at Remington ☒ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☒ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
☒ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they 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 ELLIOTT

Address: AR

Phone: 205-522-2215

Serial #: C 6897881 (1994)

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 12-17-10 CSR: Ron

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☒ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☒ Calling to offer support (pro-Remington)
☒ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
☒ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Whitley Vick

Address: _____

Phone: _____

Serial #: New Gun

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 12/12/10 CSR: Chris

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☒ Calling to offer support (pro-Remington)
☒ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments: _____

700 Log Sheet - 2010 CNBC Story

Date: 12/17/10 CSR: chris

Is the customer calling as a result of the broadcast? YES ~~NO~~

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: 6810124 (1975)

Send an ARS label

Comments:

Age

*****Internal Use Only*****
700 Log Sheet - 2010 CNBC Story

Date: 12/17/10 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 YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: 6789052 (1975)

Send an ARS label

Comments:

SMP

700 Log Sheet - 2010 CNBC Story

Date: 12/17/10 CSR: Olivia

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: 56206367 (1992) 56247125 (1994) B6513193 (1985)

Send an ARS label

Comments:

Check to see if SMP

700 Log Sheet - 2010 CNBC Story

Date: 12/17/10 CSR: Travis

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
☒ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments: _____

700 Log Sheet - 2010 CNBC Story

Date: 12/17/2010 CSR: Travis

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington

☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)

☐ Inquisitive about Remington position

☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700

☒ seeking company feedback regarding direction/use of personal Model 700

☐ claims they experienced a "safety" related issue with their personal Model 700

☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

A 6565050

10-20-2010 Total Calls 2379

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: 12/20/2010 CSR: Travis

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

 Angry at Remington Supportive of Remington

 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

 Calling to offer support (pro-Remington)

 Inquisitive about Remington position

 Calling to provide broadcast feedback

Customer Owns a Model 700:

X General concern of safety with personal model 700

X seeking company feedback regarding direction/use of personal Model 700

 claims they experienced a "safety" related issue with their personal Model 700

 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

_____ If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

C 6610272

*****Internal Use Only*****
700 Log Sheet - 2010 CNBC Story

Date: 12-20-10 CSR: Row

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☒ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☒ Calling to offer support (pro-Remington)
☒ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: JAMES SCOTT

Address: _____

Phone: (317) 965-9340

Serial #: B6245048 + A6256966

Send an ARS label

Comments: _____

700 Log Sheet - 2010 CNBC Story

Date: 12-22-10 CSR: Ror

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☒ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☒ Calling to offer support (pro-Remington)
☒ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

_____ If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: WYNNE ALTRICHTER

Address: _____

Phone: _____

Serial #: E68 101017 1385

Send an ARS label

Comments: _____

700 Log Sheet - 2010 CNBC Story

Date: 12/20/10 CSR: CM

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington) .
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☒ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Lion NY).

Did they agree to return it to the factory? YES NO *new rifle 9pms.*
Consumer Name: Wm. Beam *on hunting trip*
Address: 1400 N. 16th St *unloaded gun, cleaned,*
Purray KY 42071 *put bolt back*
Phone: 502-836-7278
Serial #: 56745623 *went through door in*
Send an ARS label Y *hotel, \$1000 estimate.*

Comments:

ARS

700 Log Sheet - 2010 CNBC Story

Date: 12/20/10 CSR: M

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☒ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? (YES) NO 700 X 2

Consumer Name: James Scott

Address: 7693 W Williamswood Dr.
New Palestine IN 46163

Phone: 317-965-9340
yesterday's incid # B6299649
 Serial #: A6296966

Send an ARS label

Comments:

1170320
2-ARS + 2 boxes

*Came back from hunting, la
 in back seat of truck
 pushed safety off & it
 fired. Never had it happen
 before.*

*The other he had some
 problem but thought
 he did something*

700 Log Sheet - 2010 CNBC Story

5474

Date: 12/20/10 CSR: CM

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington).
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700.
☐ seeking company feedback regarding direction/use of personal Model 700
☒ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? (YES) NO

Consumer Name: Flavio Romero

Address: 2834 Douglas Dr
Burlington KY 41005

Phone: C-859-308-0015

Serial #: _____

Send an ARS label Y

Comments:

bought in Apr. '09
 WalMart, Florence
 paid \$337 holds 4, load
 it, loaded chamber, laid
 down & it fired.
 Did it a couple more times
 Had not pulled.

700 Log Sheet - 2010 CNBC Story

5472

Date: 12/20/10 CSR: CM

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☒ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Scott Stadler 700 CDL 30-06 Fires

Address: W279 N 7640 Center Gt FSR
Hartland, WI 53029 Rd

Phone: 414-333-9660

Serial #: G 6582426 new Cabelar

Send an ARS label Y

Comments:

box + ARS 1170134

700 Log Sheet - 2010 CNBC Story

5469

Date: 12/20/10 CSR: CM

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☒ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Brian Smith new 700 - had 2 yrsAddress: 3214 N Northshore Blvd 3 wks ago FSRWichita KS 67205Phone: W-620-669-6439 cut thumbSerial #: B6529660 can't duplicate but once***Send an ARS label*** YComments:ARS + box 1170083

700 Log Sheet - 2010 CNBC Story

5465

Date: 12/20/10 CSR: CM

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington).
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

101214-000030

Customer Owns a Model 700:

☐ General concern of safety with personal model 700.
☐ seeking company feedback regarding direction/use of personal Model 700
☒ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory?

YES

NO

Consumer Name: Myron Book

Address: 2497 Riverside Dr.

Lexington NC 27292

Phone: 336-499-5661

Serial #: A6452187 new 30 yrs

Send an ARS label Y ago

Comments:

ARS

LH rifle
 son & he were sighting
 son unloading rifle & it
 accid. discharged.
 Has bolt lock.
 1st time it happened
 ?

700 Log Sheet - 2010 CNBC Story

Date: 12/20 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: _____

12-21-2010 Total Calls 1985

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: 12/21/10 CSR: Travis

Is the customer calling as a result of the broadcast? YES ~~NO~~

Initial tone/Attitude of the caller:

American Rifleman mag

☐ Angry at Remington ☐ Supportive of Remington

☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)

☐ Inquisitive about Remington position

☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700

☒ seeking company feedback regarding direction/use of personal Model 700

☐ claims they experienced a "safety" related issue with their personal Model 700

☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

D0275382

700 Log Sheet – 2010 CNBC Story

Date: 12/21/10 CSR: Chris

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☒ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Started asking about SMP. Later said
they claim to have had safety issues. Transfer to Product Service

700 Log Sheet – 2010 CNBC Story

Date: 12/21/10 CSR: Choi

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☒ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product 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

5484

Date: 12/21/10 CSR: CM

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington).
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☒ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory?

YES

Consumer Name: Michael Hicks

Address: 331 Bill Medlin Rd

Lexington NC 27292

Phone: 336-357-5571

Serial #: _____

Send an ARS label ✓

Comments:

Today - NO model new - never adjust
 Went off in store.
 Laid across top, loaded it
 Fired, bruised leg.
 Hicks has 8 Rem. rifles him
 - bought new
 - 270 WSM 7 ft
 Gun broker

700 Log Sheet - 2010 CNBC Story

5982

Date: 12/21/10 CSR: cm

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington).
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☒ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory?

YES

NO

2nd hand

Consumer Name: Louell McDonald

Address: 1920 Ivy Ridge Rd
Cleveland VA 24225

Phone: 276-889-5528

Serial #: B6275050 '80

Send an ARS label

Y

FBC 30-06700

also problems w/
 shell not firing immediate
 about 3-4 wks ago
 It's been sitting a while

Comments:

ARS + box 1171327

700 Log Sheet – 2010 CNBC Story

5481

Date: 12/21/10 CSR: CM

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington).
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☒ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? ☒ YES ☐ NO

Consumer Name: Gene Ciafre
General Products & Supply
Address: 101 Technology Ln
Export PA 15632
Phone: 724-327-7200
Serial #: B6519794 new 375 H&H

*fired prematurely
FSR in Tanzania travel
3 cape buffalo on trip*

Send an ARS label Y

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 12/21/10 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:

Swip Question.

*****Internal Use Only*****

700 Log Sheet - 2010 CNBC Story

Date: 12-21-10 CSR: Ron

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☒ Angry at Remington ☒ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☒ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Richard Ashmush

Address: _____

Phone: 724-840-6728

Serial #: 66253878 (2002)

Send an ARS label

Comments: _____

*****Internal Use Only*****
700 Log Sheet - 2010 CNBC Story

Date: 12-24-10 CSR: Ron

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☒ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☒ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Wynne Teseuriant

Address: _____

Phone: _____

Serial #: A0273535 (1976)

Send an ARS label

Comments: _____

700 Log Sheet - 2010 CNBC Story

Date: 12-21-10 CSR: Danny

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Mis Fire No FSR

*****Internal Use Only*****

700 Log Sheet - 2010 CNBC Story

Date: 12/21 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 #: 1986

Send an ARS label

Comments: _____

700 Log Sheet - 2010 CNBC Story

Date: Dec 21, 2010 CSR: SOL

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☒ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they 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 Hart

Address: _____

Phone: 540-667-9636

Serial #: B6619603

Send an ARS label

Comments:

TRANSFERRED to Dell + Christy

CALLING AS RESULT OF BROADCAST

Yes |||| |||| |||| |||

No

ATTITUDE

Angry at Remington

Angry CNBC

Supportive of REM | |

Supportive of CNBC 1

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 ~~11/11~~ 11

TO PRODUCT SERVICES ~~||||~~ ~~||||~~

S/N check ~~1111~~ ~~1111~~ 111

*****Internal Use Only*****

700 Log Sheet - 2010 CNBC Story

Date: 12/22 CSR: Erin

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☒ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: B6865115

Send an ARS label

Comments: _____

*****Internal Use Only*****

700 Log Sheet - 2010 CNBC Story

Date: 12/22 CSR: Sim

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☒ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: 6820975 197

Send an ARS label

Comments:

Product SWS

700 Log Sheet – 2010 CNBC Story

Date: 12/22/10 CSR: LMW

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☒ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 12/22/10 CSR: UM

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: 56355073

Send an ARS label

Comments: SMP ?

*****Internal Use Only*****

700 Log Sheet - 2010 CNBC Story

Date: 12/22/10 CSR: LM

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments: _____

700 Log Sheet - 2010 CNBC Story

Date: 12/22/10 CSR: LM

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington

☒ Supportive of Remington

☐ Angry at CNBC for airing

☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)

☐ Inquisitive about Remington position

☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700

☐ seeking company feedback regarding direction/use of personal Model 700

☐ claims they experienced a "safety" related issue with their personal Model 700

☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments: _____

700 Log Sheet - 2010 CNBC Story

Date: 10-22-10 CSR: [Signature]

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments: _____

*****Internal Use Only*****

700 Log Sheet - 2010 CNBC Story

Date: Dec. 22, 2010 CSR: SDJ

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☒ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? (YES) NO

Consumer Name: Mike Sabolowski

Address: _____

Phone: _____

Serial #: 66690902

Send an ARS label

Comments:

204 Rager Model 700, customer states
"

700 Log Sheet - 2010 CNBC Story

Date: Dec. 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: Matty Dehlbeck
Address: 3360 Brown Hill Rd.
Cohocton, NY 14826
Phone: 585-507-6304
Serial #: 383362

Send an ARS label

Comments:

will call back with ship to address

700 Log Sheet - 2010 CNBC Story

549

Date: 12/22/10 CSR: M

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington).
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☒ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Douglas White

Address: 1875 Clark Rd.

Barner WI 54873

Phone: 715-795-2467

Serial #: B 6865115

Send an ARS label Y

Comments:

box & ARS
1171770

After rifle has been fired
 Lift bolt handle & the
 firing pin does cock

700 Log Sheet - 2010 CNBC Story

Date: 12/22/10 CSR: CM *12/21 He left message on PS extension in*

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

5488

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☒ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

father-in-law's

Consumer Name: Craig Keeler

Address: 753 Palmer Dr.

Herndon VA 20170

Phone: 301-286-5208

Serial #: _____

Send an ARS label

Comments:

12/22 1:00 left him voice message.

*700 older from 50's
 out (safety) it misfired.
 Never happened before.
 Hasn't been used much
 Discharged when she
 had loaded it once
 Has bolt lock.
 Has been stolen before.*

700 Log Sheet – 2010 CNBC Story

Date: 12/22/10 CSR: Ch

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington).
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☒ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Michael Knapik

Address: 3501 Rocky Creek Rd.
Labrange TX 78945

Phone: 512-968-8270

Serial #: G6543929 new 270 WSM

Send an ARS label

Comments:

12/22 left voice message for him to call me.

Fired when closing bolt.

In stand, loaded, safety off

*no alteration
 mme.knapik@up.com*

700 Log Sheet - 2010 CNBC Story

5487

Date: 12/22/10 CSR: CM

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☒ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Bill Birchfield

Address: 63 Wall St

Eureka AK 99801 72632

Phone: 479-253-9252

Serial #: B 6487587

Send an ARS label

Comments:

box 2 ARS
1171670

safety not on
Fired by itself on bend
at shooting range.
Cousin bought for him so
never shot he bought it
from him.
Safety is real hard on
Trig. hard to pull sometimes

700 Log Sheet - 2010 CNBC Story

Date: 12/22/10 CSR: Ch

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☒ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: John Hart Sr.

Address: 682 Cedar Grove Rd.
Winchester VA 22603

Phone: 540-667-9638

Serial #: B6619603 new

Send an ARS label Y

Comments:

~~Model 700~~ LH 270
Last couple times FS

700 Log Sheet - 2010 CNBC Story

Date: 12-22-10 CSR: CHuck

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☒ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☒ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Bought New 700 Not
Received yet

700 Log Sheet - 2010 CNBC Story

Date: 12/22/10 CSR: Elijah

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☒ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: David Seck

Address: 2312 Riverside Dr
Sayre, PA

Phone: 570 888 2634

Serial #: C6469510

Send an ARS label

Comments:

Claims FSR

700 Log Sheet - 2010 CNBC Story

Date: 12-22-10 CSR: Row

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

 Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

 Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

 General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: JEFF T. DMDKE

Address: _____

Phone: 265-914-3157

Serial #: E6652793 (Dodo)

Send an ARS label

Comments: _____

Thurs Dec 23 total calls 1193

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: Dec. 23, 2010 CSR: SDJ

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Elion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Mike Conkling

Address: 2855 NW 92 HWY
Smithville Mo 64089

Phone: 816-898 9410

Serial #: _____

Send an ARS label 2 labels sent

Comments:

*****Internal Use Only*****

700 Log Sheet – 2010 CNBC Story

Date: 12/23/10 CSR: Chris

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

SMP

700 Log Sheet – 2010 CNBC Story

Date: 12/23/10 CSR: Chris

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☒ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Wants new trigger just because.

*****Internal Use Only*****

700 Log Sheet - 2010 CNBC Story

Date: 12/23 CSR: Erin

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support.(pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

_____ If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: B6522271

Send an ARS label

Comments: _____

*****Internal Use Only*****

700 Log Sheet - 2010 CNBC Story

Date: 122310 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: EUGENE HATCHER

Address: _____

Phone: 520-896 9633

Serial #: 56295493 (186750)

Send an ARS label

Comments: _____

700 Log Sheet - 2010 CNBC Story

5496

Date: 12/23/10 CSR: (M)

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☒ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory?

(YES)

NO

new had it a few yr.

Consumer Name: Taron Trapp

700 - FSR

Address: 20611 Cedar Valley Rd

Jordan IN 55352

Phone: C-952-200-6313

Serial #: G6680556

Send an ARS label

Comments:

box 2 ARS

1172086

700 Log Sheet – 2010 CNBC Story

5495

Date: 12/23/10 CSR: Ch

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☒ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

2nd hand

Consumer Name: Paul Probeliski

Address: 29510 Brenton St

Livonia MI 48152

Phone: 324 52 1962

Serial #: →

Send an ARS label

Y

Comments:

700 a few yrs. ago
 Target shooting, FBC
 7mm Mag.

248-933-9950

700 Log Sheet – 2010 CNBC Story

5493

Date: 12/23/10 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: Paul Ciccasso 700 FBC - couple mont.

Address: 18798 SW 293 Terrace
Homestead FL 33030

Phone: 2305-796-3021

Serial #: B6746702 2nd hand

Send an ARS label Y

Comments:

700 Log Sheet – 2010 CNBC Story

5492

Date: 12/23/10 CSR: me

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☒ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they 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 Rainone

Address: 73-22-58 Ave

Mar NY 11378

Phone: 718-397-8706

Serial #: 31479 2nd hand

Send an ARS label ✓

Comments:

600 - went off w/lo
 finger on trigger.
 One hand on flk, push
 bolt closed it fire

*****Internal Use Only*****

700 Log Sheet - 2010 CNBC Story

Date: 12/23/10 CSR: Andrew

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☒ Calling to offer support (pro-Remington)
☒ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Customer sending rifle for SMP

*****Internal Use Only*****

700 Log Sheet - 2010 CNBC Story

Date: Dec. 23, 2010 CSR: SDJ

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☒ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☒ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Jeff Dault

Address: 570 Waco Rd.
Lynnville, TN 38472

P.O. 86
Lynnville

Phone: _____

Serial #: _____

Send an ARS label

Comments:

ARS sent

700 Log Sheet – 2010 CNBC Story

Date: 12/23/10 CSR: _____

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

___ Angry at Remington ___ Supportive of Remington
___ Angry at CNBC for airing ___ Supportive of CNBC

Nature/Purpose of Call:

___ Calling to offer support (pro-Remington)
___ Inquisitive about Remington position
___ Calling to provide broadcast feedback

Customer Owns a Model 700:

___ General concern of safety with personal model 700
___ seeking company feedback regarding direction/use of personal Model 700
✓ ___ claims they experienced a "safety" related issue with their personal Model 700
___ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Paul

Address: _____

Phone: _____

Serial #: 2
S# 32452

Send an ARS label

Comments:

Started asking about SMP, Then said the gun
had fired by closing bolt.

Tues Dec 28 total Calls 2096

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: 12/28/10 CSR: Chris

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: B6724645 (1985)

Send an ARS label

Comments:

SMP

*****Internal Use Only*****

700 Log Sheet - 2010 CNBC Story

Date: 12/28 CSR: Em

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☒ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product 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: 12/28 CSR: Erin

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington

☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)

☐ Inquisitive about Remington position

☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700

☒ seeking company feedback regarding direction/use of personal Model 700

☐ claims they experienced a "safety" related issue with their personal Model 700

☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product 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: 12/28 CSR: Eric

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington

☒ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☒ Calling to offer support (pro-Remington)

☒ Inquisitive about Remington position

☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700

☒ seeking company feedback regarding direction/use of personal Model 700

☐ claims they experienced a "safety" related issue with their personal Model 700

☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Checking SN - 1983

*****Internal Use Only*****

700 Log Sheet - 2010 CNBC Story

Date: 12/28 CSR: Eric

Is the customer calling as a result of the broadcast? YES ~~NO~~

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Will Call Back Smp

*****Internal Use Only*****
700 Log Sheet - 2010 CNBC Story

Date: 12-28-10 CSR: ASS

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☒ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they 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 Kirby

Address: _____

Phone: 325-200-5233

Serial #: 66054230

Send an ARS label

Comments:

Sent to Product Services

700 Log Sheet – 2010 CNBC Story

Date: 12/28/10 CSR: LMJ

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700

☒ claims they experienced a "safety" related issue with their personal Model 700

☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: 6856905

Send an ARS label

Comments:

mis-fired - transferred
to Product Service

700 Log Sheet – 2010 CNBC Story

Date: 12/28/10 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:

10/10/10

700 Log Sheet – 2010 CNBC Story

Date: 12/28/10 CSR: Travis

Is the customer calling as a result of the broadcast? ☒ YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☒ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☒ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
☒ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

~~5628~~ B 6865937

*****Internal Use Only*****
700 Log Sheet - 2010 CNBC Story

Date: 12/28/10 CSR: Travis

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
☒ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

SNP C6774152

*****Internal Use Only*****

700 Log Sheet - 2010 CNBC Story

Date: 12/28/10 CSR: T. Jones

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
☒ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product 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 smp

700 Log Sheet - 2010 CNBC Story

Date: 12/28/10 CSR: Travis

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

 Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

 Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

 X General concern of safety with personal model 700
 X seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product 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 SM

700 Log Sheet - 2010 CNBC Story

Date: 12-28-10 CSR: Denny

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☒ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Iion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Jordan Macrander

Address: 8951 Winchester St
Anchorage, AK 99507

Phone: 775-636-4646

Serial #: _____

Send an ARS label

Comments:

Returning to Iion

*****Internal Use Only*****

700 Log Sheet - 2010 CNBC Story

Date: 12-28-10 CSR: Danny

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☒ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☒ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

SMP questions

*****Internal Use Only*****

700 Log Sheet - 2010 CNBC Story

Date: 12/28/10 CSR: Elijah

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☒ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Charles Davis
Address: 810 Pineview Place
Baltimore, MD 21220

Phone: _____

Serial #: B628196

Send an ARS label

Comments:

Weeks Dec 29 total calls 2237

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: Dec 29, 2010 CSR: SDJ

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☒ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Linwood Keith

Address: 1698 Northside Rd.
Creedmoor NC 27522

Phone: _____

Serial #: S6651736

Send an ARS label

Comments:

Broke Bolt handle off

700 Log Sheet – 2010 CNBC Story

Date: 12/29/10 CSR: Travis

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
☒ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

info on "recall"

700 Log Sheet – 2010 CNBC Story

Date: 12/29/10 CSR: Chris

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☒ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Clay Young

Address: _____

Phone: _____

Serial #: 606903951

*****Send an ARS label*****

Comments:

Gun came in Dec. to ilion for inspection. Claims
to have had a FSR again. Transfer to Product Service

700 Log Sheet – 2010 CNBC Story

Date: 12/29/10 CSR: Chris

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☒ claims they experienced a "safety" related issue with their personal Model ~~700~~ 710
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product 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: 12/29/10 CSR: Chris

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: E6223367 (1996)

Send an ARS label

Comments:

Age

700 Log Sheet – 2010 CNBC Story

Date: 12-29-10 CSR: [Signature]

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☒ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: G6516121

Send an ARS label

Comments:

gun discharged laying in
bag (not touching in) forward to Prod. Serv.

*****Internal Use Only*****

700 Log Sheet - 2010 CNBC Story

Date: 12/29 CSR: ERIC

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☒ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

_____ If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

*****Internal Use Only*****

700 Log Sheet - 2010 CNBC Story

Date: 12/29 CSR: Eric

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

_____ If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: 1975 2004

Serial #: A6209257 E6716903

Send an ARS label

Comments:

1. note a Bolt Lock on His Newer Gun.

*****Internal Use Only*****
700 Log Sheet - 2010 CNBC Story

Date: 12/29 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 #: A1.772733

Send an ARS label

Comments:

SMP program

700 Log Sheet - 2010 CNBC Story

Date: 122912 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: PAUL P ?

Address: _____

Phone: _____

Serial #: C6321206

Send an ARS label

Comments: _____

*****Internal Use Only*****

700 Log Sheet - 2010 CNBC Story

Date: 12-25-10 CSR: Ren

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☒ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☒ Calling to offer support (pro-Remington)
☒ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: TDM Boston

Address: _____

Phone: 619-722-1754

Serial #: A6272352 1376

Send an ARS label

Comments: _____

*****Internal Use Only*****

700 Log Sheet - 2010 CNBC Story

Date: 12/29/10 CSR: Don

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☒ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☒ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: 6775821

Send an ARS label

Comments:

NOT CONCERNED

*****Internal Use Only*****

700 Log Sheet - 2010 CNBC Story

Date: 12/29/10 CSR: 

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☒ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☒ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Charles Finney

Address: _____

Phone: 951-898-0751

Serial #: A6732036

Send an ARS label

Comments:

ARS ORDERED

700 Log Sheet – 2010 CNBC Story

Date: 12-29-10 CSR: chuck

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

model from 2007

12-30-2010 Total calls 1671

CALLING AS RESULT OF BROADCAST

Yes ~~++++~~ ~~++++~~ 111

No 1

ATTITUDE

Angry at Remington

Angry CNBC

Supportive of REM ~~+++~~

Supportive of CNBC

NATURE/PURPOSE OF CALL

Offer Support 111

Inquisitive on Rem position 111

Calling to provide Broadcast feedback

OWNS MODEL 700

General Concern 111

Feedback 111

Safety Issue 1111

No Problem w/ firearm 1

ARS sent ~~+++~~

To PRODUCT SERVICES 1111

S/N check ~~+++~~ ~~+++~~

700 Log Sheet - 2010 CNBC Story

Date: Dec 30 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: URAL CHILDRESS

Address: 793 RATCLIFF LANE
Cedar Bluff, VA 24607

Phone: 276-880-2098

Serial #: C6336350

Send an ARS label Yes

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 12/30 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:

FSR

*****Internal Use Only*****

700 Log Sheet - 2010 CNBC Story

Date: 12/30 CSR: Em

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☒ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Model Seven

*****Internal Use Only*****

700 Log Sheet - 2010 CNBC Story

Date: 12/30 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 #: 6293397 1970

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 12/30 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 #: 66452558

Send an ARS label

Comments:

Serial check

700 Log Sheet - 2010 CNBC Story

Date: 12-30-10 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: Bill Patmore

Address: _____

Phone: 661-748-0900

Serial #: AG734781

Send an ARS label

Comments:

*****Internal Use Only*****
700 Log Sheet - 2010 CNBC Story

Date: 12-30-10 CSR: AARCW

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they 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 Lucas

Address: _____

Phone: 908-359-1811

Serial #: C6219212

Send an ARS label

Comments: _____

700 Log Sheet – 2010 CNBC Story

Date: 12-30-10 CSR: Ron

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☒ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☒ Calling to offer support (pro-Remington)
☒ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
☒ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Robert Lochran

Address: _____

Phone: _____

Serial #: C 6756543

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 12-30-10 CSR: Row

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☒ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☒ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Richard LOZANO

Address: _____

Phone: _____

Serial #: B 6689 440 TX

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 12/30/2010 CSR: [Signature]

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☒ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☒ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☒ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: A6840185

Send an ARS label

Comments: _____

700 Log Sheet – 2010 CNBC Story

Date: 12/30/2010 CSR: Don

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☒ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☒ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☒ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Robert Wakeell

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

ARS Requested

700 Log Sheet – 2010 CNBC Story

Date: 12/30/10 CSR: Andrea Turner

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☒ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☒ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Calling to support the Model 700

700 Log Sheet - 2010 CNBC Story

5514

Date: 12/30/10 CSR: CM

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington).
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO 700

Consumer Name: Richard Spalletta New SP5 .270

Address: 611 State Rt 690 put both in it
Spring Brook Twp PA 18444 & it doesn't

Phone: C-570-351-3029

Serial #: SG749000

Send an ARS label

Y

purch. through Terry:
may go back through

Comments:

700 Log Sheet - 2010 CNBC Story

5513

Date: 12/30/10 CSR: CA

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington

☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington).

☐ Inquisitive about Remington position

☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700

☐ seeking company feedback regarding direction/use of personal Model 700

☒ claims they experienced a "safety" related issue with their personal Model 700

☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO used 6mm

Consumer Name: John Proctor 7 6mm

Address: 17022 Lavell Rd.

Pride LA 70770

Phone: ~~225-926-7130~~

Serial #: n/a

Send an ARS label

Comments:

12-31-2010 Total Calls 680

CALLING AS RESULT OF BROADCAST

Yes ~~+++~~ 11

No

ATTITUDE

Angry at Remington

Angry CNBC

Supportive of REM 1111

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 1

Safety Issue 1

No Problem w/ firearm

ARS sent 1

To PRODUCT SERVICES 1

S/N check ~~+++~~ 1

*****Internal Use Only*****
700 Log Sheet - 2010 CNBC Story

Date: 12-31-10 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: Randal ~~Bell~~ Biehl

Address: _____

Phone: 906-788-0743

Serial #: ~~633~~ 6322349

Send an ARS label

Comments: _____

700 Log Sheet – 2010 CNBC Story

Date: 10/31/10 CSR: LAIN

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☒ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product 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: 12-31-10 CSR: Ron

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☒ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☒ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: C6708848

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 12-31-10 CSR: Pen

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☒ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☒ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
☒ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Jody Whisenant

Address: _____

Phone: _____

Serial #: 06814976

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 12/31/10 CSR: Claire

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington

☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)

☐ Inquisitive about Remington position

☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700

☐ seeking company feedback regarding direction/use of personal Model 700

☐ claims they experienced a "safety" related issue with their personal Model 700

☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: 06852703

Send an ARS label

Comments:

Age & info

700 Log Sheet – 2010 CNBC Story

Date: 12/31/10 CSR: Chris

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

SMP - 721

*****Internal Use Only*****

700 Log Sheet - 2010 CNBC Story

Date: 12/31/10

CSR: *Sam*

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington

☒ Supportive of Remington

☐ Angry at CNBC for airing

☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)

☒ Inquisitive about Remington position

☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700

☐ seeking company feedback regarding direction/use of personal Model 700

☐ claims they experienced a "safety" related issue with their personal Model 700

☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory?

YES NO

Consumer Name: *Richard Patton*

Address: _____

Phone: _____

Serial #: *06481926*

Send an ARS label

Comments:

ARS order