

1-4-2010 TOTA/CALLS 3003

CALLING AS RESULT OF BROADCAST

Yes + + + + 1 1 1 1

No 1

ATTITUDE

Angry at Remington

Angry CNBC

Supportive of REM 1

Supportive of CNBC

NATURE/PURPOSE OF CALL

Offer Support

Inquisitive on Rem position 1 1

Calling to provide Broadcast feedback

OWNS MODEL 700

General Concern 1 1

Feedback

Safety Issue + + + +

No Problem w/ firearm 1

ARS sent + + + + 1 1

TO PRODUCT SERVICES + + + +

S/N check + + + + 1 1 1

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

700 Log Sheet - 2010 CNBC Story

Date: 1/4/11

CSR: [Signature]

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

Initial tone/Attitude of the caller:

☐ Angry at Remington

☒ Supportive of Remington

☐ Angry at CNBC for airing

☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)

☐ Inquisitive about Remington position

☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700

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

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

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: 140707

Send an ARS label

Comments:

ARS SENT

700 Log Sheet – 2010 CNBC Story

Date: 1/4/11 CSR: Chris

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

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

700 Log Sheet – 2010 CNBC Story

Date: 1/4/10 CSR: Andrew Turner

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Customer had questions about SMP

700 Log Sheet – 2010 CNBC Story

Date: 11/11/10 CSR: Andrew Turner

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: Ryan Bingham

Address: 46 Apple St
Boyer town, PA 19512

Phone: _____

Serial #: 28819

Send an ARS label

Comments:

Wants to participate in ~~SMP~~ SMP

700 Log Sheet - 2010 CNBC Story

Date: 1-4-2011 CSR: A Huck

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: Steve Manzelli
Address: 435 Monticello Ln
Lakewood NJ 08701
Phone: 201 424 2675
Serial #: B6785848

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

Comments:

No Bolt lock feature
ON

700 Log Sheet - 2010 CNBC Story

Date: 1/04 CSR: Watts

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: 5639649

Send an ARS label

Comments:

Serial check

700 Log Sheet - 2010 CNBC Story

5537

Date: 1/4/10 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 YES NO

Consumer Name: Frank Skiflett 7mm mag FSR 24d7

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

Phone: 480-250-4000

Serial #: 6811926 1975 new

Send an ARS label Y

Comments:

700 Log Sheet - 2010 CNBC Story

5535

Date: 1/4/11 CSR: CM

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: William Bentfield

Address: 1904 Hwy 29
Brooklyn MS 39425

Phone: 601-598-2558

Serial #: 6729603 '74

Send an ARS label

Comments:

box & ARS
1174331

700 Fired when he
 opened bolt after it
 had stuck

He took it apart at
 it happened

700 Log Sheet - 2010 CNBC Story

5532

Date: 1/4/11 CSR: CM

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

Did they agree to return it to the factory?

YES NO

Dad gave to him

Consumer Name:

Richard Androlewicz FBC 30-06

Address:

5078 SW 150th Ct

Lake Butler FL 32054

Phone:

352-538-0556

Serial #:

A6829952 '75

Started off w/ delayed trigger
hopped
Dec 24th

Send an ARS label

Comments:

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

5540

Date: 1/4/11 CSR: CA

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: Doug Gedelman

Address: 144 Wye Rd.
Port Angeles, WA 98363

Phone: 360-928-3329

Serial #: 375477 1968

Send an ARS label

Comments:

dv gedelman@grail.com

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

1-5-2010 Total calls 2800

CALLING AS RESULT OF BROADCAST

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

No |

ATTITUDE

Angry at Remington

Angry CNBC

Supportive of REM ~~||||~~ |

Supportive of CNBC

NATURE/PURPOSE OF CALL

Offer Support |||

Inquisitive on Rem position ~~||||~~

Calling to provide Broadcast feedback

OWNS MODEL 700

General Concern ||||

Feedback |

Safety Issue ~~||||~~ |

No Problem w/ firearm |

ARS sent ~~||||~~ ||

To PRODUCT SERVICES ~~||||~~

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

700 Log Sheet – 2010 CNBC Story

Date: Jan 5, 2011 CSR: SDJ

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: Shawn O'dell

Address: 2300 South Lake Shore
Pacific, MO 63069

Phone: _____

Serial #: _____

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

Yes

Comments:

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

700 Log Sheet – 2010 CNBC Story

Date: Jan 5, 2011 CSR: SDV

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: Dell Vedder

Address: 145 West 5th Street
Palmyra, NE 68418

Phone: _____

Serial #: 87391

Send an ARS label Yes

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 1/5/2011 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:

Product Service

700 Log Sheet – 2010 CNBC Story

Date: 1/5/10 CSR: Chris

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: Tom Phillips

Address: _____

Phone: _____

Serial #: SA 318566 (1968)

Send an ARS label

Comments:

SMP

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

700 Log Sheet – 2010 CNBC Story

Date: 1/5/10 CSR: Chris

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: C6812379 (1993)

Send an ARS label

Comments:

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

700 Log Sheet - 2010 CNBC Story

Date: 1-5-10 CSR: 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:

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

700 Log Sheet - 2010 CNBC Story

Date: 1/5/11 CSR: Watt

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

700 XTHR, Xhead to PS

700 Log Sheet - 2010 CNBC Story

Date: 1-5-10 CSR: AARON

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: Dan Shaver

Address: _____

Phone: 704-438-0304

Serial #: A16763786

Send an ARS label

Comments:

Sent to 2129

700 Log Sheet – 2010 CNBC Story

Date: 1-5-10 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:

SMP

700 Log Sheet – 2010 CNBC Story

Date: 1-5-11 CSR: LNN

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

☒ Calling to offer support (pro-Remington)

☐ Inquisitive about Remington position

☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 1-5-14 CSR: R2W

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: Dennis AETERSEN

Address: 914 Admire Ave Frank - Square NY 11010

Phone: (516) 775-8515 THEANG62@AOL.COM
700 ADL

Serial #: 6798213 1975 136693437
1985

Send an ARS label

Comments:

DELL has sent him info
on Return By Email

700 Log Sheet – 2010 CNBC Story

Date: 1-5-11 CSR: Row

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: Ruger Lancaster

Address: _____

Phone: _____

Serial #: (1417) (row)

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

5550

Date: 1/5/11 CSR: CA

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: Bill Whitney
 Address: 2200 Pecan Dr
Chualar, CA 94504
 Phone: 504-512-3415
 Serial #: 91035947

Send an ARS label Y

Comments: box & ARS 1174558

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

700 Log Sheet – 2010 CNBC Story

#5549

Date: 1/5/11 CSR: CM

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: John O'Brien Shot through a vehicle

Address: 3206 High Pt Rd. A friend of his is want
Winston Salem NC 27107 to sell it to him

Phone: 910-336-406-1951

Serial #: 6377805 1971 2nd hand

Send an ARS label Y

Comments:

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

700 Log Sheet - 2010 CNBC Story

Date: 1/5 CSR: Eri

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

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington

☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)

☐ Inquisitive about Remington position

☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700

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

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

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

General Questions

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

700 Log Sheet – 2010 CNBC Story

Date: JAN 6, 2011 CSR: SPJ

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

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington

☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)

☐ Inquisitive about Remington position

☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700

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

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

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

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

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

Consumer Name: Bob Hill

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

Phone: 281-710-7030

Serial #: 67510

Send an ARS label Yes

Comments:

700 Log Sheet – 2010 CNBC Story

Date: _____ CSR: _____

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: Shane Morgan

Address: 6352 VICTORIA AVE
PALMDALE, CA 93552

Phone: 661-992-1509

Serial #: 7107360

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

Comments:

7/10 on recall

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

845-632-
6035

Date: 1/6 CSR: Anne

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

*Very Argumentative
And insistent that*

Customer Owns a Model 700:

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

*770 ~~was~~ his 770
is affected
based
on prog*

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

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

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

700 Log Sheet – 2010 CNBC Story

Date: 1-6-11 CSR: Remy

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: SVEN M. EKMAN

Address: _____

Phone: 502-241-6991

Serial #: 335862 (1955) US10 Gun

Send an ARS label

Comments:

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

700 Log Sheet – 2010 CNBC Story

Date: 1-6-11 CSR: Row

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: William Fontana

Address: _____

Phone: 970-925-3313

Serial #: A 6356721 (1976)

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 1-6-11 CSR: LMW

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

722 - BMP

700 Log Sheet – 2010 CNBC Story

Date: 1/6/11 CSR: LMW

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

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

700 Log Sheet - 2010 CNBC Story

Date: 1-06-11 CSR: HARON

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: John Smith AKA Robert Divincenzo

Address: _____

Phone: 914-476-5323

Serial #: E6665456

Send an ARS label

Comments: _____

700 Log Sheet – 2010 CNBC Story

Date: 1-6-11 CSR: CHUCK

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

WAS TOLD BY FRIENDS GUN
UNSAFE - only 2 years old

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

700 Log Sheet - 2010 CNBC Story

Date: 1/6 CSR: Eric

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments: _____

700 Log Sheet - 2010 CNBC Story

Date: 1/6/1 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 #: C6560932

Send an ARS label

Comments:

SENDING IN FOR SMP

700 Log Sheet - 2010 CNBC Story

Date: 1/6/11 CSR: Watt

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

SNP 1981 Gun.

700 Log Sheet – 2010 CNBC Story

Date: 1-6-11 CSR: J.B. Irving

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

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

700 Log Sheet - 2010 CNBC Story

Date: 1-6-11 CSR: J.B. Irving

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

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington

☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☒ Calling to offer support (pro-Remington)

☐ Inquisitive about Remington position

☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700

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

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

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

1980 Model 700. He is sending in

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

700 Log Sheet - 2010 CNBC Story

Date: 1-6-11 CSR: J.B. Irving

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Sending older model for SMP.

700 Log Sheet - 2010 CNBC Story

5574

Date: 1/6/11 CSR: CA

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

Did they agree to return it to the factory?

YES NO

Consumer Name: OTis Clark

Address: 3575 Lake Seminole Dr.

Beaufort GA 30519

Phone: 404-631-1577
770-945-8291

Serial #: 57607777 1995

Send an ARS label Hasn't really shot it.

Comments:

Box & ARS 1175144

safety was or
7 1st tried to load it
closed bolt & it fired
No injury - pointed toward
1st round that day
A week later, filled oil
& run them through & i
didn't have it happen

C-678-617-0262

W-404-631-1577

h-770-945-8291

Serial #: 57607777 1995

Send an ARS label Hasn't really shot it.

Comments:

Box & ARS 1175144

700 Log Sheet - 2010 CNBC Story

Date: 1/6/11 CSR: CM

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: Joseph Nichols ^{Bought} Now CGL SF 270 700
Address: 2321 Horseback Trail ^{Bass Pro}
Fort Worth TX 76177 FSR - shot it before & after
Phone: 817-805-0221 this w/ no problems &
Serial #: couldn't duplicate.
No alterations, no guns with
Send an ARS label Y

Comments:

Box 2 ARS
1175132

700 Log Sheet – 2010 CNBC Story

Date: 1-6-11 CSR: LM

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Police Dept run SN to SER
if AMP

700 Log Sheet – 2010 CNBC Story

Date: 1/6/11 CSR: 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:

LOD

1-7-2010 Total Calls 2388

CALLING AS RESULT OF BROADCAST

Yes, ~~||||~~ 1

No

ATTITUDE

Angry at Remington

Angry CNBC

Supportive of REM |

Supportive of CNBC

NATURE/PURPOSE OF CALL

Offer Support |

Inquisitive on Rem position)|

Calling to provide Broadcast feedback

OWNS MODEL 700

General Concern |||)

Feedback

Safety Issue |

No Problem w/ firearm

ARS sent |

To PRODUCT SERVICES |

S/N check)

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

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

Date: 12/17 CSR: ERIC

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

Initial tone/Attitude of the caller:

Angry at Remington Supportive of Remington

Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

Calling to offer support (pro-Remington)

Inquisitive about Remington position

Calling to provide broadcast feedback

Customer Owns a Model 700:

General concern of safety with personal model 700

seeking company feedback regarding direction/use of personal Model 700

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

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Rem. D. Over the top

700 Log Sheet – 2010 CNBC Story

Date: 1-7-11 CSR: J.B.I

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Concerned w/ safety of his rifle.

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

700 Log Sheet – 2010 CNBC Story

Date: 1-7-11 CSR: LMW

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700

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

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

misfired - transfer to
Prod Serv.

700 Log Sheet – 2010 CNBC Story

Date: 1/7/11 CSR: [Signature]

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: E6269987

Send an ARS label

Comments:

1996 Model

1-10-2010 Total calls 2626

CALLING AS RESULT OF BROADCAST

Yes +++++

No

ATTITUDE

Angry at Remington

Angry CNBC

Supportive of REM |||

Supportive of CNBC

NATURE/PURPOSE OF CALL

Offer Support

Inquisitive on Rem position |

Calling to provide Broadcast feedback

OWNS MODEL 700

General Concern +++++ |

Feedback

Safety Issue |||

No Problem w/ firearm |

ARS sent +++++

To PRODUCT SERVICES |||

S/N check +++++

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

700 Log Sheet – 2010 CNBC Story

Date: Jan 10, 2011 CSR: SDV

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: Gray Smith

Address: 233 Bieters Run Rd.
Midland PA 15057

Phone: 724-643-4395

Serial #: n/a at this time at call

Send an ARS label yes

Comments:

Rifle has bolt lock safety

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

700 Log Sheet - 2010 CNBC Story

Date: 1-10-11 CSR: JJJ

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

Initial tone/Attitude of the caller:

 Angry at Remington Supportive of Remington

 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

 Calling to offer support (pro-Remington)

 Inquisitive about Remington position

 Calling to provide broadcast feedback

Customer Owns a Model 700:

 General concern of safety with personal model 700

 seeking company feedback regarding direction/use of personal Model 700

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

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

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

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

Consumer Name: Jeff Jones

Address: 15238 Robinson Creek Lane
Norton, KS 67654

Phone: 785-877-3905

Serial #: G6869260 G6855483 (both 2009)

Send an ARS label

Comments:

fires on safe

700 Log Sheet – 2010 CNBC Story

Date: 1-10-11 CSR: Danny

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

SMP questions

700 Log Sheet – 2010 CNBC Story

Date: 1/10/11 CSR: Chris

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: Larry

Address: _____

Phone: _____

Serial #: 1178154

Send an ARS label

Comments:

SMP

700 Log Sheet – 2010 CNBC Story

Date: 1/10/11 CSR: Chris

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

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

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

Date: 1/10 CSR: Eric

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments: SMP

700 Log Sheet – 2010 CNBC Story

Date: 1-10-11 CSR: LMN

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

discharged - transfer to
Product Serv.

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

700 Log Sheet – 2010 CNBC Story

Date: 1-12-11 CSR: Ron

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: Frank Valente

Address: _____

Phone: 610-585-5535

Serial #: 6575142 1978

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 1-12-11 CSR: Ron

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

(Gun has fired on 6 occasions)

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

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

Consumer Name: PAUL FURCINI

Address: _____

(140) Phone: 813-979-5080 Delayed

Serial #: E6851120 (1985)

Send an ARS label

Comments:

Sent to Product Service

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

700 Log Sheet – 2010 CNBC Story

Date: 11/10/2011 CSR: [Signature]

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

Initial tone/Attitude of the caller:

☐ Angry at Remington ☒ Supportive of Remington

☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)

☒ Inquisitive about Remington position

☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700

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

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

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

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

Did they agree to return it to the factory? YES

NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Says his 770 is DEFECT, Does
NOT want to send it in.

1-11-2011 Total Calls 938

CALLING AS RESULT OF BROADCAST

Yes 111

No

ATTITUDE

Angry at Remington }

Angry CNBC

Supportive of REM 11

Supportive of CNBC

NATURE/PURPOSE OF CALL

Offer Support 11

Inquisitive on Rem position

Calling to provide Broadcast feedback

OWNS MODEL 700

General Concern 111

Feedback

Safety Issue

No Problem w/ firearm 1

ARS sent 1

To PRODUCT SERVICES

S/N check 111

700 Log Sheet – 2010 CNBC Story

Date: 1-11-11 CSR: Danny

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

SMP Questions

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

Date: 1-11-11 CSR: Asisco

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: Charles Davidson

Address: _____

Phone: 304-745-5287

Serial #: B6451626

Send an ARS label

Comments: _____

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

700 Log Sheet – 2010 CNBC Story

Date: 1-11-11 CSR: Ron

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: TERRY BLEDSE

Address: _____

Phone: 513-538-9622

Serial #: 6747257 (74)

Send an ARS label

Comments:

1-12-2011 Total Calls 2380

CALLING AS RESULT OF BROADCAST

Yes + + + + + + + + + +

No | |

ATTITUDE

Angry at Remington

Angry CNBC

Supportive of REM | |

Supportive of CNBC

NATURE/PURPOSE OF CALL

Offer Support | |

Inquisitive on Rem position

Calling to provide Broadcast feedback

OWNS MODEL 700

General Concern | |

Feedback

Safety Issue + + + + +

No Problem w/ firearm

ARS sent | | |

To PRODUCT SERVICES + + + + +

S/N check + + + + +

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

700 Log Sheet - 2010 CNBC Story

Date: 1-12-11 CSR: JJT

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

Initial tone/Attitude of the caller:

 Angry at Remington ☒ Supportive of Remington

 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

☒ Calling to offer support (pro-Remington)

 Inquisitive about Remington position

 Calling to provide broadcast feedback

Customer Owns a Model 700:

 General concern of safety with personal model 700

 seeking company feedback regarding direction/use of personal Model 700

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

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

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

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

Consumer Name: Gary Dishman

Address: _____

Phone: _____

Serial #: C6620428

Send an ARS label

Comments:

"CNBC is full of it" - he has

700 Log Sheet – 2010 CNBC Story

Date:

11/12/11

CSR:

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 #: DL 243541

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 1/2/11 CSR: Chris

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: 6848952 (1975)

Send an ARS label

Comments:

SMP?

700 Log Sheet – 2010 CNBC Story

Date: 1/12/11 CSR: Chis

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: C6782809 (1993)

Send an ARS label

Comments:

Asc

700 Log Sheet - 2010 CNBC Story

Date: 1/12/10 CSR: Andrew Turner

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Transferred to Product Services

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

Date: 1/12 CSR: Eric

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: 6741967

Send an ARS label

Comments: _____

700 Log Sheet - 2010 CNBC Story

Date: 1/12 CSR: Eric

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

Did they agree to return it to the factory? YES

NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

601-799-0242

Does
Refuse TO ship.
HAVING local Smith
TO do.

* ADVISED TO send
FN, BUT won't.

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

700 Log Sheet – 2010 CNBC Story

Date: 1-12-2011 CSR: LM

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

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington

☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)

☐ Inquisitive about Remington position

☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700

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

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

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

600 SMP

700 Log Sheet – 2010 CNBC Story

Date: 1-11-12 CSR: Ron

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: Vincent Bull

Address: _____

Phone: 805 777-0091

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

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

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

Initial tone/Attitude of the caller:

5623

☐ Angry at Remington ☐ Supportive of Remington

☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)

☐ Inquisitive about Remington position

☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700

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

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

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

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

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

Consumer Name: Gustave Miramon

Address: 106 Cert Place

Handeville, LA 70471

Phone: 985-845-4266

Serial #: 6887703 1976

Send an ARS label

Y

Comments:

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

700 Log Sheet – 2010 CNBC Story

Date: 1-12-11 CSR: Danny

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: 6887703

Send an ARS label

Comments:

Product Services

700 Log Sheet - 2010 CNBC Story

5617

Date: 1/2/11 CSR: CM

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: Buddy Trader Jr.

Address: 25223 Saxis Rd.

Phone: 1-757-824-4368

Serial #: 71427258

Send an ARS label

Comments:

box & ARS
1176760

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

700 Log Sheet - 2010 CNBC Story

Date: 1/12/11 CSR: Ph

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

5618

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

Did they agree to return it to the factory?

(YES)

NO

2nd hand

Consumer Name: Gordon Morris

700 FSK random

Address: 443 Mt. Vernon Rd.

Bellpage TN 37022

Phone: 615-308-0590

Serial #: n/a

Send an ARS label

Y

Comments:

1-13-2011 total calls 2142

CALLING AS RESULT OF BROADCAST

Yes ~~||||~~ |

No | |

ATTITUDE

Angry at Remington

Angry CNBC

Supportive of REM |

Supportive of CNBC

NATURE/PURPOSE OF CALL

Offer Support |

Inquisitive on Rem position |

Calling to provide Broadcast feedback

OWNS MODEL 700

General Concern | |

Feedback |

Safety Issue | | |

No Problem w/ firearm |

ARS sent ~~||||~~

To PRODUCT SERVICES | | |

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

700 Log Sheet – 2010 CNBC Story

Date: 1/13 CSR: Anne

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

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

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 1/13/11 CSR: Chris

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: E6687062 (2000)

Send an ARS label

Comments:

Age

700 Log Sheet – 2010 CNBC Story

Date: 1/13/10 CSR: Andrew Turner

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments: Asked questions about CNBC special

700 Log Sheet – 2010 CNBC Story

Date: 1-13-11 CSR: Row

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: Mitchell Shaw

Address: _____

Phone: 870-845-4856

Serial #: _____

Send an ARS label

Comments:

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

700 Log Sheet - 2010 CNBC Story

Date: 1/13/11 CSR: T. Lewis

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

SMP ? - C6200283

700 Log Sheet - 2010 CNBC Story

Date: 1/13/11 CSR: CM

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

Initial tone/Attitude of the caller:

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

5641

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: Steve Westbrook

Address: 3589 Candlewood Tr.

Marietta GA 30066

Phone: 770-361-2158

Serial #: B6834083

When he put bullet in chamber, finger was @ trigger but he did not pull it, FSR

Send an ARS label Y

Comments:

ARS 2604 1177212

700 Log Sheet - 2010 CNBC Story

5639

Date: 1/13/11 CSR: MA

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

Did they agree to return it to the factory? YES NO 1978-new

Consumer Name: Tom Vanwart FSR 30-06

Address: 108 Saddle Hills Rd.
Burleson, TX 76028
1st time
Dec 2010

Phone: 817-726-1906

Serial #: n/a

Send an ARS label Y

Comments:

box & ARS

700 Log Sheet - 2010 CNBC Story

5640

Date: 1/13/11 CSR: CR

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: Eric Duplechain

Address: 125 Eva Ln.

Eunice LA 70535

Phone: 2-337-280-6049

Serial #: 66500224

Send an ARS label

Comments:

*purchased new late '06
 700 ADL. 2K3 Youth
 brother-in-law was using
 2 wks ago gun
 FSR
 no adjustments*

700 Log Sheet – 2010 CNBC Story

Date: 1/13/11 CSR: Chris

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

700 BDL

1-14-2011 Total calls 2017

CALLING AS RESULT OF BROADCAST

Yes |||| ||||

No ||

ATTITUDE

Angry at Remington |

Angry CNBC

Supportive of REM

Supportive of CNBC

NATURE/PURPOSE OF CALL

Offer Support

Inquisitive on Rem position |

Calling to provide Broadcast feedback

OWNS MODEL 700

General Concern ||||

Feedback |

Safety Issue | |||

No Problem w/ firearm

ARS sent ||||

To PRODUCT SERVICES | |||

S/N check ||||

700 Log Sheet – 2010 CNBC Story

Date: 1/14/11 CSR: Chris

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Transfer to Product Service

700 Log Sheet – 2010 CNBC Story

Date: _____ CSR: Chris

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

Initial tone/Attitude of the caller:

___ Angry at Remington ___ Supportive of Remington

___ Angry at CNBC for airing ___ Supportive of CNBC

Nature/Purpose of Call:

___ Calling to offer support (pro-Remington)

___ Inquisitive about Remington position

___ Calling to provide broadcast feedback

Customer Owns a Model 700:

___ General concern of safety with personal model 700

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

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

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: 328726 (1968)

Send an ARS label

Comments:

Age

700 Log Sheet – 2010 CNBC Story

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

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

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

Send an ARS label

Comments:

Asc

700 Log Sheet – 2010 CNBC Story

Date: 1/14/10 CSR: Andrew Turner

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Wanting to participate in SMP

700 Log Sheet – 2010 CNBC Story

Date: 1-14-11 CSR: J.B. Irving

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

"Not going to buy anymore
Remington."

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

700 Log Sheet – 2010 CNBC Story

Date: 1-14-11 CSR: 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:

Saw show. General concern.

700 Log Sheet - 2010 CNBC Story

Date: 1-14-11 CSR: LM

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

researching for new
Purchase

700 Log Sheet – 2010 CNBC Story

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

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

[Signature]

700 Log Sheet – 2010 CNBC Story

Date: 1-14-11 CSR: ZW

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 1-14-11 CSR: LM

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: A6734022

Send an ARS label

Comments:

SMP

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

700 Log Sheet - 2010 CNBC Story

Date: JAN 14 2011 CSR: SD

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: STEVEN KRENISKY

Address: 7152 Lakeshore Blvd
Mentor OH 44060

Phone: 440-946-6021

Serial #: 136298595

Send an ARS label

Yes

Comments:

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

700 Log Sheet - 2010 CNBC Story

Date: JAN 14, 2011 CSR: SOT

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: Dave Kereti

Address: 144 Hinrichs
Arnold, MO 63010

Phone: _____

Serial #: 44402

Send an ARS label Yes

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 1/14/11 CSR: PM

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

Initial tone/Attitude of the caller:

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

5661

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: Dr George R. Ricketson 700 30-06 BDL

Address: 5014 Barranca Lora
Pensacola FL 32514

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

Phone: C-850-449-1123

Serial #: n/a

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 1/14/10 CSR: CR

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

5659

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington

☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)

☐ Inquisitive about Remington position

☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700

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

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

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

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

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

Consumer Name: Terry Watson

Address: Cty Rd 151 House 90

Corinth MS 38834

Phone: 662-872-9053

Serial #: C 6242481

Send an ARS label

Comments:

2nd hand
700, 270 FBC
Fired when safe on
FSR'd
Just started this y

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

700 Log Sheet - 2010 CNBC Story

Date: 1/14/11 CSR: CM

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

Initial tone/Attitude of the caller:

5657

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

Did they agree to return it to the factory?

☒ YES

NO 308

Consumer Name: Jeff Flanagan

Address: 111 County Line Rd.
Acme, PA 15610

Phone: 724-875-2498

Serial #: 6541026 1972

Send an ARS label

✓

Comments:

Fax ARS

700 BDL FSR happy yesterday

fax:
724-547-2981

700 Log Sheet - 2010 CNBC Story

Date: 1/4/11 CSR: CM

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

5654

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

Did they agree to return it to the factory?

☒ YES

☐ NO

Consumer Name: Brandon Adams

Address: 78 Floyd Rd.
Carterville GA 30120

Phone: C-678-986-0130

Serial #: 71284074

Send an ARS label

☒ Y

Comments:

box & ARS 1177613

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

1-17-2011 Total Calls 2183

CALLING AS RESULT OF BROADCAST

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

No |||

ATTITUDE

Angry at Remington

Angry CNBC

Supportive of REM ||

Supportive of CNBC

NATURE/PURPOSE OF CALL

Offer Support ||

Inquisitive on Rem position

Calling to provide Broadcast feedback

OWNS MODEL 700

General Concern ~~||||~~)

Feedback |

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

No Problem w/ firearm ||

ARS sent

~~||||~~ ~~||||~~ |

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

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

700 Log Sheet – 2010 CNBC Story

Date: JAN 17 2011 CSR: SPJ

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: Jim VARNER

Address: 15480 PEPPER CREEK RD
HARVEST, AL 35749

Phone: 256-617-1144

Serial #: 385,236

Send an ARS label Yes

Comments:

700 Log Sheet – 2010 CNBC Story

Date: JAN 17, 2011 CSR: SDJ

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

Address: 728 Osborne Creek Rd
Hamptonville, NC 27020

Phone: 336 468-2137

Serial #: N/A

Send an ARS label Yes

Comments:

700 Log Sheet - 2010 CNBC Story

Date: Jan 17, 2010 CSR: SMP

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: Refused, customer hung up

Address: N/A

Phone: 412-331-6568

Serial #: 6419765

Send an ARS label

Comments:

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

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

700 Log Sheet – 2010 CNBC Story

Date: 1/17/11 CSR: Travis

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

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

700 Log Sheet – 2010 CNBC Story

Date: 1/17 CSR: Trans

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

FSR - 2129

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

700 Log Sheet – 2010 CNBC Story

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

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

FSR- 2129

700 Log Sheet – 2010 CNBC Story

Date: 1-17-11 CSR: Ran

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: GARY HINES

Address: _____

Phone: 740-432-0093

Serial #: 6576520 (73)

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 1-17-11 CSR: 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: Curtis Althouse

Address: _____

Phone: 717-445-5306

Serial #: 657 7387

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 1-17-10 CSR: [Signature]

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

want new triggers 2 guns
will drop off

drop off

700 Log Sheet – 2010 CNBC Story

Date: _____ CSR: _____

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

700 243- Firearm - transferred
to Product

700 Log Sheet – 2010 CNBC Story

Date: 1-17-11 CSR: LNW

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 1-17-11 CSR: Danny

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

SMP questions 1987 rifle

700 Log Sheet - 2010 CNBC Story

Date: 1/12/11 CSR: CR

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

5681

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

Did they agree to return it to the factory?

YES

NO

Spts 78 270

Consumer Name: Anthony Porter

Address: 323 Henlock St

Rt City TN 37683

Phone: 423-727-2751 or

Serial #: B6704959 291-8208

Send an ARS label

Comments:

Use
Going to take bullet
out, lifting handle fi.
Safety on

700 Log Sheet - 2010 CNBC Story

5680

Date: 1/17/11 CSR: *CM*

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

Did they agree to return it to the factory?

YES

NO

new 1974

Consumer Name: Ron Schapp

Address: 23107 N Crescent Rd.

Chattaroy WA 99003

Phone: 509-468-2107

Serial #: _____

Send an ARS label

Comments:

700 FSR 3 times
this past Fall

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

700 Log Sheet - 2010 CNBC Story

Date: 1/17/11 CSR: CM

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

5678

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: Noah Morris BDL new
Address: 270 Spg Branch Trail shot hole through
ville VA 22973 mag door of his truck
pulling out of truck.
Phone: 434-985-8986 one hand on stk & one
Serial #: G-6518314 on fle.
Send an ARS label Y happened about 2-3 wks

Comments:

700 Log Sheet - 2010 CNBC Story

5677

Date: 1/17/11 CSR: CM

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

Did they agree to return it to the factory?

YES

NO

2nd hand

Consumer Name: John Atkins

Address: 789 Cherokee Rd.

Raceland KY 41169

Phone: 606-571-6033

Serial #: A6506729 1977

Send an ARS label

Y

Comments:

box

700 Tam mistfired
when closing bolt
happened to him & son

700 Log Sheet - 2010 CNBC Story

Date: 1/10/11 CSR: CR

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

Did they agree to return it to the factory? YES

NO

Consumer Name: Mike Eubanks

Address: IL

Phone: 618-218-6087

Serial #: _____

Send an ARS label

Comments:

~~Box & ARS~~

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

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

700 Log Sheet - 2010 CNBC Story

Date: 1/11/11 CSR: CM 5672

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

Initial tone/Attitude of the caller:

1178165

☐ Angry at Remington ☐ Supportive of Remington

☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)

☐ Inquisitive about Remington position

☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700

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

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

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

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

Did they agree to return it to the factory? YES NO 1 yrs.

Consumer Name: Walter Neal Wood 700 ADL FSR

Address: 67 Pamela Dr.
Monroeville AL 36460

Cousin gave it to him

Phone: 251-238-1321

Serial #: _____

Send an ARS label

Comments:

Box ARS
1178165

700 Log Sheet - 2010 CNBC Story

Date: 1/17/11 CSR: [Signature]

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

5670

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: Roy Mullins

Address: 626-E 3rd St

Phone: cell 940-733-2155

Serial #: _____

1/16/11
FSR-223
1st time
sitting in safe 20y.
Had been target prac
d afterward bringing tin tip
off safety to unload
Father's -30-06 700
not sure

Send an ARS label

Comments:

2 labels

1-18-2011 total calls 2034

CALLING AS RESULT OF BROADCAST

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

No ||

ATTITUDE

Angry at Remington |

Angry CNBC

Supportive of REM |

Supportive of CNBC

NATURE/PURPOSE OF CALL

Offer Support

Inquisitive on Rem position || ||

Calling to provide Broadcast feedback |

OWNS MODEL 700

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

Feedback

Safety Issue || |

No Problem w/ firearm

ARS sent) || |

To PRODUCT SERVICES |||

S/N check) || |

700 Log Sheet - 2010 CNBC Story

Date: JAN 18, 2011 CSR: SJD

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: Bill Hitzelberger

Address: 31516 Everingside Dr.
Flint MI 48026

Phone: 586-294 3553

Serial #: B6420131

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 11/18/11 CSR: Andrew Turner

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Wanted info about sending rifle for SMP.

700 Log Sheet - 2010 CNBC Story

Date: 1-18-11 CSR: JJT

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: Gary Howards

Address: 4736 Hoover St
Oregon, WI 53575

Phone: 608-835-7938

Serial #: _____

Send an ARS label

Comments:

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

700 Log Sheet - 2010 CNBC Story

Date: 1-18-11 CSR: JJT

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: Kevin McEnroe

Address: _____

Phone: 407-947-3111

Serial #: C. 6382030

Send an ARS label

Comments:

web referral

700 Log Sheet - 2010 CNBC Story

Date: 1/18/11 CSR: Chris

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: Scott

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 1-18-11 CSR: Ron

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: John R. Heason

Address: _____

Phone: 850-228-8875

Serial #: 159507 (1865)

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 1-18 CSR: LM

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

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

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 1-18-11 CSR: J.B. Irving

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

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

700 Log Sheet – 2010 CNBC Story

Date: 1-18-11 CSR: J.B. Irving

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

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington

☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)

☒ Inquisitive about Remington position

☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700

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

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

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Checking to see if his rifle
are included in SMP.

700 Log Sheet – 2010 CNBC Story

Date: 1/18/10 CSR: Watts

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Just argued with the decided to send
it in for SA P. Has not had issue

700 Log Sheet – 2010 CNBC Story

Date: 1/18/2011 CSR: Da

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

2 time calling. Treated nasty by
the man he talked to. Said his head

700 Log Sheet - 2010 CNBC Story

Date: 1/18/2011 CSR: [Signature]

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: A6514895

Send an ARS label

Comments:

ARS REGISTERED

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

700 Log Sheet - 2010 CNBC Story

Date: 1/18/11

CSR: [Signature]

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

Initial tone/Attitude of the caller:

☐ Angry at Remington

☒ Supportive of Remington

☐ Angry at CNBC for airing

☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)

☒ Inquisitive about Remington position

☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700

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

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

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

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

Did they agree to return it to the factory? YES

NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

fine w/ Remington

1-19-2011 Total calls 2020

CALLING AS RESULT OF BROADCAST

Yes |||| |||

No ||

ATTITUDE

Angry at Remington

Angry CNBC |

Supportive of REM |||

Supportive of CNBC

NATURE/PURPOSE OF CALL

Offer Support |

Inquisitive on Rem position |

Calling to provide Broadcast feedback

OWNS MODEL 700

General Concern |||| |||

Feedback |

Safety Issue | |

No Problem w/ firearm

ARS sent |||| |

To PRODUCT SERVICES ||

S/N check |||| |

700 Log Sheet – 2010 CNBC Story

Date: 1/19/2011 CSR: *Don*

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

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

Consumer Name: _____

Address: _____

Phone: _____

Serial #: B6597814 & G6876398

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 1-19-11 CSR: 

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

Initial tone/Attitude of the caller:

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

Nature/Purpose of Call:

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

Customer Owns a Model 700:

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

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

Did they agree to return it to the factory? YES NO

Consumer Name: _____


Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

 60

*****Internal Use Only*****

700 Log Sheet – 2010 CNBC Story

Date: 1-19-11 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:

SMP

700 Log Sheet - 2010 CNBC Story

Date: 1/19/11 CSR: LM

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington

☒ Supportive of Remington

☒ Angry at CNBC for airing

☐ Supportive of CNBC

Nature/Purpose of Call:

☒ Calling to offer support (pro-Remington)

☐ Inquisitive about Remington position

☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700

☐ seeking company feedback regarding direction/use of personal Model 700

☐ claims they experienced a "safety" related issue with their personal Model 700

☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 1/19/11 CSR: (LAW)

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

770 -

700 Log Sheet - 2010 CNBC Story

Date: 1-18-11 CSR: 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: Wm Switzer

Address: _____

Phone: _____

Serial #: B6213540 1380

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 1/19/11 CSR: CM

Is the customer calling as a result of the broadcast? (YES) NO

5711

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington).
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☒ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory?

YES

NO

new

Consumer Name: Glenn Sircar

Address: 115 Windcrest Ct

Hendersonville TN 37075

Phone: 615-293-1540

Serial #: A6625774

Send an ARS label

Comments:

box-ARS

700 unloading after
 hunt.
 has bolt lock,
 FBC unloading at
 the back of the car
 shot-steering wheel, which
 had happened before
 but thought it was
 him

700 Log Sheet – 2010 CNBC Story

Date: 4/19/11 CSR: CR

Is the customer calling as a result of the broadcast? YES NO

5710

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington).
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☒ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory?

YES

NO

Consumer Name: Patrick Davis

Address: 95 West Monroe St
Latrobe PA 15650

Phone: 724-288-6072

Serial #: 7111227

Send an ARS label

Comments:

used
30-06 710 pressure
on trigger slider can
cause to fire - safety
was off.

700 Log Sheet – 2010 CNBC Story

Date: Jan 19, 2011 CSR: SDJ

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Patrick Campbell

Address: 2997 E. CRUISE WAY
SALT LAKE CITY UT 84109

Phone: 801 272-7115

Serial #: — N/A Model 1 TZ1

Send an ARS label Yes

Comments:

700 Log Sheet – 2010 CNBC Story

Date: JAN 19, 2011 CSR: SDJ

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: BARRY BARE
Address: 1177 W. BEAR LAKE RD. NE
KALKASKA MI 49646

Phone: 231-258-1146

Serial #: B6598007

~~***Send an ARS label***~~ YES

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 1/19 CSR: Anne

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Paul Supersburg

Address: 34601 Lakewood
Chesterfield, MI 48047-4402

Phone: 586-725-9056

Serial #: 10795249

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 1/19 CSR: Anne

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

*has an email
telling us to call
about 700 Recall*

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 1/19 CSR: Anne

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Gregory Bell

Address: 15 Ridgewood Rd
Malvern, PA 19355

Phone: 484-320-8658

Serial #: 354326

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 1/19/10 CSR: 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

None

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☒ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Handed to PS

*****Internal Use Only*****

700 Log Sheet – 2010 CNBC Story

Date: 1/19/11 CSR: Chris

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☒ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Transfer to Product Service

1-20-2011 Total calls 1857

CALLING AS RESULT OF BROADCAST

Yes ~~+++~~ 11

No 1

ATTITUDE

Angry at Remington

Angry CNBC

Supportive of REM 1

Supportive of CNBC

NATURE/PURPOSE OF CALL

Offer Support

Inquisitive on Rem position 111

Calling to provide Broadcast feedback

OWNS MODEL 700

General Concern ~~+++~~

Feedback

Safety Issue 11

No Problem w/ firearm 1

ARS sent 11

To PRODUCT SERVICES 11

S/N check 11

*****Internal Use Only*****

700 Log Sheet – 2010 CNBC Story

Date: 1-20-2011 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: Richard Lang

Address: 5906 Hwy 111
Annacoco, LA 71403

Phone: 337-424-0595

Serial #: N/A 2000 ish

Send an ARS label

Comments:

~~signature~~ has happened 3x

700 Log Sheet - 2010 CNBC Story

Date: 1/20/2011 CSR: 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 #: 700-6495522 & 600-A6613081

Send an ARS label

Comments:

INSQ

700 Log Sheet – 2010 CNBC Story

Date: 11/20/2011 CSR: Da

Is the customer calling as a result of the broadcast? YES ☐ NO ☒

Magazine Article

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☒ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES ☐ NO ☒

Consumer Name: _____

Address: _____

Phone: _____

Serial #: W543469M

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: Jan 29, 2011 CSR: SDJ

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: LEWIS LEIFKSTE

Address: 309 Oakwood R
Kearney TX 78028

Phone: 830 - 896 - 2116

Serial #: 6576927

Send an ARS label

Yes

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 1/20/11 CSR: Andrew Turner

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☒ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☒ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Wanting to participate in SMP

700 Log Sheet – 2010 CNBC Story

Date: 1/20/11 CSR: Andrew Turner

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Sending rifle in for SMO

700 Log Sheet - 2010 CNBC Story

Date: 1-20-11 CSR: J.B. Irving

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Saw Show. General safety questions.

700 Log Sheet - 2010 CNBC Story

Date: 1-20-11 CSR: J.B. Irving

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

General safety concerns.

700 Log Sheet – 2010 CNBC Story

Date: 1/20/11 CSR: 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:

FFK # 2129

1-24-2011 Total Calls 1856

CALLING AS RESULT OF BROADCAST

Yes ~~||||~~ 11

No 1

ATTITUDE

Angry at Remington

Angry CNBC

Supportive of REM 1

Supportive of CNBC

NATURE/PURPOSE OF CALL

Offer Support

Inquisitive on Rem. position 1

Calling to provide Broadcast feedback

OWNS MODEL 700

General Concern ~~||||~~ 1

Feedback 1

Safety Issue 1

No Problem w/ firearm

ARS sent 1 1 1

To PRODUCT SERVICES 1

S/N check ~~||||~~ 1

700 Log Sheet - 2010 CNBC Story

Date: 1/21/11 CSR: Travis

Is the customer calling as a result of the broadcast? YES (NO)

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
☒ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

_____ If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

56336084

700 Log Sheet - 2010 CNBC Story

Date: 1/21/11 CSR: 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:

SER check

700 Log Sheet – 2010 CNBC Story

Date: 1/21/10 CSR: W-HS

Is the customer calling as a result of the broadcast? ☒ YES ☐ NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☒ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Referred to PS

700 Log Sheet – 2010 CNBC Story

Date: 1-21-11 CSR: Danny

Is the customer calling as a result of the broadcast? ☒ YES ☐ NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

General Questions

700 Log Sheet – 2010 CNBC Story

Date: JAN 21, 2011 CSR: SDJ

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: BEN SANDLEN

Address: 4780 Iwona Rd.
OTTAWA KS 66067

Phone: 785-255-4044

Serial #: S6571562

Send an ARS label Yes

Comments:

Customer stated he had trigger adjusted
to approximately 2 1/2 lbs. wanted to know what we

700 Log Sheet - 2010 CNBC Story

Date: 1/21/2011 CSR: [Signature]

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☒ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☒ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: 43242

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 1-22-11 CSR: R₈

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

 Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

 Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

 General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Lake Mills

Address: _____

Phone: _____

Serial #: 6541107 (1572)

Send an ARS label

Comments:

1-24-2010 Total Calls 2616

CALLING AS RESULT OF BROADCAST

Yes ++++++ ++++++ ++

No

ATTITUDE

Angry at Remington

Angry CNBC

Supportive of REM //

Supportive of CNBC |

NATURE/PURPOSE OF CALL

Offer Support //

Inquisitive on Rem position +++ |||

Calling to provide Broadcast feedback

OWNS MODEL 700

General Concern +++ +++++ |||

Feedback ||||

Safety Issue +++ +

No Problem w/ firearm //

ARS sent ++++++ +

To PRODUCT SERVICES +++++

S/N check +++ +++++ |||

*****Internal Use Only*****

700 Log Sheet - 2010 CNBC Story

Date: Jan. 24, 2011 CSR: SRJ

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☒ Supportive of Remington

☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)

☐ Inquisitive about Remington position

☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700

☐ seeking company feedback regarding direction/use of personal Model 700

☐ claims they experienced a "safety" related issue with their personal Model 700

☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Joe Bartolick

Address: 342 W. Arch St. Box 135
Mt. Airy, PA 16046

Phone: 724-625-4635

Serial #: 6362453

Send an ARS label Yes

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 1-24-2011 CSR: JIT

Is the customer calling as a result of the broadcast? YES ☒ NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☒ has not experienced a problem but wants firearm inspected (fill out address) send to ^{factory} ~~an RARC~~

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES ☒ NO

Consumer Name: Mitchell Bober

Address: 124 Starview Place
Lancaster, VA 22503

Phone: 804-462-6000

Serial #: 353288 (1968)

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 1/24 CSR: Travis

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☒ Supportive of Remington

☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)

☐ Inquisitive about Remington position

☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700

☒ seeking company feedback regarding direction/use of personal Model 700

☐ claims they experienced a "safety" related issue with their personal Model 700

☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

*****Internal Use Only*****

700 Log Sheet – 2010 CNBC Story

Date: 1/24/11 CSR: 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:

SMP - A 6775757

*****Internal Use Only*****

700 Log Sheet - 2010 CNBC Story

Date: 1/24/2011 CSR: Jan

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☒ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☒ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: NATHAN ALLEN

Address: 325 SAGE TRAIL
DEMAREST, GA 30535

Phone: _____

Serial #: E6823715-56376329

Send an ARS label

Comments:

*****Internal Use Only*****

700 Log Sheet - 2010 CNBC Story

Date: 1/24 CSR: Aune

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☒ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they 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 Scheerman

Address: P.O. Box 27

Woodbourne, NY 12788

Phone: 845-434-6628

Serial #: 6449700

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 1/18/24 CSR: Anne

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

 Angry at Remington X Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

 Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

X General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? (YES) NO

Consumer Name: Roland H. Platges

Address: Ronald H. Platges

6610 Lees Nagle Rd Lot 136

Phone: North Ridgefield, OH 44039

Serial #: 440-327-6073 S/N 126996

Send an ARS label

Comments:

*****Internal Use Only*****

700 Log Sheet – 2010 CNBC Story

Date: 1/29/29 CSR: Anne

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☒ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory?

(YES) NO

Consumer Name: Bill Preston

Address: PO Box 309
14689 CR 228

Phone: Sluro, TX 77876

Serial #: _____

Send an ARS label

Comments:

Will call back w/correct address

956-874-2550

700 Log Sheet - 2010 CNBC Story

Date: 1/24/11 CSR: Chris

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Older Gun under SMP. Consumer did not want
to ship gun anywhere

700 Log Sheet - 2010 CNBC Story

Date: 1-24-11 CSR: Ron

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☒ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☒ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Stanley D Wallnet

Address: _____

Phone: 229-387-9618

Serial #: D6600720

Send an ARS label

Comments:

*****Internal Use Only*****

700 Log Sheet – 2010 CNBC Story

Date: 1-24-11 CSR: Ron

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☒ Supportive of Remington

☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)

☐ Inquisitive about Remington position

☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700

☐ seeking company feedback regarding direction/use of personal Model 700

☐ claims they experienced a "safety" related issue with their personal Model 700

☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Ronald Dick

Address: _____

Phone: _____

Serial #: 62687

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 1-24-1 CSR: Ron

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☒ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☒ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: JDC Greene

Address: _____

Phone: _____

Serial #: E626 8024 1998

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 1/24/11 CSR: Andrew Turner

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☒ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☒ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Customer had already had SMP work done
but saw CNBC special and wanted to

700 Log Sheet - 2010 CNBC Story

Date: 1/24/11 CSR: Andrew Turner

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☒ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Angel Olivera

Address: 12363 SW 265 Terrace
Naranja, FL 33032

Phone: (786) 399-0033

Serial #: A6555326

Send an ARS label

Comments:

Sending rifle for SMP

700 Log Sheet – 2010 CNBC Story

Date: 1/24/11 CSR: Andrew Turner

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Customer stated rifle discharged without trigger being pulled. Transferred to product services

700 Log Sheet – 2010 CNBC Story

Date: 1/24/11 CSR: Andrew Turner

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☒ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Customer will send rifle for SMP

700 Log Sheet - 2010 CNBC Story

Date: 1/24 CSR: Emi

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☒ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
☒ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments: _____

700 Log Sheet - 2010 CNBC Story

Date: 1/24 CSR: Ernie

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

General Questions

700 Log Sheet – 2010 CNBC Story

Date: 1-24-11 CSR: LMW

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☒ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments: _____

700 Log Sheet – 2010 CNBC Story

Date: 1-24-11 CSR: (initials)

Is the customer calling as a result of the broadcast? **YES** NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)

☒ Inquisitive about Remington position

☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700

☐ seeking company feedback regarding direction/use of personal Model 700

☐ claims they experienced a "safety" related issue with their personal Model 700

☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 1-24-11 CSR: Danny

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☒ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☒ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: 760-745-2001

Serial #: _____

Send an ARS label

Comments:

Very Nasty Guy

700 Log Sheet – 2010 CNBC Story

Date: 1-24-11 CSR: Danny

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

SMP Questions 1987 rifle

700 Log Sheet - 2010 CNBC Story

Date: 1-24-11 CSR: Danny

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

General Questions 1991 rifle

700 Log Sheet - 2010 CNBC Story

Date: 1/24/11 CSR: CR

5743

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Darrell Rogers

sent an email

Address: PO Box 367
French KY 40322

700 243 YH for Christ
 1st wkend in Jan took h
 hunting. FSR

Phone: cell-606-359-1445

Serial #: N/A

Send an ARS label

✓

Comments:

700 Log Sheet - 2010 CNBC Story

57
0044

Date: 1/24/11 CSR: CR

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington

☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)

☐ Inquisitive about Remington position

☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700

☐ seeking company feedback regarding direction/use of personal Model 700

☒ Claims they experienced a "safety" related issue with their personal Model 700

☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Pat Connelly

Address: 2536 Ferris Rd.

Abbeville LA 70510

Phone: 337-385-8362

Serial #: n/a

Send an ARS label

Comments:

700 Boone + Crockett 300s
Accid. Dird 2 wks ago
FSR

700 Log Sheet - 2010 CNBC Story

Date: 1/24/11 CSR: CM

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☒ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory?

YES

NO

both bought new

Consumer Name: Jeff Farmer 700

Address: 110 S. Vaughn Crossing Spur
Pike Road AL 36064

Phone: 334-301-2122

Serial #: _____

Send an ARS label

Comments:

2 x ARS

*deer hunting camo
 ~270 700. Close to
 dark, flash light
 10 ft. son unloads FS.
 hands not on trigger*

Cannot duplicate it.

Doesn't want the guns

700 Log Sheet – 2010 CNBC Story

5748

Date: 1/24/11 CSR: CM

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington

☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)

☐ Inquisitive about Remington position

☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700

☐ seeking company feedback regarding direction/use of personal Model 700

☒ claims they experienced a "safety" related issue with their personal Model 700

☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory?

YES

NO

new

Consumer Name: David Bills

Address: 5680 Camp Creek Rd

E. Lynn W.V. 25512

Phone: 304-849-5701

Serial #: E6223810

700 FSR 2010 dec. season

Send an ARS label

Comments:

box + ARS

1180601

700-Log-Sheet-2010-CNBC-Story

Date: JAN 24, 2011 CSR: SDV

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? (YES) NO

Consumer Name: Mark Twedt

Address: 620 20th Ave SW
Rochester, MN 55902

Phone: 507-990 1871

Serial #: N/A @ time of call

Send an ARS label

Comments:

1-25-2011 Total calls 2066

CALLING AS RESULT OF BROADCAST

Yes + + + + + + + + 11

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 + + + + + + + + 111

Feedback

Safety Issue 111

No Problem w/ firearm |

ARS sent + + + + + + + + |

To PRODUCT SERVICES | |

S/N check + + + + + + + + 1111

700-Log-Sheet-2010-CNBC-Story

Date: JAN 25, 2011 CSR: S. D. Jan

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Tim Coughlin

Address: 3560 Bighorn
Casper WY 82609

Phone: 307-234 5785

Serial #: 626 9059 Model 600 under recall

Send an ARS label Yes

Comments:

700-Log-Sheet--2010-CNBC-Story

Date: 1/25/11 CSR: Watts

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Quicker

700-Log-Sheet--2010-CNBC-Story

Date: 1/25/10 CSR: W-H

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

SER #dk 66214987

700-Log-Sheet - 2010 CNBC Story

Date: 1/25/11 CSR: W-H

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Sam P. Quish

700 Log Sheet – 2010 CNBC Story

Date: 1/25/11 CSR: W-H

Is the customer calling as a result of the broadcast? YES NO

pe - dad

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Serial check E6275203 in SAP

700 Log Sheet – 2010 CNBC Story

Date: 1-25-11 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 #: B6476102

Send an ARS label

Comments:

Bea 115?

700 Log Sheet - 2010 CNBC Story

Date: 1-25-11 CSR: Ron

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☒ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☒ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Aurthur Daw

Address: _____

Phone: _____

Serial #: 66674456

Send an ARS label

Comments: _____

*****Internal Use Only*****

700 Log Sheet - 2010 CNBC Story

Date: 1-25-11 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: Steve Landreth

Address: P.O. Box 1328
2399 Hwy 53 E

Dawsonville, GA 30534

Phone: 706-265-8381

Serial #: 6572337

Send an ARS label

Comments:

ARS

700 Log Sheet - 2010 CNBC Story

Date: 1-25-11 CSR: JJT

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☒ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☒ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700

☒ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Daniel L. Golden

Address: 252 Ridgefield Cir.
Easley SC

Phone: 864-850-2902

Serial #: NA has several 700's - just had ?'s.

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 1-25-11 CSR: JJT

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

 Angry at Remington ☒ Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

 Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

 General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 ☒ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? (YES) NO

Consumer Name: Ed Logan

Address: 124 Carson St.
Phoenixville, PA 19460

Phone: 610-~~699~~33-6397

Serial #: B6249291

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 1/25/10 CSR: JA

Is the customer calling as a result of the broadcast? YES NO

5758

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington).
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☒ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory?

YES

NO

Consumer Name:

Bruce Barner

Address:

5050 Virginiatown Rd.
New Castle CA 95658

Phone:

916-543-9778

Serial #:

6690433 1974 .270

Send an ARS label

Y

Comments:

gift from friend
 years ago it went to
 when he went to pick
 up. Has the bolt lock
 up.
 Floated the bbl a long
 time ago. He was free
 that morning, he reach
 down

700 Log Sheet - 2010 CNBC Story

Date: 1/25 CSR: Anne

Is the customer calling as a result of the broadcast? ☒ YES ☐ NO

Initial tone/Attitude of the caller:

☒ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☒ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? ☒ YES ☐ NO

Consumer Name: Jim Lust

Address: 118 Lavenport St

Borger TX 79007

Phone: 806-273-2637

Serial #: 6871750

Send an ARS label

Comments:

1-26-2011 Total calls 1718

CALLING AS RESULT OF BROADCAST

Yes + + + + + + + + + +

No | |

ATTITUDE

Angry at Remington

Angry CNBC

Supportive of REM |

Supportive of CNBC

NATURE/PURPOSE OF CALL

Offer Support |

Inquisitive on Rem position |

Calling to provide Broadcast feedback

OWNS MODEL 700

General Concern + + + + + | | |

Feedback |

Safety Issue | | |

No Problem w/ firearm | | |

ARS sent | | | |

To PRODUCT SERVICES | | |

S/N check + + + + + + + + + +

700 Log Sheet - 2010 CNBC Story

Date: JAN 26, 2011 CSR: SDJ

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☒ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: BEANIE GALTINKEL
Address: 20142 GILLCREST Rd.
ATHENS, AL 35614-4560
Phone: 719-661-1788
Serial #: 65 77137

Send an ARS label

Yes

Comments:

*****Internal Use Only*****

700 Log Sheet - 2010 CNBC Story

Date: 1-26-11 CSR: SDT

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: TERRY REIF

Address: 448 NE 180 Rd.
Hoisington, KS 67544

Phone: 620-786-7106

Serial #: 46344 Model 600

Send an ARS label YES

Comments:

*****Internal Use Only*****

700 Log Sheet - 2010 CNBC Story

Date: Jan 26, 2011 CSR: SDJ

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Matt Hoover

Address: 26090 North 85th Ln.
Phoenix, AZ 85383

Phone: _____

Serial #: B

Send an ARS label

Comments:

TRIGGER broke in half on New
2010 production Rifle.

*****Internal Use Only*****

700 Log Sheet – 2010 CNBC Story

Date: 1/26 CSR: Travis

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☒ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

21294 FSR

700 Log Sheet – 2010 CNBC Story

Date: 1/26 CSR: Anne

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

New 700

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 1/26/11 CSR: Chris

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: 06584494

Send an ARS label

Comments: _____

*****Internal Use Only*****

700 Log Sheet – 2010 CNBC Story

Date: 1/26/11 CSR: Chris

Is the customer calling as a result of the broadcast? YES **NO**

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

SMP - Canada

700 Log Sheet – 2010 CNBC Story

Date: 1/26/11 CSR: Chris

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments: _____

700 Log Sheet – 2010 CNBC Story

Date: 1/26/11 CSR: Andrew Turner

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☒ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☒ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: James Rupersburg

Address: 6617 Swartout Rd
Clay Township, MI 48001

Phone: _____

Serial #: B6331966

Send an ARS label

Comments:

Sent rifle for SMP

*****Internal Use Only*****

700 Log Sheet – 2010 CNBC Story

Date: 1/26/11 CSR: W-HB

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

Per Bass Po

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

SER - 67024965 check

700 Log Sheet - 2010 CNBC Story

Date: 1/26/11 CSR: WHS

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington

☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)

☐ Inquisitive about Remington position

☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700

☐ seeking company feedback regarding direction/use of personal Model 700

☐ claims they experienced a "safety" related issue with their personal Model 700

☒ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? (YES) NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Send & Serial check

For inspect
378261

NR
Public

*****Internal Use Only*****

700 Log Sheet – 2010 CNBC Story

Date: 1-25-11 CSR: Row

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington

☒ Supportive of Remington

☐ Angry at CNBC for airing

☐ Supportive of CNBC

Nature/Purpose of Call:

☒ Calling to offer support (pro-Remington)

☐ Inquisitive about Remington position

☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700

☐ seeking company feedback regarding direction/use of personal Model 700

☐ claims they experienced a "safety" related issue with their personal Model 700

☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory?

YES

NO

Consumer Name: Kevin Brunel

Address: _____

Phone: 586-358-0625

Serial #: ?

Send an ARS label

Comments:

*****Internal Use Only*****

700 Log Sheet - 2010 CNBC Story

Date: 1-26-11 CSR: Danny

Is the customer calling as a result of the broadcast? ☒ YES ☐ NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Model 721 SMP ?

700 Log Sheet - 2010 CNBC Story

Date: 1/26/11 CSR: Ch

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

5770

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington).
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☒ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory?

(YES) NO

Consumer Name: Larry Huddleston

Address: 810 S. College

Waxahachie TX 75165

Phone: 903-654-7624

Serial #: _____

Send an ARS label

Comments:

*new bought 1976
 FBC
 1st time a few yrs. ago
 local gunsmith cleaned it
 2nd time in hunting
 house, closed bolt
 & it fired.*

7mm Rem Mag.

700 Log Sheet - 2010 CNBC Story

Date: 1/20/11 CSR: CM

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

5767

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington).
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☒ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Dillon Lawson 700 FSR
Address: 1704 Green Tree Point Circle Christmas 2010
Lebanon TN 37087
Phone: 865-898-7993
Serial #: G 6957347

Send an ARS label

Comments:

Box & Label 1181537

700 Log Sheet - 2010 CNBC Story

Date: 1/26/10 CSR: PM

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

5764

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington) .
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory?

YES

NO 2001 - 2nd

Consumer Name: Seth Stadheim

Address: 1623 Hammer Rd.

Albert Lea MN 56007

Phone: 507-273-7241

Serial #: T6205954

700 25-06
 3 times - fired w/o touching trigger.
 closed bolt & it fired.

Send an ARS label

Y

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 1/26/11 CSR: 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 #: G 6 957347

Send an ARS label

Comments:

To Product Service - Claims
its went to be w/ Vmark Dr. Trigger

1-27-2011 Total calls 1519

CALLING AS RESULT OF BROADCAST

Yes ~~||||~~

No

ATTITUDE

Angry at Remington |

Angry CNBC

Supportive of REM

Supportive of CNBC

NATURE/PURPOSE OF CALL

Offer Support |

Inquisitive on Rem position |

Calling to provide Broadcast feedback

OWNS MODEL 700

General Concern) / / /

Feedback

Safety Issue |

No Problem w/ firearm |

ARS sent |

To PRODUCT SERVICES |

S/N check / /

700 Log Sheet – 2010 CNBC Story

Date: 1-27-2011 CSR: C Huck

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☒ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

2002 - 700 LTR

700 Log Sheet – 2010 CNBC Story

Date: 1-27-11 CSR: LMW

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

AMP

*****Internal Use Only*****

700 Log Sheet – 2010 CNBC Story

Date: 1-27-11 CSR: R.W.

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☒ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☒ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Martin WALLACE

Address: _____

Phone: _____

Serial #: G 689 4965 2009

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 1/27/11

CSR: Andrew Turner

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

☐ Angry at Remington

☐ Supportive of Remington

☐ Angry at CNBC for airing

☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)

☒ Inquisitive about Remington position

☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700

☐ seeking company feedback regarding direction/use of personal Model 700

☐ claims they experienced a "safety" related issue with their personal Model 700

☒ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory?

(YES)

NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Sending rifle for SAMP

700 Log Sheet – 2010 CNBC Story

Date:

1/27/11

CSR:

Andrew Turner

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

___ Angry at Remington

___ Supportive of Remington

___ Angry at CNBC for airing

___ Supportive of CNBC

Nature/Purpose of Call:

___ Calling to offer support (pro-Remington)

___ Inquisitive about Remington position

___ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700

___ seeking company feedback regarding direction/use of personal Model 700

☒ claims they experienced a "safety" related issue with their personal Model 700

___ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory?

YES

NO

Consumer Name:

Bill Preston

Address:

Phone:

Serial #:

Send an ARS label

Comments:

Xferred to Product Services

1-28-2011 Total calls 1515

CALLING AS RESULT OF BROADCAST

Yes ~~||||~~ ~~||||~~

No

ATTITUDE

Angry at Remington

Angry CNBC

Supportive of REM ||||

Supportive of CNBC

NATURE/PURPOSE OF CALL

Offer Support ~~||||~~

Inquisitive on Rem position |

Calling to provide Broadcast feedback

OWNS MODEL 700

General Concern ~~||||~~ ||

Feedback

Safety Issue

No Problem w/ firearm

ARS sent |

To PRODUCT SERVICES

S/N check ~~||||~~

700 Log Sheet - 2010 CNBC Story

Date: 1-28-11 CSR: J.B. Irving

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

He Buddy has been telling
him about CNBC Show.

700 Log Sheet – 2010 CNBC Story

Date: 1-28-11 CSR: J.B. Irving

Is the customer calling as a result of the broadcast? ☒ YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☒ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Referred to Website

700 Log Sheet – 2010 CNBC Story

Date: 1/28/11 CSR: Walt

Is the customer calling as a result of the broadcast? YES ~~NO~~

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

Heard there was a recall. 660

700 Log Sheet - 2010 CNBC Story

Date: 1-28-11 CSR: LM

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington

☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)

☐ Inquisitive about Remington position

☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700

☐ seeking company feedback regarding direction/use of personal Model 700

☐ claims they experienced a "safety" related issue with their personal Model 700

☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 1-28-11 CSR: Roz

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☒ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☒ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: FRED TOLLEY

Address: _____

Phone: 304-927-4600

Serial #: A6654416 (1975)

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 1-28-11 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: JESSE DHLEK

Address: _____

Phone: 707-433-7587

Serial #: 66254296 (2002)

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 1-28-11 CSR: RON

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☒ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☒ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: CHRIS BLEVINGS

Address: _____

Phone: 423-718-3160

Serial #: 66378454 2003

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 1-28-11 CSR: Ron

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☒ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☒ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Donald Zink

Address: _____

Phone: _____

Serial #: ? 1962

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 1-28-11 CSR: Rev

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

 Angry at Remington Supportive of Remington
 Angry at CNBC for airing Supportive of CNBC

Nature/Purpose of Call:

 Calling to offer support (pro-Remington)
 Inquisitive about Remington position
 Calling to provide broadcast feedback

Customer Owns a Model 700:

 General concern of safety with personal model 700
 seeking company feedback regarding direction/use of personal Model 700
 claims they experienced a "safety" related issue with their personal Model 700
 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Donald May

Address: _____

Phone: _____

Serial #: 56253266 (1594)

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 1-28-11 CSR: JJT

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☒ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Doug Higinson

Address: 139 Fleury Road
Pine Bush, NY 12566

Phone: 845-778-1479

Serial #: prc-1982

Send an ARS label

Comments:

1-31-2011 Total Calls 2288

CALLING AS RESULT OF BROADCAST

Yes |||| 1

No

ATTITUDE

Angry at Remington 1

Angry CNBC 1

Supportive of REM 11

Supportive of CNBC 1

NATURE/PURPOSE OF CALL

Offer Support 1

Inquisitive on Rem position 11

Calling to provide Broadcast feedback 1

OWNS MODEL 700

General Concern 1111

Feedback

Safety Issue 11

No Problem w/ firearm

ARS sent

To PRODUCT SERVICES

S/N check 11

*****Internal Use Only*****
700 Log Sheet - 2010 CNBC Story

Date: 1/31 CSR: Eric

Is the customer calling as a result of the broadcast? (YES) NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)

☒ Inquisitive about Remington position

☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700

☐ seeking company feedback regarding direction/use of personal Model 700

☐ claims they experienced a "safety" related issue with their personal Model 700

☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

General Info

700 Log Sheet – 2010 CNBC Story

Date: 1-31-11 CSR: [Signature]

Is the customer calling as a result of the broadcast? **YES** **NO**

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☒ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? **YES** **NO**

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

improper discharge
forward to product service

700 Log Sheet – 2010 CNBC Story

Date: 1-31-11 CSR: LM

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington

☒ Supportive of Remington

☒ Angry at CNBC for airing

☐ Supportive of CNBC

Nature/Purpose of Call:

☒ Calling to offer support (pro-Remington)

☐ Inquisitive about Remington position

☒ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700

☐ seeking company feedback regarding direction/use of personal Model 700

☐ claims they experienced a "safety" related issue with their personal Model 700

☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 1-31-11 CSR: LMJ

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☒ Angry at Remington ☐ Supportive of Remington
☒ Angry at CNBC for airing ☒ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☒ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: _____

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

3MP

700 Log Sheet – 2010 CNBC Story

Date: 1 - 31 - 11 CSR: Rea

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☒ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☒ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Jim Noble

Address: _____

Phone: _____

Serial #: 5625855A

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 11/31/11 CSR: Dan

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☒ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☒ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☒ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☐ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Carl Hammer

Address: _____

Phone: _____

Serial #: D6635351

Send an ARS label

Comments:

