1-4-2010 Totalcalls 3003

CALLING AS RESULT OF	BROADCAST
----------------------	-----------

Yes ++++ | 1 | 1

No 1

ATTITUDE

Angry at Remington

Angry CNBC

Supportive of REM 1

Supportive of CNBC

NATURE/PURPOSE OF CALL

Offer Support

Inquisitive on Rem position //

Calling to provide Broadcast feedback

OWNS MODEL 700

General Concern

Feedback

Safety Issue

No Problem w/ firearm /

ARS sent +++11

TO PRODUCT SERVICES ++++

S/N check + + + 1 | |

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?
Consumer Name:
Address:
· · · · · · · · · · · · · · · · · · ·
Phone:
Serial #:
Send an ARS label
Comments:
ARS SENT

Date:/4///	CSR:	Chris	
Is the customer calling as a result of the	he broadcast?	YES NO	
Initial tone/Attitude of the caller:			
Angry at Remington	Supportiv	e of Remington	
Angry at CNBC for airing	Supportive	e of CNBC	
Nature/Purpose of Call:			
Calling to offer support (pro-Remin	igton)	•	
Inquisitive about Remington position	on		
Calling to provide broadcast feedba	ck		
Customer Owns a Model 700:			
General concern of safety with pers	onal model 700		
seeking company feedback regarding	_	_	
claims they experienced a "safety" r	related issue wi	th their personal	Model 700
has not experienced a problem but v	wants firearm in	spected (fill out	address) send to an RARC
If the customer references any concer the safety of the firearm, they should	-	_	-
Did they agree to return it to the factor	ory?	YES	NO
Consumer Name:			
Address:			
			
Phone:			
Serial #:			
Send an ARS label			
Comments:			
Trigger was hard to pull			
gun would fire by taking s	alety off.	transfer	to Product Service

Date: 1411 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: Trustomer and had questions about SMP

Date: 14 10 CSR: AMERITURA
Is the customer calling as a result of the broadcast? YES NO
Initial tone/Attitude of the caller:
Angry at Remington Supportive of Remington
Angry at CNBC for airing Supportive of CNBC
Nature/Purpose of Call:
Calling to offer support (pro-Remington)
Inquisitive about Remington position
Calling to provide broadcast feedback
Customer Owns a Model 700:
General concern of safety with personal model 700
seeking company feedback regarding direction/use of personal Model 700
claims they experienced a "safety" related issue with their personal Model 700
has not experienced a problem but wants firearm inspected (fill out address) send to an RARC
If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).
Did they agree to return it to the factory? (YES) NO
Consumer Name: Kyan Binnelman
Address: 46 Aprile St. Beyer town, PA 19512
Phone:
Serial #:
Send an ARS label
Comments:
Wants to participate in 200 3MT

f.
Date: 1-4-2011 CSR: Offulf
Is the customer calling as a result of the broadcast? YES NO
Initial tone/Attitude of the caller:
Angry at Remington Supportive of Remington
Angry at CNBC for airing Supportive of CNBC
Nature/Purpose of Call:
Calling to offer support (pro-Remington)
Inquisitive about Remington position
Calling to provide broadcast feedback
Customer Owns a Model 700:
General concern of safety with personal model 700
seeking company feedback regarding direction/use of personal Model 700
claims they experienced a "safety" related issue with their personal Model 700
has not experienced a problem but wants firearm inspected (fill out address) send to an RARC
If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they 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 MANZelle
Address: 435 MONTICULO LA
Lakewood NJ 08701
Phone: 201424 7675
Serial #: 36785848
Send an ARS label
Comments:
No Rolt rock feature

Date: <u>/04</u>	CSR: Wa	#	
Is the customer calling as a result of the	/	YES NO	
Initial tone/Attitude of the caller:			
Angry at Remington	Supportive	of Remington	
Angry at CNBC for airing	Supportive	of CNBC	
Nature/Purpose of Call:			
Calling to offer support (pro-Remin	gton)		
Inquisitive about Remington position	on		
Calling to provide broadcast feedba	ck		
Customer Owns a Model 700:		·	
General concern of safety with pers	onal model 700		
seeking company feedback regarding	ng direction/use	of personal Mod	lel 700
claims they experienced a "safety" i	related issue wit	h their personal	Model 700
has not experienced a problem but v	wants firearm in	spected (fill out	address) send to an RARC
If the customer references any concer the safety of the firearm, they should			
Did they agree to return it to the factor	ory?	YES	NO
Consumer Name:			
Address:		<u> </u>	
			
Phone:	·	*****	
Serial #: 5639649 C			
Send an ARS label		·	
Comments:			
Sound the ck			

700 Log Sheet - 2010 CNBC Story

1/4/1		01		5537
Date:	CSR:	1/2		
Is the customer calling as a result of the	ne broadcast?	YES NO		
Initial tone/Attitude of the caller:				
Angry at Remington	Supportive	of Remington		
Angry at CNBC for airing	Supportive	of CNBC		
Nature/Purpose of Call:				
Calling to offer support (pro-Remin	gton) .			
Inquisitive about Remington positio	п			
Calling to provide broadcast feedba	ck			
Customer Owns a Model 700:				
General concern of safety with person	onal model 700			
seeking company feedback regardin	g direction/use (of personal Mode	1 700	
claims they experienced a "safety" r	related issue with	h their personal N	Model 700	
has not experienced a problem but v	vants firearm ins	spected (fill out a	ddress) send to	an RARC
If the customer references any concer the safety of the firearm, they should be				
Did they agree to return it to the facto		YES	NO	1
Consumer Name: Frank Sh	Hett	- Ima	mag +	CSR 2nd A
Consumer Name: Frank Sh Address: 1645 F. MC Mesa A2 8	Kellips	Rd- Hs	hoppe	red
Thera AZ 8	5213	_	, ,	
Phone: 480-250-400	00			
Serial #: 68/1926	1975	New		
Send an ARS label				
Comments:				

Reminston

Confidential

10/19/10

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

5535

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, Dion NY).
Did they agree to return it to the factory? YES NO
Did they agree to return it to the factory? YES NO Consumer Name: William Benfield 700 Fired when he
Consumer Name: William Bentield 700 Fired When he Address: 1904 Hwy 29 opened both after is Brooklyn M5 39425 had stuck
Brooklyn MS 39425 had stuck
Phone: 601-598-2558
Serial #: 6729603 74 He took it apart at
Serial #: 6729603 19 ***Send an ARS label*** The took it apart at it happened
Comments:
1/74331

Confidential

Remineran

10/10/10

700 Log Sheet - 2010 CNBC Story

5	3	')
>~	_	

Date:
Is the customer calling as a result of the broadcast? YES NO
Initial tone/Attitude of the caller:
Angry at Remington Supportive of Remington
Angry at CNBC for airing Supportive of CNBC
Nature/Purpose of Call:
Calling to offer support (pro-Remington)
Inquisitive about Remington position
Calling to provide broadcast feedback
Customer Owns a Model 700:
General concern of safety with personal model 700
seeking company feedback regarding direction/use of personal Model 700
claims they experienced a "safety" related issue with their personal Model 700
has not experienced a problem but wants firearm inspected (fill out address) send to an RARC
If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).
Did they agree to return it to the factory? YES NO Dadgave to her
Consumer Name: Kichard Androlevich F-00 70-06
Address: SO78 SW 15012Ch Lake Butter FL 32054 Started off w/ delayed 10-538-1500 10-538-1500
Lake Butter FL 32054 Startes
Phone: 352-538-0556 hospited
Phone: 352-538-0556 hoppered Serial #: A6829952 175 Dec 241h
Send an ARS label
Comments:

Canfidential

Paminoton

16/16/16

700 Log Sheet - 2010 CNBC Story

5540

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 508 2^d
Consumer Name: Doug GedelMan FSR been in his
Address: 144 Wye Rd. safe for a while
Port Angeles, WA 98363 since it happened
Phone: 360-928-3329
Serial #: 375477 1968
Send an ARS label dv gedelman@gnail.com
Comments:

Confidential

Paminoton

manna

1-5.2010 Total CA1/5 2800

CALLING	AS	RESULT	OF	BRO.	ADCA	ST

Yes-+++ 14+ +++

No |

ATTITUDE

Angry at Remington

Angry CNBC

Supportive of REM ### 1

Supportive of CNBC

NATURE/PURPOSE OF CALL

Offer Support 111

Inquisitive on Rem position ###

Calling to provide Broadcast feedback

OWNS MODEL 700

General Concern | | | |

Feedback 1

Safety Issue ++++)

No Problem w/ firearm)

ARS sent +++//

To PRODUCT SERVICES 1/11

S/N check ______ []/]

Date: JAN 5, 2011 CSR: 501)
Is the customer calling as a result of the broadcast? YES NO
Initial tone/Attitude of the caller:
Angry at Remington Supportive of Remington
Angry at CNBC for airing Supportive of CNBC
Nature/Purpose of Call:
Calling to offer support (pro-Remington)
Inquisitive about Remington position
Calling to provide broadcast feedback
Customer Owns a Model 700:
General concern of safety with personal model 700
seeking company feedback regarding direction/use of personal Model 700
claims they experienced a "safety" related issue with their personal Model 700
has not experienced a problem but wants firearm inspected (fill out address) send to an RARC
If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).
Did they agree to return it to the factory? YES NO
Consumer Name: Shown O'dell
Address: 2388 South Lake Shoxe Parific MO 63069
Parific, MO 63069
Phone:
Serial #:
Send an ARS label
Comments:
·

Date: 57 2011 CSR: 5D0
Is the customer calling as a result of the broadcast? XES NO
Initial tone/Attitude of the caller:
Angry at Remington Supportive of Remington
Angry at CNBC for airing Supportive of CNBC
Nature/Purpose of Call:
Calling to offer support (pro-Remington)
Inquisitive about Remington position
Calling to provide broadcast feedback
Customer Owns a Model 700:
General concern of safety with personal model 700
seeking company feedback regarding direction/use of personal Model 700
claims they experienced a "safety" related issue with their personal Model 700
has not experienced a problem but wants firearm inspected (fill out address) send to an RARC
If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).
Did they agree to return it to the factory?
Consumer Name: Dell Vedder
Address: 145 West 5-th Street
Address: 145 West 5-th Street PAlmyra, NE 68418
Phone:
Serial #:
Send an ARS label
Comments:

Date:/ \5 \ \3\0/1 \ CSR:	an			
Is the customer calling as a result of the broadcast? YES NO				
Initial tone/Attitude of the caller:				
Angry at Remington	of Remington			
Angry at CNBC for airing Supportive	of CNBC			
Nature/Purpose of Call:				
Calling to offer support (pro-Remington)	•			
Inquisitive about Remington position				
Calling to provide broadcast feedback				
Customer Owns a Model 700:				
General concern of safety with personal model 700				
seeking company feedback regarding direction/use	of personal Mo	odel 700		
claims they experienced a "safety" related issue wit	h their persona	al Model 700		
has not experienced a problem but wants firearm in	spected (fill or	nt address) send to an RARC		
If the customer references any concerns or problems the safety of the firearm, they should be advised to re				
Did they agree to return it to the factory?	YES	NO		
Consumer Name:				
Address:				
· · · · · · · · · · · · · · · · · · ·	_			
Phone:		•		
Serial #:				
Send an ARS label				
Comments: Product Service				

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: 70m Phillips
Address:
Phone:
Serial #:SH 318566 (1968)
Send an ARS label
Comments: SMP

Date:	CSR:	Chris	,	
Is the customer calling as a result of	the broadca	st? YES (NO	, /	
Initial tone/Attitude of the caller:			,	
Angry at Remington	Suppo	rtive of Reming	ton	
Angry at CNBC for airing	Suppo	rtive of CNBC		
Nature/Purpose of Call:				
Calling to offer support (pro-Remi	ington)			
Inquisitive about Remington posit	ion			
Calling to provide broadcast feedb	ack			
Customer Owns a Model 700:				·
General concern of safety with per	sonal model	700		
seeking company feedback regard	ing direction/	use of personal	Model 700	
claims they experienced a "safety"	' related issue	with their perso	onal Model 700	
has not experienced a problem but	wants firearr	n inspected (fill	out address) send	i to an RARC
If the customer references any conce the safety of the firearm, they should	_	-		-
Did they agree to return it to the fact	tory?	YES	NO	
Consumer Name:		_ 		
Address:				
Phone:		· 		
Serial #: <u>C6812379</u>	(1993)			
Send an ARS label	,			
Comments:				
Asked about SMP.	Advised (busumer t	o Send	
an in to factory but	i rould in	t be abar	tof SMP	

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

Date: 1-5-10	CSR:	BIr	vina	
Is the customer calling as a result of t	he broadcast?	YES NO		
Initial tone/Attitude of the caller:				
Angry at Remington	Supportiv	e of Reming	on	
Angry at CNBC for airing	Supportiv	e of CNBC		
Nature/Purpose of Call:				
Calling to offer support (pro-Remir	ngton)			
Inquisitive about Remington position	on '			
Calling to provide broadcast feedba	ack			
Customer Owns a Model 700:				
General concern of safety with pers	sonal model 700	0		
seeking company feedback regarding	ng direction/use	e of personal	Model 700	
claims they experienced a "safety"	related issue w	ith their perso	onal Model 700	
has not experienced a problem but	wants firearm i	nspected (fill	out address) send	i to an RARC
If the customer references any concerthe safety of the firearm, they should				
Did they agree to return it to the fact	ory?	YES	NO	
Consumer Name:	· ·			
Address:		.		
				
Phone:			•	
Serial #:				
Send an ARS label				
Comments:				+ '
Trusing to pin me a	lown on	charge	s if gust is	peul en.
01.0111	1	0110 1	4 ' 11	Pratiry

Date: // CSR: Wat
Is the customer calling as a result of the broadcast? YES NO
Initial tone/Attitude of the caller:
Angry at Remington Supportive of Remington
Angry at CNBC for airing Supportive of CNBC
Nature/Purpose of Call:
Calling to offer support (pro-Remington)
Inquisitive about Remington position
Calling to provide broadcast feedback
Customer Owns a Model 700:
General concern of safety with personal model 700
seeking company feedback regarding direction/use of personal Model 700
claims they experienced a "safety" related issue with their personal Model 700
has not experienced a problem but wants firearm inspected (fill out address) send to an RARC
If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).
Did they agree to return it to the factory? YES NO
Consumer Name:
Address:
Phone:
Serial #:
Send an ARS label
Too XHR Xheurd 6 PS

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

Date: 1-5-10	CSR: <u>AARO</u> N		
Is the customer calling as a result of t	he broadcast?	YES NO	
Initial tone/Attitude of the caller:		<i></i>	•
Angry at Remington	Supportive	of Remington	
Angry at CNBC for airing	Supportive	of CNBC	
Nature/Purpose of Call:			
Calling to offer support (pro-Remir	ngton)		
Inquisitive about Remington position	on		
Calling to provide broadcast feedba	ack		
Customer Owns a Model 700:			
General concern of safety with pers	sonal model 700		
seeking company feedback regarding	ng direction/use	of personal Mo	del 700
∠ claims they experienced a "safety"	related issue wit	h their personal	Model 700
has not experienced a problem but	wants firearm in	spected (fill out	address) send to an RARC
If the customer references any concer the safety of the firearm, they should			
Did they agree to return it to the factor	ory?	YES	NO
Consumer Name: Don Shover			
Address:		_	
			
Phone: 704-438-0309	4		
Serial #: _A(07(0378(0			•
Send an ARS label			
Comments:			
Sent to 2129		<u> </u>	

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

Date: 1-5-16 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:

Date: CSR:	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	of personal Mo	del 700
claims they experienced a "safety" related issue with	their personal	l Model 700
has not experienced a problem but wants firearm ins	pected (fill out	t address) send to an RARC
If the customer references any concerns or problems the safety of the firearm, they should be advised to re	_	-
Did they agree to return it to the factory?	YES	NO
Consumer Name:		
Address:	_	
Phone:	_	
Serial #:	_	
Send an ARS label		
Comments:		·

Date: 1-5-14 CSR: R2N
Is the customer calling as a result of the broadcast? YES NO
Initial tone/Attitude of the caller:
Angry at Remington Supportive of Remington
Angry at CNBC for airing Supportive of CNBC
Nature/Purpose of Call:
Calling to offer support (pro-Remington)
Inquisitive about Remington position
Calling to provide broadcast feedback
Customer Owns a Model 700:
General concern of safety with personal model 700
seeking company feedback regarding direction/use of personal Model 700
claims they experienced a "safety" related issue with their personal Model 700
has not experienced a problem but wants firearm inspected (fill out address) send to an RARC
If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they 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 AETEUSEN
Address: 914 Admir Ave Frank 6- Squire N(11010)
(516) 775-8515 Phone: 700 AD2 Serial #: 6788213 1875 1885
Serial #: 6758213 1875 (3667) 95)
Send an ARS label
Comments:
DEIL HUS SENT H.M. INFO
an Return Be Forsil

Date: 1-5/1/ 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? NO
Consumer Name: Rusen Lancoster
Address:
•
Phone: Serial #: (1417)
Send an ARS label
Comments:

	5330
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 of the safety of the firearm, they should be advised to return it to (Product Service, Ilion	
Did they agree to return it to the factory? YES NO	
Consumer Name: Bill Whitney 710 had rec	overed it the
Address: 2200 Peca-In Hurricane K	itina.
Phone: 504-512-34/5 FSR, unlos	- ded it
Phone: 504-512-34/5 F)R, WAID	11.
Serial #: 7/035947 A Comp doing	if of Bolto
Send an ARS label V a bit fun	
Comments: 15t Line	it happened
box 1 ARS 1174558 duplice	Ad
Fine U	slus dest
Remington Confidential	10/19/10

700 Log Sheet - 2010 CNBC Story

1/-1 1 #5549
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 FSR
Consumer Name: John O'Brien Shot through a vehic
Consumer Name: John O'Brien Shot through a vehice Address: 3266 HighPhRd- A friend of his is want Winston Salan NC 27/07 to sellit to him.
Phone: 70-376-406-1951
Serial #: 6377805 1971 2ndhand
Send an ARS label
Comments:
Remington Confidential 10/19/10

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

Date: CSR:	Evi
Is the customer calling as a result of the broa	edcast? YES NO
Initial tone/Attitude of the caller:	
Angry at Remington St	apportive of Remington
Angry at CNBC for airing St	upportive of CNBC
Nature/Purpose of Call:	apportive of CNBC 66673474 2007 85352 66725362 2009 84217 66451224 2005 27007
Calling to offer support (pro-Remington)	
Inquisitive about Remington position	C6325576 2003 C6456426 2005
Calling to provide prosdess feedback	C6582503 2006
Customer Owns a Model 700:	\$ 6531964
General concern of safety with personal me	odel 700
seeking company feedback regarding direc	mon/use of personal Model 700
claims they experienced a "safety" related	issue with their personal Model 700
has not experienced a problem but wants fi	irearm inspected (fill out address) send to an RARC
	problems experienced in relation to the operation of ised to return it to (Product Service, Hion NY).
Did they agree to return it to the factory?	YES NO
Consumer Name:	
Address:	
Phone:	
Serial #:	
Send an ARS label	
Comments:	tion
venew Que	stions

1-6-2010 Total CAILS 2598

CALLING	AS	RESULT	OF	BROADCAST
---------	----	--------	----	------------------

Yes ++++ ++++ |

No 11

ATTITUDE

Angry at Remington

Angry CNBC

Supportive of REM | |

Supportive of CNBC

NATURE/PURPOSE OF CALL

Offer Support 111

Inquisitive on Rem position

Calling to provide Broadcast feedback

OWNS MODEL 700

General Concern +++ | |

Feedback

Safety Issue

No Problem w/ firearm

ARS sent 1 | | | |

To PRODUCT SERVICES

S/N check ++++ |

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

Date:	CSR:
Is the customer calling as a result of	the broadcast? YES NO
Initial tone/Attitude of the caller:	
Angry at Remington	Supportive of Remington
Angry at CNBC for airing	Supportive of CNBC
Nature/Purpose of Call:	
Calling to offer support (pro-Remi	ngton)
Inquisitive about Remington positi	on
Calling to provide broadcast feedb	ack
Customer Owns a Model 700:	
General concern of safety with per	sonal model 700
seeking company feedback regardi	ng direction/use of personal Model 700
claims they experienced a "safety"	related issue with their personal Model 700
has not experienced a problem but	wants firearm inspected (fill out address) send to an RARC
	rns or problems experienced in relation to the operation of be advised to return it to (Product Service, Ilion NY).
Did they agree to return it to the fact	ory? YES NO
Consumer Name: Shane	Morgan
Address: 6352 Viffe Palm dale, (THA AVC
,	
Phone: 661-992.	1509
Serial #: 710 7 360	
Send an ARS label	
Comments:	
7/0 on for	rell

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

845-632_
•
603,-

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
Customer Owns a Model 700:
General concern of safety with personal model 700
seeking company feedback regarding direction/use of personal Model 700 based
claims they experienced a "safety" related issue with their personal Model 700
has not experienced a problem but wants firearm inspected (fill out address) send to an RARC
If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).
Did they agree to return it to the factory? YES NO Program
Did they agree to return it to the factory? Consumer Name: Address: Phone: Serial #: O West NO Program Serial #Serial #
Address:
SERIES UN
Phone: affected feet
Serial #:
Send an ARS label
Comments:

Date: 1-6-11 CSR: Rong
Is the customer calling as a result of the broadcast? (YES) NO
Initial tone/Attitude of the caller:
Angry at Remington Supportive of Remington
Angry at CNBC for airing Supportive of CNBC
Nature/Purpose of Call:
Calling to offer support (pro-Remington)
Inquisitive about Remington position
Calling to provide broadcast feedback
Customer Owns a Model 700:
∠ General concern of safety with personal model 700 72
seeking company feedback regarding direction/use of personal Model 700
claims they experienced a "safety" related issue with their personal Model 700
has not experienced a problem but wants firearm inspected (fill out address) send to an RARC
If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).
Did they agree to return it to the factory? NO
Consumer Name: SVEN N. EKENIN
Address:
Phone: 502-241-6981 Serial #: 335862 (1955) UStO GUN
Serial #: 335862 (1955) USEO GUN
Send an ARS label
Comments:
Has had a Gunsmith Coexetted the Jesues (Rimove Bolt Lozdo)
THE JESLIES (Rimove Bolt Loza)

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

Date:/_/	CSR:	Row		_
Date: /// Is the customer calling as a result of the customer call	the broadcast?	YES NO		
Initial tone/Attitude of the caller:		` /		
Angry at Remington	Supporti	ve of Remingto	on	
Angry at CNBC for airing	Supporti	ve of CNBC		
Nature/Purpose of Call:				
Calling to offer support (pro-Remin	ngton)			
Inquisitive about Remington position	on			
Calling to provide broadcast feedba	ack			
Customer Owns a Model 700:				
General concern of safety with pers	sonal model 70	0		
seeking company feedback regarding	ng direction/us	e of personal N	Model 700	
claims they experienced a "safety"	related issue w	ith their perso	nal Model 700	
has not experienced a problem but	wants firearm i	nspected (fill o	out address) send	to an RARC
If the customer references any concerthe safety of the firearm, they should	-	-		_
Did they agree to return it to the factor	ory?	YES	NO	
Consumer Name: William F7	ntown			
Address:	· - · · · · · · · · · · · · · · · · · ·			
Phone: 90-925.33 Serial #: A 635672 ***Send an ARS label***	J (19°	<u> </u>		
Comments:				

Date: _ - 6 - 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 R	ARC
If the customer references any concerns or problems experienced in relation to the ope the safety of the firearm, they should be advised to return it to (Product Service, Ilion N	
Did they agree to return it to the factory? YES NO	
Consumer Name:	
Address:	•
·	
Phone:	
Serial #:	
Send an ARS label	
Comments:	

Date: 1/(2) 1 1 C	CSR: LV	<u>N</u>	·
Is the customer calling as a result of the	broadcast	YES NO	
Initial tone/Attitude of the caller:			
Angry at Remington	Supportive	of Remington	
Angry at CNBC for airing	Supportive	of CNBC	
Nature/Purpose of Call:			
Calling to offer support (pro-Remington	con)		
Inquisitive about Remington position			
Calling to provide broadcast feedback			
Customer Owns a Model 700:			
General concern of safety with person	nal model 700		
seeking company feedback regarding	direction/use o	f personal Mo	del 700
claims they experienced a "safety" rel	lated issue with	their personal	Model 700
has not experienced a problem but wa	nts firearm ins	pected (fill out	address) send to an RARC
If the customer references any concerns the safety of the firearm, they should be	-	-	· •
Did they agree to return it to the factory	y?	YES	NO
Consumer Name:			
Address:		_	
		_	
Phone:		_	
Serial #:			
Send an ARS label			
Comments:			
notfire / then f	ire n	ithout	Ewarning
traction to	Pad	540	

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

Date: 1-0(0-11 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 #: _ E6665454			
Send an ARS label			
Comments:			

Date: 1 - 6 - 11 CSR:	Hu	cK
Is the customer calling as a result of the broadcast?	YES &	0
Initial tone/Attitude of the caller:		
Angry at Remington Supportive	e of Remin	gton
Angry at CNBC for airing Supportive	e of CNBC	!
Nature/Purpose of Call:		
Calling to offer support (pro-Remington)		
Inquisitive about Remington position		•
Calling to provide broadcast feedback		
Customer Owns a Model 700:		
General concern of safety with personal model 700	١	
seeking company feedback regarding direction/use	of persona	1 Model 700
claims they experienced a "safety" related issue wi	th their per	sonal Model 700
has not experienced a problem but wants firearm in	spected (fi	ll out address) send to an RARC
If the customer references any concerns or problem the safety of the firearm, they should be advised to r	_	_
Did they agree to return it to the factory?	YES	NO
Consumer Name:		
Address:		
		•
Phone:		
Serial #:		
Send an ARS label		
Comments: WAS TOLD BY FRIEN	156	<u>sa/</u>
WAS TOLD BY FRIEN	Lews	06

1/10		
Date:		
Is the customer calling as a result of the broadcast?	res (10	/
Initial tone/Attitude of the caller:		
Angry at RemingtonSupportive o	of Remington	•
Angry at CNBC for siring Supportive (of CNBC	
Nature/Purpose of Call:		
Calling to offer support (pro-Remington)		
Inquisitive about Remington position		
Calling to provide proadcast feedback		
Customer Owns a Model 700:		
General concern of safety with personal model 700		·
seeking company feedback regarding direction/use o	f personal Mod	el 700
claims they experienced a "safety" related issue with	their personal !	Model 700
has not experienced a problem but wants firearm inst	pested (fill out	address) send to an RARC
If the customer references any concerns or problems the safety of the firearm, they should be advised to ref	-	<u> </u>
Did they agree to return it to the factory?	YES	NO
Consumer Name:	_	
A déress:		
Phone:	_	
Senal #:	_	
Send an ARS label		
Comments:		

Date:/ L/3 CSI	R: Dan
Is the customer calling as a result of the b	roadcast? YES NO
Initial tone/Attitude of the caller:	
Angry at Remington	Supportive of Remington
Angry at CNBC for airing	Supportive of CNBC
Nature/Purpose of Call:	
Calling to offer support (pro-Remington)
Inquisitive about Remington position	
Calling to provide broadcast feedback	
Customer Owns a Model 700:	
General concern of safety with personal	model 700
seeking company feedback regarding di	rection/use of personal Model 700
claims they experienced a "safety" relate	ed issue with their personal Model 700
has not experienced a problem but wants	s firearm inspected (fill out address) send to an RARC
	r problems experienced in relation to the operation of dvised to return it to (Product Service, Ilion NY).
Did they agree to return it to the factory?	YES NO
Consumer Name:	
Address:	
	·
Phone:	
Serial #: < 6560932	
Send an ARS label	
Comments:	
SENDING IN FOR	$\leq m t^2$

Date: //6/18 CSR: W-#5
Is the customer calling as a result of the broadcast? YES NO
Initial tone/Attitude of the caller:
Angry at Remington Supportive of Remington
Angry at CNBC for airing Supportive of CNBC
Nature/Purpose of Call:
Calling to offer support (pro-Remington)
Inquisitive about Remington position
Calling to provide broadcast feedback
Customer Owns a Model 700:
General concern of safety with personal model 700
seeking company feedback regarding direction/use of personal Model 700
claims they experienced a "safety" related issue with their personal Model 700
has not experienced a problem but wants firearm inspected (fill out address) send to an RARC
If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).
Did they agree to return it to the factory? YES NO
Consumer Name:
Address:
Phone:
Serial #:
Send an ARS label
Comments: 1981 6a

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 gan to his son. He wants to have to have the son.
to who have it is halo

Date: 1-6-11 CS	SR: J.F	3. Irvi	na
Is the customer calling as a result of the	broadcast?/	YES NO	\mathcal{L}
Initial tone/Attitude of the caller:			
Angry at Remington	Supportive	of Remington	
Angry at CNBC for airing	Supportive	of CNBC	
Nature/Purpose of Call:			
Calling to offer support (pro-Remingto	on)		
Inquisitive about Remington position	,		
Calling to provide broadcast feedback			
Customer Owns a Model 700:			
General concern of safety with persona	al model 700		
seeking company feedback regarding of		of personal Mo	del 700
claims they experienced a "safety" rela	ated issue with	their personal	Model 700
has not experienced a problem but war	nts firearm ins	pected (fill out	address) send to an RARC
If the customer references any concerns the safety of the firearm, they should be	-	-	-
Did they agree to return it to the factory	?	YES	NO
Consumer Name:	 -		
Address:		_	
		_	
Phone:		_	
Serial #:			
Send an ARS label			
Comments:	1 .	4	
1980 Model 700.	Herson	nding in	
		()	

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:

	Date: 1/6/11 CSR: 1/6
	Is the customer calling as a result of the broadcast? YES NO
	Initial tone/Attitude of the caller:
	Angry at Remington Supportive of Remington
	Angry at CNBC for airing Supportive of CNBC
	Nature/Purpose of Call:
	Calling to offer support (pro-Remington)
	Inquisitive about Remington position
	Calling to provide broadcast feedback
	Customer Owns a Model 700:
	General concern of safery with personal model 700
	seeking company feedback regarding direction/use of personal Model 700
	Claims they experienced a "safety" related issue with their personal Model 700
	has not experienced a problem but wants firearm inspected (fill out address) send to an RARC
	If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).
	the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY). Did they agree to return it to the factory? Consumer Name: Otis Clark Address: 3575 Lake Seminole or closed botts it fired closed botts it fired grow. Benfort GA 30519 No injury - pointed toward grow.
	Consumer Name: Otis Clark 7 1st tried to 16ad 1
	Address: 3575 Lake Seningle on closed both it tired
	Address: 35 /3 Lake Seminore or closed boll a laward production of the Benjary - pointed toward grown Phone: h-770-945-829/ John 1st round that day
6R-611	Phone h = 1/10-995 - 829/ awhard ict asund That day
	$Serial \stackrel{d}{=} \cdot \cdot$
	Send an ARS label Hash't really shot it. Comments: Light have it happened
	Comments: Left have it happened
	Dox +AR 1175144

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 Bought NO
Consumer Name: Joseph Michols Now CDL SF. 310
Address: 2521 Horseback Irail ECR - Shot it befores other
Phone: 817-805-0221 Couldn't duplicate.
Serial #: No alterations, no gunsaith
Send an ARS label
Comments:
1175132

Date: 1 - (- 1)		
Is the customer calling as a result of the broadcast? YES NO		
Initial tone/Attitude of the caller:		
Angry at Remington Supportive of Remington		
Angry at CNBC for airing Supportive of CNBC		
Nature/Purpose of Call:		
Calling to offer support (pro-Remington)		
Inquisitive about Remington position		
Calling to provide broadcast feedback		
Customer Owns a Model 700:		
General concern of safety with personal model 700		
seeking company feedback regarding direction/use of personal Model 700		
claims they experienced a "safety" related issue with their personal Model 700		
has not experienced a problem but wants firearm inspected (fill out address) send to an RARC		
If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product 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 51 to sep		

Is the customer calling as a result of the broadcast? YES NO Initial tone/Attitude of the caller: Angry at Remington Supportive of Remington
Angry at Remington Supportive of Remington
Angry at CNBC for airing Supportive of CNBC
Nature/Purpose of Call:
Calling to offer support (pro-Remington)
Inquisitive about Remington position
Calling to provide broadcast feedback
Customer Owns a Model 700:
General concern of safety with personal model 700
seeking company feedback regarding direction/use of personal Model 700
claims they experienced a "safety" related issue with their personal Model 700
has not experienced a problem but wants firearm inspected (fill out address) send to an RARC
If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).
Did they agree to return it to the factory? YES NO
Consumer Name:
Address:
Address:
Phone:
Phone: Serial #:

1-71-2010 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 Tog Sheet - 2010 CNBC Story
	Date: TO CSR: E CIC
	Is the customer calling as a result of the broadcast? (YES)NO
	Initial tone/Attitude of the caller:
	Angry at Remington Supportive of Remington
	Angry at CNBC for airing Supportive of CNBC
	Nature/Purpose of Call:
	Calling to offer support (pro-Remington)
/	Inquisitive about Remington position
	Calling to provide proadcast feedback
	Customer Owns a Model 700:
	General concern of safety with personal model 700
	seeking company feedback regarding direction/use of personal Model 700
	claims they experienced a "safety" related issue with their personal Model 700
	has not experienced a problem but wants firearm inspected (fill out address) send to an RARC
	If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).
	Did they agree to return it to the factory? YES NO
	Consumer Name:
	Address:
	
	Phone:
	Senial #i
	Send an ARS label
	Comments:
	Gene. D'Our team

Date: CSI	r: <u>J.B</u>	,I	
Is the customer calling as a result of the bi	roadcast? 🕢	ES NO	
Initial tone/Attitude of the caller:			
Angry at Remington	Supportive of	Remington	
Angry at CNBC for airing	Supportive of	CNBC	
Nature/Purpose of Call:			
Calling to offer support (pro-Remington)		
Inquisitive about Remington position			
Calling to provide broadcast feedback			
Customer Owns a Model 700:			•
General concern of safety with personal	model 700		
seeking company feedback regarding dir	rection/use of p	ersonal Mode	el 700
claims they experienced a "safety" relate	ed issue with th	eir personal M	Model 700
has not experienced a problem but wants	s firearm inspec	cted (fill out a	ddress) send to an RARC
If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).			
Did they agree to return it to the factory?	Y	ES	NO
Consumer Name:			
Address:			
Phone:			
Serial #:			
Send an ARS label			
Comments:	1.	`10	
Concerned W/ Brafety	of his r	yle.	

Date:	CSR:	
Is the customer calling as a result of	of the broadcast? YES	NO
Initial tone/Attitude of the caller:		
Angry at Remington	Supportive of Remi	ngton
Angry at CNBC for airing	Supportive of CNB	C
Nature/Purpose of Call:		
Calling to offer support (pro-Rer	nington)	
Inquisitive about Remington pos	ition	
Calling to provide broadcast feed	lback	
Customer Owns a Model 700:		
General concern of safety with p	ersonal model 700	
seeking company feedback regar	ding direction/use of person	al Model 700
claims they experienced a "safety	y" related issue with their pe	rsonal Model 700
has not experienced a problem by	ıt wants firearm inspected (f	fill out address) send to an RARC
If the customer references any cont the safety of the firearm, they should		
Did they agree to return it to the fa	ctory? YES	NO
Consumer Name:		
Address:		
Phone:		
Serial #:		
Send an ARS label		
Comments:		
sfired - tran	refor to	
2:01 500		

Date:
Is the customer calling as a result of the broadcast? YES NO
Initial tone/Attitude of the caller:
Angry at Remington Supportive of Remington
Angry at CNBC for airing Supportive of CNBC
Nature/Purpose of Call:
Calling to offer support (pro-Remington)
Inquisitive about Remington position
Calling to provide broadcast feedback
Customer Owns a Model 700:
General concern of safety with personal model 700
seeking company feedback regarding direction/use of personal Model 700
claims they experienced a "safety" related issue with their personal Model 700
has not experienced a problem but wants firearm inspected (fill out address) send to an RARC
If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).
Did they agree to return it to the factory? YES
Consumer Name:
Address:
Phone:
Phone: Serial #: \(\begin{align*}
Send an ARS label
Comments:

1-10-2010 Total CA//s 2626

CALLING A	AS RESULT	FOF BRO	ADCAST

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 1

TO PRODUCT SERVICES | |

Date:
Is the customer calling as a result of the broadcast? YES NO
Initial tone/Attitude of the caller:
Angry at Remington Supportive of Remington
Angry at CNBC for airing Supportive of CNBC
Nature/Purpose of Call:
Calling to offer support (pro-Remington)
Inquisitive about Remington position
Calling to provide broadcast feedback
Customer Owns a Model 700:
General concern of safety with personal model 700
seeking company feedback regarding direction/use of personal Model 700
claims they experienced a "safety" related issue with their personal Model 700
has not experienced a problem but wants firearm inspected (fill out address) send to an RARC
If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).
Did they agree to return it to the factory?
Consumer Name: Gthy Sm. H
Address: 233 BIElCAS Run, Rel.
Midland PA 1505)
Phone: 724-643-4395
Serial #: Mor at this them of cont
Send an ARS label
Comments:
Rifle has bolt lock sately

Date:	10 11.	CSR:	JJJ		· ·
Is the customer	calling as a result of t	the broadcas	st? YES NO		*
Initial tone/Atti	tude of the caller:				
Angry at Re	mington	Suppo	nive of Remingto	מכ	
Angry at CN	BC for airing	Suppo	rtive of CNBC		
Nature/Purpose	of Call:				
Calling to of	fer support (pro-Remi	ngton)			
Inquisitive a	bout Remington positi	.cn			
Calling to pr	ovide brosdosst feedb	ack	·		
Customer Owns	a <u>Model 700:</u>				
General cond	eem of safety with per	sonal model	700		
seeking com	pany feedback regardi	ng direction	use of personal?	Model 700	
Claims they a	experienced a "safety"	related issue	e with their perso	nal Model 70	00
has not exper	rienced a problem but	wants firear	m inspected (fill (out address) s	send to an RARC
	references any conce firearm, they should	-	_		_
Did they agree to	o return it to the fact	ory?	YES	NO	
	Jeff J				
	Z38 Robin		ck Lane		
	orton, KS 4		<u></u>		
Phone: 78	5-877-30	105		^	
Serial #:	16869260	G 684	55483 (both Z	2009)
***Send an ARS					
Comments:	on safe				

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

Date:	CSR:	Chris		
Is the customer calling as a result of the	he broadcast?	YES NO		
Initial tone/Attitude of the caller:	(. / .		
Angry at Remington	Supportive	e of Remingt	on	
Angry at CNBC for airing	Supportive	e of CNBC		
Nature/Purpose of Call:				
Calling to offer support (pro-Remin	gton)			
Inquisitive about Remington position	on .			
Calling to provide broadcast feedba	ck			
Customer Owns a Model 700:				•
General concern of safety with pers	onal model 700	ı		
seeking company feedback regarding	ng direction/use	of personal N	Model 700	
claims they experienced a "safety" i	related issue wi	th their perso	nal Model 700	
has not experienced a problem but v	vants firearm in	spected (fill	out address) sen	d to an RARC
If the customer references any concer the safety of the firearm, they should	-	_		-
Did they agree to return it to the factor	ory?	YES	NO	
Consumer Name: Lavry		· 		
Address:				X
Phone:				
Serial #:	118 ish			
Send an ARS label				
Comments:				

Date:///0///	CSR:	Chuis	
Is the customer calling as a result of t	he broadcast?	YES NO	
Initial tone/Attitude of the caller:			
Angry at Remington	Supportive	e of Remington	
Angry at CNBC for airing	Supportive	e of CNBC	
Nature/Purpose of Call:			
Calling to offer support (pro-Remin	gton)		
Inquisitive about Remington position	on		
Calling to provide broadcast feedba	ck		
Customer Owns a Model 700:			•
General concern of safety with pers	onal model 700		
seeking company feedback regarding	g direction/use	of personal Mo	del 700
claims they experienced a "safety" i	related issue wit	h their persona	l Model 700
has not experienced a problem but v	vants firearm in	spected (fill ou	t address) send to an RARC
If the customer references any concer the safety of the firearm, they should	-	_	· -
Did they agree to return it to the factor	ry?	YES	NO
Consumer Name:			
Address:			
Phone:			
Serial #:			
Send an ARS label			
Comments:			
Consumer said he ha	as two go	ius that b	ave
Consumer said he had be he had safety related ; 550	nes, Tu	ensferol.	to Product Service

Dafe: CSR:	Eni		
Is the customer calling as a result of the broadcast?	YES NO		
Initial tone/Attitude of the caller:	V		
Angry at Remington Supporti	ve of Remingt	on	
Angry at CNBC for airingSupporti	ve of CNBC		
Nature/Purpose of Call:			
Calling to offer support (pro-Remington)			
Inquisitive about Remington position			
Calling to provide broadcast feedback			
Customer Owns a Model 700:			
	00		
seeking company feedback regarding direction/us	e of personal	Model 700	
claims they experienced a "safety" related issue	vith their perso	onal Model 700	
has not experienced a problem but wants firearm	inspected (fill	out address) send to an RAR(0
If the customer references any concerns or problem the safety of the firearm, they should be advised to			on of
Did they agree to return it to the factory?	YES	NO	
Consumer Name:			
Address:			
			
Phone:			
Serial #:			
Send an ARS label			
Comments:			

Date:	CSR:	M	
Is the customer calling as a result of the broadcast? YES NO			
Initial tone/Attitude of the caller:			
Angry at Remington	Supportive	of Remington	n
Angry at CNBC for airing	Supportive	of CNBC	
Nature/Purpose of Call:			
Calling to offer support (pro-Remin	ngton)		
Inquisitive about Remington position	on		
Calling to provide broadcast feedba	ack		
Customer Owns a Model 700:			·
General concern of safety with pers	sonal model 700		
seeking company feedback regarding	ng direction/use	of personal M	odel 700
claims they experienced a "safety"	related issue wit	h their person	al Model 700
has not experienced a problem but	wants firearm in	spected (fill o	ut address) send to an RARC
If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).			
Did they agree to return it to the factor	ory?	YES	NO
Consumer Name:			·
Address:			
		_	
Phone:			
Serial #:			
Send an ARS label			
Comments:			
discharged -	trante	cto	

Date:	SR: Rom
Is the customer calling as a result of the	broadcast? YES NO
Initial tone/Attitude of the caller:	
Angry at Remington	Supportive of Remington
Angry at CNBC for airing	Supportive of CNBC
Nature/Purpose of Call:	
Calling to offer support (pro-Remingto	on)
Inquisitive about Remington position	
Calling to provide broadcast feedback	
Customer Owns a Model 700:	·
General concern of safety with person	al model 700
seeking company feedback regarding	direction/use of personal Model 700
claims they experienced a "safety" rela	ated issue with their personal Model 700
has not experienced a problem but was	nts firearm inspected (fill out address) send to an RARC
	or problems experienced in relation to the operation of advised to return it to (Product Service, Ilion NY).
Did they agree to return it to the factory	? YES NO
Consumer Name: FRANK VA	Conte
Address:	·
	
Phone: 610-585-55:	35
Serial #: 6575142	1973
Send an ARS label	
Comments:	

Date: 1-12-17	CSR:	Ron	
Is the customer calling as a result of t	he broadcast?	YES NO	
Initial tone/Attitude of the caller:			
Angry at Remington	Supporti	ve of Remington	
Angry at CNBC for airing	Supporti	ve of CNBC	
Nature/Purpose of Call:			
Calling to offer support (pro-Remir	ngton)		
Inquisitive about Remington position	on		
Calling to provide broadcast feedba	ick		
Customer Owns a Model 700:		•	
General concern of safety with pers	sonal model 70	0	
seeking company feedback regarding	ng direction/us	e of personal Mo	del 700
claims they experienced a "safety":	related issue w	ith their personal	Model 700
has not experienced a problem but to be had been had	wants firearm i	nspected (fill out	address) send to an RARC
If the customer references any concer the safety of the firearm, they should	ns or probler	ns experienced i	n relation to the operation of
Did they agree to return it to the factor	ory?	YES	NO
Consumer Name: PAL Fu	RCINI		
Address:			
Phone: 8113-879-5	080	Delnyush	
Serial #: E6831723	(138	2)	
Send an ARS label			
Comments: Sint to Proc	duil 5	Exures	

Date: ///0/20/! 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:
Says his 770 15 DEFFECT, DOES NOT WANT TO SEND IT IN.
NOT WANT TO SEND IT IN.

1-11-2011 Total CAlls 938

```
CALLING AS RESULT OF BROADCAST
Yes | | |
No
ATTITUDE
Angry at Remington )
Angry CNBC
Supportive of REM 1/
Supportive of CNBC
NATURE/PURPOSE OF CALL
Offer Support 11
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
```

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: 5MP Question 5

Date: 1-11-11	CSR: Asisco	
Is the customer calling as a result of t	he broadcast? YES NO	
Initial tone/Attitude of the caller:	,	
Angry at Remington	Supportive of Remington	
Angry at CNBC for airing	Supportive of CNBC	
Nature/Purpose of Call:		
Calling to offer support (pro-Remir	ngton)	
Inquisitive about Remington position	on	
Calling to provide broadcast feedba	ack	
Customer Owns a Model 700:		
General concern of safety with pers	sonal model 700	·
seeking company feedback regarding	ng direction/use of personal Mo	del 700
claims they experienced a "safety"	related issue with their personal	Model 700
has not experienced a problem but	wants firearm inspected (fill out	address) send to an RARC
If the customer references any concerthe safety of the firearm, they should		
Did they agree to return it to the fact.	ory? YES	NO
Consumer Name: Charles Dava	dson)	
Address:		
Phone: 304-745-56	287	
Serial #: B6451626		
Send an ARS label		
Comments:		

Date: - -
Is the customer calling as a result of the broadcast? YES NO
Initial tone/Attitude of the caller:
Angry at Remington Supportive of Remington
Angry at CNBC for airing Supportive of CNBC
Nature/Purpose of Call:
Calling to offer support (pro-Remington)
Inquisitive about Remington position
Calling to provide broadcast feedback
Customer Owns a Model 700:
General concern of safety with personal model 700
seeking company feedback regarding direction/use of personal Model 700
claims they experienced a "safety" related issue with their personal Model 700
has not experienced a problem but wants firearm inspected (fill out address) send to an RARC
If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).
Did they agree to return it to the factory? YES NO
Consumer Name: TERRY BURLIOE
Address:
Phone: <u>613-539-9677</u> Serial #: <u>6747257</u> (34)
Send an ARS label
Comments:

1-12-2011 Totalealls 2380

CALLING	Δς	RESULT	ΩE	BROA	CAST
CALLING	\sim	1123021	\sim		10000

Yes-+++ 1

No 1

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 1 /

Feedback

Safety Issue +++

No Problem w/ firearm

ARS sent ///

TO PRODUCT SERVICES

S/N check H 1.

Date: - 12-11 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: Grary Dishman
Address:

Phone:
Serial #: <u>C4620428</u>
Send an .ARS label
Comments:
"CNBC is full of it" - he has

Is the customer calling as a result of the broadcast? YES NO Initial tone/Attitude of the caller: Angry at Remington Supportive of Remington Angry at CNBC for airing Supportive of CNBC Nature/Purpose of Call: Calling to offer support (pro-Remington) Inquisitive about Remington position Calling to provide broadcast feedback Customer Owns a Model 700: General concern of safety with personal model 700 seeking company feedback regarding direction/use of personal Model 700 claims they experienced a "safety" related issue with their personal Model 700 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC
Angry at Remington Supportive of Remington Angry at CNBC for airing Supportive of CNBC Nature/Purpose of Call: Calling to offer support (pro-Remington) Inquisitive about Remington position Calling to provide broadcast feedback Customer Owns a Model 700: General concern of safety with personal model 700 seeking company feedback regarding direction/use of personal Model 700 claims they experienced a "safety" related issue with their personal Model 700 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC
Angry at CNBC for airing Supportive of CNBC Nature/Purpose of Call: Calling to offer support (pro-Remington) Inquisitive about Remington position Calling to provide broadcast feedback Customer Owns a Model 700: General concern of safety with personal model 700 seeking company feedback regarding direction/use of personal Model 700 claims they experienced a "safety" related issue with their personal Model 700 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC
Nature/Purpose of Call: Calling to offer support (pro-Remington) Inquisitive about Remington position Calling to provide broadcast feedback Customer Owns a Model 700: General concern of safety with personal model 700 seeking company feedback regarding direction/use of personal Model 700 claims they experienced a "safety" related issue with their personal Model 700 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC
Calling to offer support (pro-Remington) Inquisitive about Remington position Calling to provide broadcast feedback Customer Owns a Model 700: General concern of safety with personal model 700 seeking company feedback regarding direction/use of personal Model 700 claims they experienced a "safety" related issue with their personal Model 700 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC
Inquisitive about Remington position Calling to provide broadcast feedback Customer Owns a Model 700: General concern of safety with personal model 700 seeking company feedback regarding direction/use of personal Model 700 claims they experienced a "safety" related issue with their personal Model 700 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC
Calling to provide broadcast feedback Customer Owns a Model 700: General concern of safety with personal model 700 seeking company feedback regarding direction/use of personal Model 700 claims they experienced a "safety" related issue with their personal Model 700 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC
Customer Owns a Model 700: General concern of safety with personal model 700 seeking company feedback regarding direction/use of personal Model 700 claims they experienced a "safety" related issue with their personal Model 700 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC
 General concern of safety with personal model 700 seeking company feedback regarding direction/use of personal Model 700 claims they experienced a "safety" related issue with their personal Model 700 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC
 seeking company feedback regarding direction/use of personal Model 700 claims they experienced a "safety" related issue with their personal Model 700 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC
claims they experienced a "safety" related issue with their personal Model 700 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC
has not experienced a problem but wants firearm inspected (fill out address) send to an RARC
If the outtomer references any concerns as analysis experienced in relation to the co
If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product 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 ?

Date:	1/12/11	CSR:	Chis	
Is the custom	ner calling as a result of	the broadcast?	YES NO	
Initial tone/A	ttitude of the caller:		()	
Angry at	Remington	Supportive	of Remington	1
Angry at	CNBC for airing	Supportive	of CNBC	
Nature/Purp	ose of Call:			
Calling to	o offer support (pro-Remi	ngton)		
Inquisitiv	e about Remington positi	ion		
Calling to	provide broadcast feedb	ack		
Customer Ov	wns a Model 700:			•
General c	concern of safety with per	sonal model 700		
seeking c	ompany feedback regardi	ing direction/use	of personal M	odel 700
claims the	ey experienced a "safety"	related issue wit	h their person	al Model 700
has not ex	sperienced a problem but	wants firearm in	spected (fill o	ut address) send to an RARC
		-	-	in relation to the operation of oduct Service, Ilion NY).
Did they agre	ee to return it to the fact	tory?	YES	NO
Consumer Na	me:			
Address:				
-				
Phone:				
Serial #:	C6782809	(1993)	<u>. </u>	•
Send an A	ARS label			
Comments:				
Asc				

Date: 112/10 CSR: HORW TURNEY
Is the customer calling as a result of the broadcast? YES NO
Initial tone/Attitude of the caller:
Angry at Remington Supportive of Remington
Angry at CNBC for airing Supportive of CNBC
Nature/Purpose of Call:
Calling to offer support (pro-Remington)
Inquisitive about Remington position
Calling to provide broadcast feedback
Customer Owns a Model 700:
General concern of safety with personal model 700
seeking company feedback regarding direction/use of personal Model 700
claims they experienced a "safety" related issue with their personal Model 700
has not experienced a problem but wants firearm inspected (fill out address) send to an RARC
If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).
Did they agree to return it to the factory? YES NO
Consumer Name:
Address:
Phone:
Serial #:
Send an ARS label
Transferred to Product Services

Date:	1/12	CSR:	vi			
Is the customer calling as a result of the broadcast? YES NO						
Initial tone/	Attitude of the caller:					
Angry at	Remington	Supporti	ve of Remington			
Angry at	CNBC for siring	Supporti	ve of CNBC	,		
Nature/Purp	ose of Call:					
Calling to	o offer support (pro-Remin	igton)				
Inquisitiv	ve about Remington positio	n				
Calling to	o provide broadcast feedba	ck				
Customer O	wns a Model 700:					
General o	concern of safety with pers	onal model 70	00			
seeking o	company feedback regardir	ng direction/u	se of personal Mo	odel 700		
claims th	ey experienced a "safety";	related issue v	with their persons	l Model 700		
has not ex	xperienced a problem but v	vants firearm	inspected (fill ou	t address) send to an R4	ŁRC	
	ner references any concer the firearm, they should					
Did they agr	ee to return it to the facto	ory?	YES	NO		
Consumer Na	<u>ਾ</u>					
Address:	·····					
			<u>.</u>			
Phone:						
Serial #:	674196					
Send an A	ARS label					
Comments:						

Date: CSR: &	
Is the customer calling as a result of the broadcast? YF	ES NO
Initial tone/Attitude of the caller:	
Angry at Remington Supportive of	Remington
Angry at CNBC for airing Supportive of	CNBC
Nature/Purpose of Call:	
Calling to offer support (pro-Remington)	
Inquisitive about Remington position	
Calling to provide broadcast feedback	
Customer Owns a Model 700:	
General concern of safety with personal model 700	
seeking company feedback regarding direction/use of p	neir personal Model 700
has not experienced a problem but wants firearm inspe- If the customer references any concerns or problems ex the safety of the firearm, they should be advised to refus	perienced in relation to the operation of
Did they agree to return it to the factory? Y	ES NO
Consumer Name:	
Address:	Refuses To Ship.
Phone:	HAVING LOCAL SMITH
Serial #:	To bo.
Send an .ARS label	* ABused To Sanc
Comments: $(6.01 - 799 - 674)$	IN, BUT won't

Date: 1-19-90/) CSR: 1
Is the customer calling as a result of the broadcast? YES NO
Initial tone/Attitude of the caller:
Angry at Remington Supportive of Remington
Angry at CNBC for airing Supportive of CNBC
Nature/Purpose of Call:
Calling to offer support (pro-Remington)
Inquisitive about Remington position
Calling to provide broadcast feedback
Customer Owns a Model 700:
General concern of safety with personal model 700
seeking company feedback regarding direction/use of personal Model 700
claims they experienced a "safety" related issue with their personal Model 700
has not experienced a problem but wants firearm inspected (fill out address) send to an RARC
If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).
Did they agree to return it to the factory? YES NO
Consumer Name:
Address:
Phone:
Serial #:
Send an ARS label
Comments:

Date:/-//-/Z		_		
Is the customer calling as a result of t	he broado	cast? YES No	0	
Initial tone/Attitude of the caller:		\		
Angry at Remington	Supp	ortive of Remin	gton	
Angry at CNBC for airing	Supp	oortive of CNBC		
Nature/Purpose of Call:				
Calling to offer support (pro-Remir	ngton)			
Inquisitive about Remington position	on			
Calling to provide broadcast feedba	ıck			
Customer Owns a Model 700:				•
General concern of safety with pers	onal mode	el 700		
seeking company feedback regarding	ig directio	n/use of personal	Model 700	
claims they experienced a "safety"	related iss	ue with their pers	sonal Model 700	
has not experienced a problem but	wants firea	ırm inspected (fil	l out address) se	nd to an RARC
If the customer references any concer the safety of the firearm, they should				
Did they agree to return it to the factor	ry?	YES	NO	
Consumer Name: Vincent	Anle	,		
Address:				
	<u>-</u>			
Phone: 805 777-	009			
Serial #:				
Send an ARS label				
Comments:				

700 Log Sheet - 2010 CNBC Story

Date:	
Is the customer calling as a result of the broadcast? YES NO	-1.00
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 the safety of the firearm, they should be advised to return it to (Product Service, II	e operation of ion NY).
Did they agree to return it to the factory? YES NO	rig - owner
Consumer Name: Gustave Miranon FRO - homen	edur or two
Address: 106 Cert Place 10-06	ed you or two
Mandeville, LA 7047/	
Phone: 985-845-4266	
Serial #: 6887703 1976	
Send an ARS label	
Comments:	

Confidential

Paminatan

1000000

Date: 1-12-11	CSR:	Danny	
Is the customer calling as a result of t	he broadcast?(YES NO	
Initial tone/Attitude of the caller:			
Angry at Remington	Supportive	of Remington	
Angry at CNBC for airing	Supportive	of CNBC	
Nature/Purpose of Call:			
Calling to offer support (pro-Remir	ngton)		
Inquisitive about Remington position	on		
Calling to provide broadcast feedba	ack		
Customer Owns a Model 700:			
General concern of safety with pers	sonal model 700		
seeking company feedback regarding	ng direction/use	of personal Mo	del 700
claims they experienced a "safety"	related issue wit	h their personal	Model 700
has not experienced a problem but v	wants firearm in	spected (fill out	address) send to an RARC
If the customer references any concer the safety of the firearm, they should			
Did they agree to return it to the factor	ory?	YES	NO
Consumer Name:			
Address:			
Phone:	······		
Serial #: <u>6887703</u>			
Send an ARS label			
Comments: Product Lervices			<u> </u>

700 Log Sheet - 2010 CNBC Story

5617
Date: CSR:
Is the customer calling as a result of the broadcast? YE\$ NO
Initial tone/Attitude of the caller:
Angry at Remington Supportive of Remington
Angry at CNBC for airing Supportive of CNBC
Nature/Purpose of Call:
Calling to offer support (pro-Remington)
Inquisitive about Remington position
Calling to provide broadcast feedback
Customer Owns a Model 700:
General concern of safety with personal model 700
seeking company feedback regarding direction/use of personal Model 700
claims they experienced a "safety" related issue with their personal Model 700
has not experienced a problem but wants firearm inspected (fill out address) send to an RARC
If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).
Did they agree to return it to the factory? YES NO ONIA. OWNER Consumer Name: Buddy Trader Jr. 2 days old sit
Consumer Name: Buddy Trader Jr. 2 days old sit Address: 2523 Saxis ld. happened on opening
in a source of the contraction o
Phone: h-757-824-4368 Serial #: 7/427258 Back From hunting,
Send an ARS label He thought, 't had to be
Comments: He thought, that to be on fire to open be the tested
1176760 1176760

Confidential

10/10/10

Date:/	12/11	CSR:	Ch		
Is the customer	calling as a result of th	he broadcast?	YES NO		5618
Initial tone/Atti	tude of the caller:				
Angry at Re	mington	Supportiv	e of Remington		
Angry at Ci	NBC for airing	Supportiv	re of CNBC		
Nature/Purpose	e of Call:				
Calling to o	ffer support (pro-Remin	gton) .			
Inquisitive a	about Remington positio	n			
Calling to p	rovide broadcast feedba	ck			
Customer Own	s a Model 700:	•			
General con	cem of safety with pers	onal model 700)		
seeking con	ipany feedback regardin	ig direction/uss	of personal Mode	1 700	
claims they	experienced a "safety" i	related issue w	ith their personal N	Model 700	
has not expe	erienced a problem but v	wants firearm i	nspected (fill out a	ddress) send to	an RARC
	references any concer firearm, they should			uct Service, Ili	on NY).
Did they agree	to return it to the facto	ory?	YES	- 10	hand
	: Gordon /1		700	FSR PO	endon
Address: 4	13 Pht. Us	-non-hd	<u>′ </u>		
Be	PLpage TN	37026	2		
Phone: 61	15-308-059	0			
Serial #:	n/a				
Send an AR	S label				
Comments:	·				
					

Confidential

Confidential-Subject to Protective Order Bledsoe v. Remington

Remineran

1-13-2011 total Calls 2142

CALLING AS RESULT OF BROADCAST

Yes 1111

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 11

Feedback

Safety Issue

No Problem w/ firearm /

ARS sent

To PRODUCT SERVICES / /

S/N check

Date: CSR:	Ame
Is the customer calling as a result of the broadca	ast? YES NO
Initial tone/Attitude of the caller:	
Angry at Remington Suppo	ortive of Remington
Angry at CNBC for airing Suppo	ortive of CNBC
Nature/Purpose of Call:	
Calling to offer support (pro-Remington)	
Inquisitive about Remington position	
Calling to provide broadcast feedback	
Customer Owns a Model 700:	
General concern of safety with personal model	1 700
seeking company feedback regarding direction.	n/use of personal Model 700
claims they experienced a "safety" related issue	e with their personal Model 700
has not experienced a problem but wants firear	rm inspected (fill out address) send to an RARC
If the customer references any concerns or prob the safety of the firearm, they should be advised	blems experienced in relation to the operation of it to return it to (Product Service, Ilion NY).
Did they agree to return it to the factory?	YES NO
Consumer Name:	
Address:	
	
Phone:	<u></u>
Serial #:	
Send an ARS label	
Comments:	

Date	e:	CSR:	Thuis		
Is th	he customer calling as a result of	the broadcast?	YES NO		
Initi	ial tone/Attitude of the caller:				
	Angry at Remington	Supportive	of Remington		•
	Angry at CNBC for airing	Supportive	of CNBC		
Nati	ure/Purpose of Call:				
_	Calling to offer support (pro-Remi	ngton)			r
	Inquisitive about Remington positi	on			
	Calling to provide broadcast feedb	ack			
Cus	tomer Owns a Model 700:			17 17 17 17 17 17 17 17 17 17 17 17 17 1	
	General concern of safety with per	sonal model 700			
	seeking company feedback regardi	ng direction/use	of personal Mod	del 700	
	claims they experienced a "safety"	related issue wit	h their personal	Model 700	
	has not experienced a problem but	wants firearm in	spected (fill out	address) send to an R	ARC
	ne customer references any conce safety of the firearm, they should	-	-	<u>-</u>	
Did	they agree to return it to the fact	ory?	YES	NO	
Con	sumer Name:				
Add	ress:				
Phor			<u> </u>		
Seria	al#:E6687066	2 (2000)			
5	Send an ARS label				
Com	nments:				
	Age				

Date: 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
Holad questions about CNBC special

Date: 1-13-12 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 RAR	С
If the customer references any concerns or problems experienced in relation to the operation the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).	on of
Did they agree to return it to the factory? YES NO	
Consumer Name: Mitchell Shaw	
Address:	
	
Phone: 872-845-4856	
Serial #:	
Send an ARS label	
Comments:	

Date:	CSR:	Tanis	
Is the customer calling as a result of the	ne broadcast?	YES NO	
Initial tone/Attitude of the caller:			
Angry at Remington	Supportive	of Remington	
Angry at CNBC for airing	Supportive	of CNBC	
Nature/Purpose of Call:			
Calling to offer support (pro-Reming	gton)		
Inquisitive about Remington position	n		
Calling to provide broadcast feedbac	ck .		
Customer Owns a Model 700:			·
_N General concern of safety with person	onal model 700		
seeking company feedback regarding	g direction/use (of personal Mod	el 700
claims they experienced a "safety" re	elated issue with	their personal	Model 700
has not experienced a problem but w	ants firearm ins	pected (fill out	address) send to an RARC
If the customer references any concert the safety of the firearm, they should be			
Did they agree to return it to the factor	ry?	YES	NO
Consumer Name:			
Address:		_	
			
Phone:		_	
Serial #:			
Send an ARS label			
Comments:			
5mp?s- C620020	f3 		

700 Log Sheet - 2010 CNBC Story

Date:
Is the customer calling as a result of the broadcast? YES NO
Initial tone/Attitude of the caller:
Angry at Remington Supportive of Remington
Angry at CNBC for airing Supportive of CNBC 564/
Nature/Purpose of Call:
Calling to offer support (pro-Remington)
Inquisitive about Remington position
Calling to provide broadcast feedback
Customer Owns a Model 700:
General concern of safety with personal model 700
seeking company feedback regarding direction/use of personal Model 700
claims they experienced a "safety" related issue with their personal Model 700
has not experienced a problem but wants firearm inspected (fill out address) send to an RARC
If the customer references any concerns or problems experienced in relation to the operation of the safety of the 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 BOL
Consumer Name: Steve Westbrooks When he But bullet in
Did they agree to return it to the factory? YES NO 700 BOL Consumer Name: Steve Westbrooks When he But bullet in Address: 3589 Candlewood Tr. Chamber, Finger was a harietta G-A 30066 thigger but he did, Phone: 770-361-2158 pull it, FSR
Thorietta GA 30066 trigger but he did,
Phone: 770-361-2158 pull it, FSR
Serial #: B 683 4083
Send an ARS label
Comments: ARS 1604 1177212
Remington Confidential 10/19/10

700 Log Sheet - 2010 CNBC Story

Date: 1/13/11 CSR: 1/12
Is the customer calling as a result of the broadcast? YES NO
Initial tone/Attitude of the caller:
Angry at Remington Supportive of Remington
Angry at CNBC for airing Supportive of CNBC
Nature/Purpose of Call:
Calling to offer support (pro-Remington)
Inquisitive about Remington position
Calling to provide broadcast feedback
Customer Owns a Model 700:
General concern of safety with personal model 700
seeking company feedback regarding direction/use of personal Model 700
claims they experienced a "safety" related issue with their personal Model 700
has not experienced a problem but wants firearm inspected (fill out address) send to an RARC
If the customer references any concerns or problems experienced in relation to the operation of the safety of the 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. 1st time Budleson, TX 76028 Dec 2010
Budeson, TX 76028 Dec 2010
Phone: 817-726-1906
Serial #:
Send an ARS label
Comments: box ARS

Remineton

Confidential

10/19/10

700 Log Sheet - 2010 CNBC Story

Date:
Is the customer calling as a result of the broadcast? YES NO
Initial tone/Attitude of the caller:
Angry at Remington Supportive of Remington
Angry at CNBC for airing Supportive of CNBC
Nature/Purpose of Call:
Calling to offer support (pro-Remington)
Inquisitive about Remington position
Calling to provide broadcast feedback
Customer Owns a Model 700:
General concern of safety with personal model 700
seeking company feedback regarding direction/use of personal Model 700
claims they experienced a "safety" related issue with their personal Model 700
has not experienced a problem but wants firearm inspected (fill out address) send to an RARC
If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).
Did they agree to return it to the factory? YES NO puchased new late
Consumer Name: EMC Dyplechain 700 AOL. 283 Youth
Did they agree to return it to the factory? YES NO puchased new late of Consumer Name: Fre Dyplechain 700 AOL. 283 Youth Address: 125 Eva Lh. Rembrother -in-law was using 2 Usks ago gun Eunice CA 70535 FSR
Eunice LA 70535 FSR
Phone: 0-337-280-6049 no adjustments
Serial #: 6500224
Send an ARS label
Comments:

Confidential

Remington

10/19/10

Date://3/1/ CSR:	Chris	
Is the customer calling as a result of the broa	dcast? YES NO	Outdoor Channel ?
Initial tone/Attitude of the caller:		
Angry at Remington St	pportive of Remingt	on
Angry at CNBC for airing Su	apportive of CNBC	
Nature/Purpose of Call:		
Calling to offer support (pro-Remington)		
Inquisitive about Remington position		
Calling to provide broadcast feedback		•
 Customer Owns a Model 700:		
General concern of safety with personal mo	odel 700	
seeking company feedback regarding direct	tion/use of personal N	Model 700
claims they experienced a "safety" related i	ssue with their perso	nal Model 700
has not experienced a problem but wants fu	rearm inspected (fill	out address) send to an RARC
If the customer references any concerns or p the safety of the firearm, they should be advi	-	•
Did they agree to return it to the factory?	YES	NO
Consumer Name:		
Address:		
Phone:		
Serial #:		
Send an ARS label		
Comments:		
700 BOL		

1-14-2011 Total colls 2017

CALLUNC	۸ د	DECLUT	05	000	A DC A	сT
CALLING	AΣ	KEZULI	UF.	BKU	AUC^{A}	۱ د،

Yes +++ 11

No |

ATTITUDE

Angry at Remington 1

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 1111 | |

Date: CSR: Chr. 5	
Is the customer calling as a result of the broadcast? YES NO	
Initial tone/Attitude of the caller:	
Angry at Remington Supportive of Remington	
Angry at CNBC for airing Supportive of CNBC	
Nature/Purpose of Call:	
Calling to offer support (pro-Remington)	
Inquisitive about Remington position	
Calling to provide broadcast feedback	
Customer Owns a Model 700:	
General concern of safety with personal model 700	
seeking company feedback regarding direction/use of personal Model 700	
claims they experienced a "safety" related issue with their personal Model 700	
has not experienced a problem but wants firearm inspected (fill out address) send to an RARO	C
If the customer references any concerns or problems experienced in relation to the operation the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).	n of
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 . I formation the second of	

	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:

Date:	1/14/11	CSR:	Cho.	>	
Is the cus	tomer calling as a result of	f the broadcast?	YES NO		
Initial ton	e/Attitude of the caller:				
Angry	at Remington	Supportiv	e of Reming	on	
Angry	at CNBC for airing	Supportiv	e of CNBC		
Nature/Pi	rpose of Call:				
Callin	g to offer support (pro-Rem	nington)			
Inquis	itive about Remington posi	tion			
Callin	g to provide broadcast feed	back			
Customer	Owns a Model 700:				
Gener	al concern of safety with pe	ersonal model 70)		
seekin	g company feedback regard	ling direction/use	of personal	Model 700	
claims	they experienced a "safety	" related issue w	ith their perso	onal Model 700	
has no	t experienced a problem bu	t wants firearm i	nspected (fill	out address) send to an I	RARC
	omer references any conc of the firearm, they shoul	_	-	-	
Did they a	gree to return it to the fac	ctory?	YES	NO	
Consumer	Name:				
		•			
Address:					
Address: .					
Address: Phone: _					
-	BB 6481466 ((1971) 56		996)	
Phone: _ Serial #: _		(1971) 56		996)	
Phone: _ Serial #: _	1966 (mars label***	(1971) 56		996)	

Date: 1/18/10 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? NO
Consumer Name:
Address:
Phone:
Serial #:
Send an ARS label
Wanting to participate in SMP

	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 long anymore Raminotani"

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:
Sow show. General concern.

Date:	CSR:	\sim	·
Is the customer calling as a result of the	broadcast		
Initial tone/Attitude of the caller:			friend
Angry at Remington	Supportive o	of Remington	r
Angry at CNBC for airing	Supportive of	of CNBC	
Nature/Purpose of Call:			
Calling to offer support (pro-Remingt	on)		
Inquisitive about Remington position			
Calling to provide broadcast feedback			
Customer Owns a Model 700:			
General concern of safety with person	ial model 700		
seeking company feedback regarding	direction/use of	personal Mo	odel 700
claims they experienced a "safety" rel	ated issue with	their persona	il Model 700
has not experienced a problem but wa	nts firearm insp	ected (fill ou	t address) send to an RARC
If the customer references any concerns the safety of the firearm, they should be			
Did they agree to return it to the factory	7?	YES	NO
Consumer Name:		_	
Address:		-	
		-	
Phone:		-	
Serial #:		_ .	
Send an ARS label			
Comments:	\bigcirc	-	
researching.	tor r	10 LV	
(\cdot) (\cdot) (\cdot) (\cdot) (\cdot)			•

Date: 1-14-11 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? NO
Consumer Name:
Address:
Phone:
Serial #:
Send an ARS label
Comments:

Date: 1-14-11 CSR: 2M
Is the customer calling as a result of the broadcast? YES NO
Initial tone/Attitude of the caller:
Angry at Remington Supportive of Remington
Angry at CNBC for airing Supportive of CNBC
Nature/Purpose of Call:
Calling to offer support (pro-Remington)
Inquisitive about Remington position
Calling to provide broadcast feedback
Customer Owns a Model 700:
General concern of safety with personal model 700
seeking company feedback regarding direction/use of personal Model 700
claims they experienced a "safety" related issue with their personal Model 700
has not experienced a problem but wants firearm inspected (fill out address) send to an RARC
If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).
Did they agree to return it to the factory? YES NO
Consumer Name:
Address:
Phone:
Serial #:
Send an ARS label
Comments:

Date:	CSR:	'M		
Is the customer calling as a result of t	the broadcast?	YES NO		
Initial tone/Attitude of the caller:				
Angry at Remington	Supportive	e of Remingto	n	
Angry at CNBC for airing	Supportive	of CNBC		
Nature/Purpose of Call:				
Calling to offer support (pro-Remir	ngton)			
Inquisitive about Remington position	on			
Calling to provide broadcast feedba	ack			
Customer Owns a Model 700:				
General concern of safety with pers	sonal model 700			
seeking company feedback regarding	ng direction/use	of personal M	[odel 700	
claims they experienced a "safety"	related issue wit	h their person	al Model 700	
has not experienced a problem but	wants firearm in	spected (fill o	ut address) send to an RARC	
If the customer references any concer the safety of the firearm, they should	-	-	_	of
Did they agree to return it to the factor	ory?	YES	NO	
Consumer Name:				
Address:		 -		
		_		
Phone:	/\	·		
Serial #: <u>A 6 7 3 40 J</u>	<u>,'U</u>			
Send an ARS label				
Comments:				
<u>Smit</u>		· - · · · · · · · · · · · · · · · · · ·		

Date: 14 2011 CSR: 50
Is the customer calling as a result of the broadcast? YES NO
Initial tone/Attitude of the caller:
Angry at Remington Supportive of Remington
Angry at CNBC for airing Supportive of CNBC
Nature/Purpose of Call:
Calling to offer support (pro-Remington)
Inquisitive about Remington position
Calling to provide broadcast feedback
Customer Owns a Model 700:
General concern of safety with personal model 700
seeking company feedback regarding direction/use of personal Model 700
claims they experienced a "safety" related issue with their personal Model 700
has not experienced a problem but wants firearm inspected (fill out address) send to an RARC
If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).
Did they agree to return it to the factory?
Consumer Name: Steven KRENISKY
Address: 152 LAKE Shore Blet
MENTOR OH 44060
Phone: 440-946-6021
Serial #:
Send an ARS label
Comments:

Date: 4 /4 Zon CSR: SQ
Is the customer calling as a result of the broadcast? YES NO
Initial tone/Attitude of the caller:
Angry at Remington Supportive of Remington
Angry at CNBC for airing Supportive of CNBC
Nature/Purpose of Call:
Calling to offer support (pro-Remington)
Inquisitive about Remington position
Calling to provide broadcast feedback
Customer Owns a Model 700:
General concern of safety with personal model 700
seeking company feedback regarding direction/use of personal Model 700
claims they experienced a "safety" related issue with their personal Model 700
has not experienced a problem but wants firearm inspected (fill out address) send to an RARC
If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).
Did they agree to return it to the factory? YES NO
Consumer Name: Dive Kereki
Address: 144 HINRICHS
Address: 144 HINRICHS ARMOID 63010
Phone:
Serial #:
Send an ARS label VES
Comments:

Date: 1/4/11	CSR:		
Is the customer calling as a result of	he broadcast? YES	NO	
Initial tone/Attitude of the caller:			5661
Angry at Remington	Supportive of Res	nington	
Angry at CNBC for airing	Supportive of CN	ВС	
Nature/Purpose of Call:			
Calling to offer support (pro-Remi	igton)		
Inquisitive about Remington positi	on		
Calling to provide broadcast feedba	ack		
Customer Owns a Model 700:			
General concern of safety with per	sonal model 700		
seeking company feedback regardi	ng direction/use of pers	onal Model 700	
claims they experienced a "safety"	related issue with their	personal Model 700	
has not experienced a problem but	wants firearm inspected	(fill out address) sen	id to an RARC
If the customer references any conce the safety of the firearm, they should			
Did they agree to return it to the fact			rought Gos
Consumer Name: Dr Goerge	A Ricketson	700 30-0	OG BOL
Address: 5014 Barrano		Never had	any fromble
Phone: C - 850 - 449 - 11		Són t bi	rother both had
Serial #:		PB C	
Send an ARS label			
Comments:	. •		
•			

Date: CSR:
Is the customer calling as a result of the broadcast? YES NO 5659
Initial tone/Attitude of the caller:
Angry at Rémington Supportive of Remington
Angry at CNBC for airing Supportive of CNBC
Nature/Purpose of Call:
Calling to offer support (pro-Remington)
Inquisitive about Remington position
Calling to provide broadcast feedback
Customer Owns a Model 700:
General concern of safety with personal model 700
seeking company feedback regarding direction/use of personal Model 700
claims they experienced a "safety" related issue with their personal Model 700
has not experienced a problem but wants firearm inspected (fill out address) send to an RARC
If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).
Did they agree to return it to the factory? YES NO The factory? YES NO The factory of the intearing they should be advised to return it to (Froduct Service, Infon N1). The factory of the intearing they should be advised to return it to (Froduct Service, Infon N1).
Consumer Name: Terry Watson 700, 200 FBC
Address: CtyRd 151 House 90 Fired when safe on Corinth MS 38834 FSRID
Phone: 000 810 7035
Phone: 662-872-9053 Serial #: (624248) Tust started this
Send an ARS label
Comments:

	Date: //4/11	CSR: M			
	Is the customer calling as a result of	f the broadcast? YES N	ĪO		
	Initial tone/Attitude of the caller:			5657	
•	Angry at Remington	Supportive of Remin	igton .		
	Angry at CNBC for airing	Supportive of CNBC	7		
	Nature/Purpose of Call:				
•	Calling to offer support (pro-Rer	nington) .			
	Inquisitive about Remington pos	ition			
	Calling to provide broadcast feed	iback			
	Customer Owns a Model 700:				
	General concern of safety with p	ersonal model 700			
	seeking company feedback regar	ding direction/use of persona	al Model 700		
	claims they experienced a "safety	y" related issue with their per	rsonal Model 700		
	has not experienced a problem b	ut wants firearm inspected (fi	ill out address) seno	i to an RARC	
	If the customer references any con the safety of the firearm, they shou				
	Did they agree to return it to the fa	ctory?	NO	368	•
	Consumer Name: Text	Hanagan	700 BDL	F5R lay	happe
<i>^</i>	Address: // County C	ine Kd.	yestero	Lay	
Faxi 724-547-	2981 TONE, PH	15610			
724-541-	Phone: 129-8/5- Serial #: 654/026	1972			
	Send an ARS label	, ,			
	Comments: Fax H	RS			

Date: //Y/// 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: Prandon Adams 10 bought dyre ago + 3h
Address: 78 Flay & Ld. Mahered took off satety
at the in pus
Phone: C-678-986-0130 bo # forward & it Fired
Serial =: 7/284074 Add, around casing it's
Send an ARS label / Smarking it
Comments: box & ARS 1177613
POX 8/10×2 11/1/013

1-17-2011 Total Carlls 2183

CALLING AS RESULT OF BROADCAST

No 111

ATTITUDE

Angry at Remington

Angry CNBC

Supportive of REM | |

Supportive of CNBC

NATURE/PURPOSE OF CALL

Offer Support 11

Inquisitive on Rem position

Calling to provide Broadcast feedback

OWNS MODEL 700

General Concern +14+)

Feedback |

Safety Issue + 111111

No Problem w/ firearm ||

ARS sent

TO PRODUCT SERVICES 1111

S/N check 11111

Initial tone/Attitude of the caller	<u></u>
Angry at Remington	Supportive of Remington
Angry at CNBC for airing	Supportive of CNBC
Nature/Purpose of Call:	
Calling to offer support (pro-F	Remington)
Inquisitive about Remington p	position
Calling to provide broadcast f	feedback
Customer Owns a Model 700:	*
General concern of safety with	h personal model 700
seeking company feedback re	garding direction/use of personal Model 700
claims they experienced a "sa	fety" related issue with their personal Model 700
has not experienced a problem	n but wants firearm inspected (fill out address) send to an RAR
	concerns or problems experienced in relation to the operation ould be advised to return it to (Product Service, Ilion NY).
Did they agree to return it to the	e factory? YES NO
Consumer Name:	VALNER
Address:	PEGPER CASEK RI AC 35749
HARVEST	AC 35749
Phone: 256-6	617-1144
705	6
Serial #:	
Send an ARS label	, FS

Date: 17, 2011 CSR: 505
Is the customer calling as a result of the broadcast? YES NO
Initial tone/Attitude of the caller:
Angry at Remington Supportive of Remington
Angry at CNBC for airing Supportive of CNBC
Nature/Purpose of Call:
Calling to offer support (pro-Remington)
Inquisitive about Remington position
Calling to provide broadcast feedback
Customer Owns a Model 700:
General concern of safety with personal model 700
seeking company feedback regarding direction/use of personal Model 700
claims they experienced a "safety" related issue with their personal Model 700
has not experienced a problem but wants firearm inspected (fill out address) send to an RARC
If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they 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 DS BORNE CRECK Rd HAMPENVILLE, NC 27020
Hampfonville, NC 27020
Phone: 9336 466 - 2137
Serial #:
Send an ARS label Ve 3
Comments:

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

	Date: CSR:
	Is the customer calling as a result of the broadcast? YES NO
	Initial tone/Attitude of the caller:
	Angry at Remington Supportive of Remington
	Angry at CNBC for airing Supportive of CNBC
	Nature/Purpose of Call:
	Calling to offer support (pro-Remington)
	Inquisitive about Remington position
	Calling to provide broadcast feedback
	Customer Owns a Model 700:
	General concern of safety with personal model 700
	seeking company feedback regarding direction/use of personal Model 700
	claims they experienced a "safety" related issue with their personal Model 700
•	has not experienced a problem but wants firearm inspected (fill out address) send to an RARC
	If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).
	Did they agree to return it to the factory? YES NO
	Consumer Name: Resussel, Customan hung up
	Address:
	<u></u>
	Phone: 4/2 - 33/- 6568
	Serial #: 6419765
	Send an ARS label
	Comments:
	MAS 1971 Model 700 in 72-750, states fixing pin would chep when both is stammed hime. When bill of smp and offen to send Aps Label Castomes said "let me think about that

Date:	CSR:	Travis		_
Is the customer calling as a result of	the broadca	st? YES NO		
Initial tone/Attitude of the caller:		٠.		
Angry at Remington	<u>∝</u> Suppo	rtive of Remingto	n	
Angry at CNBC for airing	Suppo	rtive of CNBC		
Nature/Purpose of Call:				
Calling to offer support (pro-Remi	ngton)			
Inquisitive about Remington positi	on			
Calling to provide broadcast feedb	ack			
Customer Owns a Model 700:				,
General concern of safety with per	sonal model	700		
seeking company feedback regardi	ng direction/	use of personal N	Iodel 700	
claims they experienced a "safety"	related issue	with their person	nal Model 700	
has not experienced a problem but	wants firear	n inspected (fill o	out address) send	to an RARC
If the customer references any conce the safety of the firearm, they should	_	-		-
Did they agree to return it to the fact	ory?	YES	NO	
Consumer Name:				
Address:				
				
Phone:				
Serial #:		·		
Send an ARS label				
Comments:				
				

Date:	7	CSR:	FRAN	s		-
Is the customer of	alling as a result of t	he broadca	ast? YE	cs (NO)		
Initial tone/Attitu	ude of the caller:					
Angry at Ren	ungton	Suppo	ortive of I	Remington		
Angry at CNI	3C for airing	Suppo	ortive of (CNBC		
Nature/Purpose	of Call:					
Calling to off	er support (pro-Remin	gton)				
Inquisitive ab	out Remington position	n				
Calling to pro	ovide broadcast feedba	ck		•		
Customer Owns	a Model 700:					
General conce	ern of safety with pers	onal model	700			
seeking comp	any feedback regardin	g direction	/use of pe	ersonal Mod	el 700	
claims they ex	xperienced a "safety" i	related issue	e with the	eir personal	Model 700	
has not experi	enced a problem but v	vants firear	m inspec	ted (fill out	address) send t	o an RARC
	eferences any concer irearm, they should					
Did they agree to	return it to the facto	ory?	YE	CS .	NO	
Consumer Name:				•		
Address:						
						
Phone:						
Serial #:						
Send an ARS	label					
Comments:	FSR- 212	٩				

Date: 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
A claims they experienced a "safety" related issue with their personal Model 700
has not experienced a problem but wants firearm inspected (fill out address) send to an RARC
If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product 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

Is the customer calling as a result of the broadcast? YES NO
Initial tone/Attitude of the caller:
Angry at Remington Supportive of Remington
Angry at CNBC for airing Supportive of CNBC
Nature/Purpose of Call:
Calling to offer support (pro-Remington)
Inquisitive about Remington position
Calling to provide broadcast feedback
Customer Owns a Model 700:
General concern of safety with personal model 700
seeking company feedback regarding direction/use of personal Model 700
claims they experienced a "safety" related issue with their personal Model 700
has not experienced a problem but wants firearm inspected (fill out address) send to an RARC
If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).
Did they agree to return it to the factory? YES NO
Consumer Name: 6ARY HANNES
Address:
Phone: $740-482-0083$ Serial #: 6576520 (73)
Serial #: 6576520 (73)
Send an ARS label

Date:	1-17-11	CSR:	Cor		
Is the cust	tomer calling as a result of t	the broadcast?	YES NO		
Initial ton	e/Attitude of the caller:	,			
Angry	at Remington	Supportive	of Remington		
Angry	at CNBC for airing	Supportive	of CNBC		
Nature/Pu	urpose of Call:				
Callin	g to offer support (pro-Remin	ngton)			
Inquis	sitive about Remington position	on			
Callin	g to provide broadcast feedba	ack			
Customer	Owns a Model 700:				•
Gener	al concern of safety with pers	sonal model 700			
seekin	g company feedback regarding	ng direction/use	of personal Mo	del 700	
claims	s they experienced a "safety"	related issue wit	h their persona	Model 700	
has no	ot experienced a problem but	wants firearm ins	spected (fill out	address) send to an F	RARC
	omer references any conce of the firearm, they should				
Did they a	gree to return it to the fact	•	YES	NO	
Consumer	Name: (uxt) /	ALThouse	<u>.</u>		
Address:					
_					
Phone:	717-445	5326			
Serial #: _	657 738	7	<u> </u>		
Send a	n ARS label				
Comments	s:				

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:
want new triggers 2 guns
to all discount of

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 Reming	ton	
Angry at CNBC for airing	Supportive	of CNBC		
Nature/Purpose of Call:				
Calling to offer support (pro-Remin	gton)			
Inquisitive about Remington positio	n			
Calling to provide broadcast feedbac	ck			
Customer Owns a Model 700:				
General concern of safety with person	onal model 700			
seeking company feedback regarding	g direction/use	of personal	Model 700	
claims they experienced a "safety" r	elated issue wit	h their pers	onal Model 700	
has not experienced a problem but w	vants firearm in	spected (fill	out address) send to an RARC	
If the customer references any concern the safety of the firearm, they should b				
Did they agree to return it to the factor	ry?	YES	NO	
Consumer Name:				
Address:				
Phone:			·	
Serial #:				
Send an ARS label				
Comments:				
200 243 - Fire	<u>icl - 1</u>	<u> </u>	Sterry	
to a coding	1			

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

Date: 1 - 1 CS	R:			
Is the customer calling as a result of the b	roadcast? YES No	0		
Initial tone/Attitude of the caller:				
Angry at Remington	Supportive of Reming	gton		
Angry at CNBC for airing	Supportive of CNBC			
Nature/Purpose of Call:				
Calling to offer support (pro-Remingtor	n)			
Inquisitive about Remington position				
Calling to provide broadcast feedback				
Customer Owns a Model 700:	•			
General concern of safety with personal	model 700			
seeking company feedback regarding di	rection/use of personal	Model 700		
claims they experienced a "safety" relat	ed issue with their pers	sonal Model 700		
has not experienced a problem but want	s firearm inspected (fil	l out address) send to an	RARC	
If the customer references any concerns of the safety of the firearm, they should be a				
Did they agree to return it to the factory?	YES	NO		
Consumer Name:				
Address:				
				
Phone:				
Serial #:				
Send an ARS label				
Comments:				

Date: 1-17-11 CSR: Dan	ny
Is the customer calling as a result of the broadcast? YES	NO
Initial tone/Attitude of the caller:	
Angry at Remington Supportive of Remi	ington
Angry at CNBC for airing Supportive of CNB	C
Nature/Purpose of Call:	
Calling to offer support (pro-Remington)	
Inquisitive about Remington position	
Calling to provide broadcast feedback	
Customer Owns a Model 700:	
General concern of safety with personal model 700	
seeking company feedback regarding direction/use of person	nal Model 700
claims they experienced a "safety" related issue with their pe	ersonal Model 700
has not experienced a problem but wants firearm inspected (fill out address) send to an RARC
If the customer references any concerns or problems experie the safety of the firearm, they should be advised to return it t	=
Did they agree to return it to the factory? YES	NO
Consumer Name:	
Address:	
Phone:	
Serial #:	
Send an ARS label	
Comments:	
5MP questions 1987	rifle

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). USC
Did they agree to return it to the factory? VES NO Spt 78 270
Consumer Name: Anthony Porter
Address: 323 Heplock Sth Going to take bulket Address: 323 Heplock Sth Going to take bulket Outs lifting handlesti
Pats City TN 37683 out litting handlest
Phone: 423-727-2751 or Safety on
Serial #: 36704959 291-7208
Send an ARS label
Comments:

C-121 2 1

700 Log Sheet - 2010 CNBC Story

	1/ /		11		5680
Date:	417/11	CSR:(·····	_
Is the custom	er calling as a result of	the broadcast	? YES NO		
Initial tone/A	ttitude of the caller:				
Angry at I	Remington	Support	ve of Remington		
Angry at (CNBC for airing	Ѕиррогс	ive of CNBC		
Nature/Purpo	se of Call:				
Calling to	offer support (pro-Remi	ngton).			
Inquisitive	e about Remington posit	ion			
Calling to	provide broadcast feedb	eck			
Customer Ow	vns a Model 700:				
General co	oncern of safety with per	rsonal model 7	00		
seeking o	ompany feedback regard	ing direction/u	se of personal Mod	lel 700	
claims the	y experienced a "szfety'	related issue	with their personal	Model 700	
has not ex	perienced a problem but	wants firearm	inspected (fill out	address) send	l to an RARC
	er references any conce he firearm, they should	_	-	duct Service,	Ilion NY).
Did they agre	e to return it to the fac	tory?	YES	NO	new 1974
Consumer Nar	me: Kon Sc	happ	- 70c	FSK	3 times past Fall
Address:	23/07 NU (1 Lattaroy W.	rescent. A 9900	<u>Kd.</u> 3	this	past fall
Phone:	509-468-	2107			
Serial #:	·				
Send an A	RS label				
Comments:					
				<u>.</u>	
	•				

A. 51 . T

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

Date:
Is the customer calling as a result of the broadcast? YES NO
Initial tone/Attitude of the caller:
Angry at Remington Supportive of Remington
Angry at CNBC for airing Supportive of CNBC
Nature/Purpose of Call:
Calling to offer support (pro-Remington)
Inquisitive about Remington position
Calling to provide broadcast feedback
Customer Owns a Model 700:
General concern of safety with personal model 700
seeking company feedback regarding direction/use of personal Model 700
claims they experienced a "safety" related issue with their personal Model 700
has not experienced a problem but wants firearm inspected (fill out address) send to an RARC
If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).
Did they agree to return it to the factory? YES NO son
Consumer Name: Nah Morris BOC shot hole Through
Address: 270 Spg Branch Trail 1 mag door of his truck. Ville VA 22973 fulling out of truck. Phone: 434-985-8986 one Land on the don
<u>ville VA 22973</u> fulling out of
Phone: 434-985-8986 one hand on stk don
Serial #: 651814 on Fle.
Send an ARS label \ happened about 2-3 wksa
Comments:

Date: 1/7/1/	CSR:	5677
Is the customer calling as a result of the		
Initial tone/Attitude of the caller:	bloadeast. 1ES 140	
Angry at Remington	Supportive of Remington	
Angry at CNBC for airing	Supportive of CNBC	
Nature/Purpose of Call:		
Calling to offer support (pro-Remings	on)	
Inquisitive about Remington position		
Calling to provide broadcast feedback	:	
Customer Owns a Model 700:		
General concern of safety with person	aal model 700	
seeking company feedback regarding	direction/use of personal Model 700	
claims they experienced a "safety" re	lated issue with their personal Model 700	
has not experienced a problem but wa	ints firearm inspected (fill out address) send to	an RARC
	s or problems experienced in relation to the advised to return it to (Product Service, Ili	on NY).
Did they agree to return it to the factor	y? YES NO 6	andhand
Consumer Name: John H	Kins 710 Pan	mistired
Address: 789 Clero	keekde When closin	g bolt
Raceland KY	kee Rd. When closing 41169 happened	to himd son
Phone: 606-571-60	3.3	
Serial #: 46566729	1977	
Send an ARS label		
Comments:		
box		

Date: //7/11 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 airingSupportive of CNBC
Nature/Purpose of Call:
Calling to offer support (pro-Remington)
Inquisitive about Remington position
Calling to provide broadcast feedback
Customer Owns a Model 700:
General concern of safety with personal model 700
seeking company feedback regarding direction/use of personal Model 700
claims they experienced a "safety" related issue with their personal Model 700
has not experienced a problem but wants firearm inspected (fill out address) send to an RARC
If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).
Did they agree to return it to the factory? YES NO
Consumer Name: Mike Eubanks 700 BDL Varnint Spc. 2
Address: Respectively FBC
Hadit 9 Mts. 2 na ha
Phone: 618-218-6087 He Knows it's been adju
Serial #: so he'll replace the
Send an ARS label trigger himself:
Comments:
box ARS

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

Date: /4/11 CSR: M 56.72
Is the customer calling as a result of the broadcast? YES NO Initial tone/Attitude of the caller:
Initial tone/Attitude of the caller: 178165
Angry at Remington Supportive of Remington
Angry at CNBC for airing Supportive of CNBC
Nature/Purpose of Call:
Calling to offer support (pro-Remington)
Inquisitive about Remington position
Calling to provide broadcast feedback
Customer Owns a Model 700:
General concern of safety with personal model 700
seeking company feedback regarding direction/use of personal Model 700
claims they experienced a "safety" related issue with their personal Model 700
has not experienced a problem but wants firearm inspected (fill out address) send to an RARC
If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).
Did they agree to return it to the factory? YES NO
Consumer Name: Walter Neal Wood 700 ADL FSR
Address: 67 Panela Dr. Cousin gave it to him
Monroevillette 36460
Phone: 251-238-1321
Seтial #:
Send an ARS label
Comments: OX JARS
1178165

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

Date:	V17/11	CSR:	A		
Is the cus	tomer calling as a result of	the broadcast?	YES NO	50	670
Initial to	ne/Attitude of the caller:			_	
Angr	y at Remington	Supportive o	of Remington		
Angr	y at CNBC for airing	Supportive o	of CNBC		
Nature/P	urpose of Call:				
Callin	ng to offer support (pro-Remi	ngton) .			
Inqui	sitive about Remington positi	ion			
Callin	ng to provide broadcast feedb	eck			
Custome	r Owns a Model 700:				
Gene	ral concern of safety with per	rsonal model 700			
seeki	ng company feedback regard	ing direction/use of	personal Model 1	700	
_ claim	s they experienced a "safety"	related issue with	their personal Mo	del 700	
has n	ot experienced a problem but	wants firearm insp	ected (fill out add	ress) send to an R	ARC
	tomer references any conce of the firearm, they should				
Did they	agree to return it to the fact	· /	YES N	223	416/11 L
Consumer	Name: Koy Mu	1/25	- FSK	157	tipe
Address:	626-E3	ora sh	5,44	fry in s	rate 20 y
	Burk burnett	TX 7635	I Had	been to	erget praci
Phone:	Cell 990-73.	3-2155	- dafter	ward bring	b valoads
Serial #:			_ tathe	15-130-	16 700
Send	an ARS label		no	f sure	
Commen	2 /ab	els			
	·	,			

1-18-2011 10 Fol CAlls 2034

CALLING AS RESULT OF BROADCAST

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) 111

Date: JAN 18 2	2 <i>011</i> CSR:		
Is the customer calling as	a result of the broadc	ast? YES NO	
Initial tone/Attitude of the	e caller:		
Angry at Remington	Supp	ortive of Remington	i e
Angry at CNBC for air	ring Supp	ortive of CNBC	
Nature/Purpose of Call:			
Calling to offer suppor	t (pro-Remington)		
Inquisitive about Remi	ngton position		
Calling to provide broa	adcast feedback		
Customer Owns a Model	700:		:
General concern of saf	ety with personal mode	1 700	
seeking company feed!	back regarding direction	n/use of personal Mo	odel 700
claims they experience	d a "safety" related issu	ue with their persona	al Model 700
has not experienced a p	problem but wants firea	rm inspected (fill ou	it address) send to an RA
If the customer references the safety of the firearm,			
Did they agree to return i	t to the factory?	YES	NO
Consumer Name:	Il Hitzeli	bonga	
	16 Everings	side Dr.	
- H	ASCA MI	48026	
	86-284 353	3	
Serial #:	0/3/	·	
Send an ARS label			

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

Date: 1/18/11 CSR: HINDREN TURNE
Is the customer calling as a result of the broadcast? YES NO
Initial tone/Attitude of the caller:
Angry at Remington Supportive of Remington
Angry at CNBC for airing Supportive of CNBC
Nature/Purpose of Call:
Calling to offer support (pro-Remington)
Inquisitive about Remington position
Calling to provide broadcast feedback
Customer Owns a Model 700:
General concern of safety with personal model 700
seeking company feedback regarding direction/use of personal Model 700
claims they experienced a "safety" related issue with their personal Model 700
has not experienced a problem but wants firearm inspected (fill out address) send to an RARC
If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product 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 into about sording ritle for SMP.

Date: # 1- 8- 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: Gay Howards
Address: 4736 Hower St
Ovegon, WI 53575
Phone: <u>608 - 835 - 7938</u>
Serial #:
Send an ARS label
Comments: an idiot; has already
called in several times; is convinced he has

Date: 1-18-1 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: <u>Kevin McEnroe</u>
Address:
Phone: 407 - 947 - 3111 Serial #: C. 638 2030
Serial #:
Send an ARS label
Comments:
web referal

Date:	1/06/11	CSR:	Chris		_
Is the custo	omer calling as a result	of the broadcast?	YES NO)	
Initial tone	e/Attitude of the caller:				
Angry	at Remington	Supportive	e of Reming	ton	
Angry	at CNBC for airing	Supportive	e of CNBC		
Nature/Pu	rpose of Call:				
Calling	g to offer support (pro-Re	mington)			
Inquisi	itive about Remington po	sition			
Calling	g to provide broadcast fee	dback			
Customer	Owns a Model 700:		····		
Genera	al concern of safety with p	personal model 700			
seeking	g company feedback rega	rding direction/use	of personal	Model 700	
claims	they experienced a "safe	ty" related issue wi	th their perso	onal Model 700	
has not	t experienced a problem b	out wants firearm in	spected (fill	out address) send	to an RAI
	omer references any cor of the firearm, they show				
Did they a	gree to return it to the f	actory?	YES	NO	
Consumer l	Name: Scott				
Address: _					
_					
Phone: _					
Serial #: _					
	n ARS label***	•			

Is the customer calling as a resul	It of the broadcast? YES NO
Initial tone/Attitude of the caller	<u>:</u>
Angry at Remington	Supportive of Remington
Angry at CNBC for airing	Supportive of CNBC
Nature/Purpose of Call:	
Calling to offer support (pro-F	Remington)
Inquisitive about Remington p	position
Calling to provide broadcast f	eedback
Customer Owns a Model 700:	
General concern of safety with	h personal model 700
seeking company feedback re	garding direction/use of personal Model 700
claims they experienced a "sat	fety" related issue with their personal Model 700
has not experienced a problem	n but wants firearm inspected (fill out address) send to an R
	oncerns or problems experienced in relation to the open ould be advised to return it to (Product Service, Ilion N
Did they agree to return it to the	
Consumer Name:	Rolledson
Address:	
Phone: 850-728	-8675
1-05N	(13.67)
Serial #:/5550	
Send an ARS label	

Date: 1-18	CSR:	in		
Is the customer calling as a result of t	he broadcast	YES NO		
Initial tone/Attitude of the caller:				
Angry at Remington	Supporti	ve of Remingto	on	
Angry at CNBC for airing	Supporti	ve of CNBC		
Nature/Purpose of Call:				
Calling to offer support (pro-Remir	ngton)			
Inquisitive about Remington position	on			
Calling to provide broadcast feedba	nck			
Customer Owns a Model 700:				•
General concern of safety with pers	sonal model 70	00		
seeking company feedback regarding	ng direction/us	e of personal N	Model 700	
claims they experienced a "safety"	related issue w	ith their perso	nal Model 700	
has not experienced a problem but	wants firearm	inspected (fill o	out address) send to	an RARC
If the customer references any concer the safety of the firearm, they should				
Did they agree to return it to the factor	ory?	YES	NO	
Consumer Name:				
Address:				
<u></u>				
Phone:				
Serial #:				
Send an ARS label				
Comments:				
		· · · · · · · · · · · · · · · · · · ·	·	

Date: $/-/8-)$ CSR:	5.5.1	rung	
Is the customer calling as a result of the broadcas	t? (YES) NO)	
Initial tone/Attitude of the caller:			
Angry at Remington Suppor	tive of Reming	ton	
Angry at CNBC for airing Suppor	tive of CNBC		
Nature/Purpose of Call:			
Calling to offer support (pro-Remington)			
Inquisitive about Remington position			
 Calling to provide broadcast feedback			
Customer Owns a Model 700:			
General concern of safety with personal model 7	700		
seeking company feedback regarding direction/u	ise of personal	Model 700	
claims they experienced a "safety" related issue	with their pers	onal Model 700	
has not experienced a problem but wants firearm	n inspected (fill	l out address) send to	an RARC
If the customer references any concerns or proble the safety of the firearm, they should be advised to			
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 ! He is sending it in to hard	release.		
He is sending it in to hard	torx		

Date: 1-18-11	CSR: J.B	.Irvina	`	
Is the customer calling as a result of the	e broadcast? (YES NO		·
Initial tone/Attitude of the caller:				
Angry at Remington	Supportive	of Remington	n .	
Angry at CNBC for airing	Supportive	of CNBC		
Nature/Purpose of Call:				
Calling to offer support (pro-Reming	ton)			
Inquisitive about Remington position	ı		·	
 Calling to provide broadcast feedbac	k	WWW.		·
Customer Owns a Model 700:				·
General concern of safety with person	nal model 700			
seeking company feedback regarding	direction/use	of personal M	odel 700	
claims they experienced a "safety" re	lated issue with	their person	al Model 700	
has not experienced a problem but we	ants firearm ins	pected (fill or	ut address) send to	o an RARC
If the customer references any concern the safety of the firearm, they should be	-	-		•
Did they agree to return it to the factor	y?	YES	NO	
Consumer Name:		 ,		
Address:				
		_		
Phone:		_		
Serial #:				
Send an ARS label				
Comments:	.1			
checking to see if	his rifle			
are included in 5th	nP.			

	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: Tust avened attendered to kind
•	Instarqued attended to kind it in for SMP. His not had issue

Date:	2011	CSR:	y an		
Is the customer calling	as a result of t	he broadcast	YES	r	
Initial tone/Attitude of	the caller:				
Angry at Remingto	n	Supporti	ve of Reming	ton	
Angry at CNBC for	airing	Supporti	ve of CNBC		
Nature/Purpose of Cal	<u>l:</u>		·		
Calling to offer sup	port (pro-Remin	igton)			
Inquisitive about Re	emington positio	on			
Calling to provide t	roadcast feedba	ıck			
Customer Owns a Moo	<u>lel 700:</u>				
General concern of	safety with pers	onal model 70	0		
seeking company fe	edback regardir	ng direction/us	e of personal	Model 700	
claims they experie	nced a "safety":	related issue v	ith their perso	onal Model 700	
has not experienced	a problem but v	wants firearm	inspected (fill	out address) send to	o an RARC
If the customer referenthe safety of the firear	•	-	-		-
Did they agree to retur	n it to the facto	ory?	YES	NO	
Consumer Name:					
Address:					
	· · · · · · · · · · · · · · · · · · ·				
Phone:					
Serial #:					
***Send an ARS label	***				
Comments:	,				
of time ca	KING.	Tracts	L Nas	5/4 by	
the mod L	, tollies	2-11	Sour A	is he al	

Date: 1/18/2011 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 #: A 65 14895
Send an ARS label
Comments:
ARS REQUESTED

Date: // 8/11	CSR:	0	
Is the customer calling as a result of t	he broadcast?	YES NO	magagins
Initial tone/Attitude of the caller:			a y
Angry at Remington	Supportive	of Remington	n
Angry at CNBC for airing	Supportive	of CNBC	
Nature/Purpose of Call:			
Calling to offer support (pro-Remin	igton)		
Inquisitive about Remington position	on		
Calling to provide broadcast feedba	ıck		
Customer Owns a Model 700:	·		•
General concern of safety with pers	onal model 700		
seeking company feedback regarding	ng direction/use	of personal M	odel 700
claims they experienced a "safety":	related issue with	n their persona	al Model 700
has not experienced a problem but v	wants firearm ins	spected (fill or	ut address) send to an RARC
If the customer references any concer the safety of the firearm, they should	_	_	-
Did they agree to return it to the factor	ory?	YES	NO
Consumer Name:		<u></u>	
Address:		_	
	· 		
Phone:		<u> </u>	
Serial #:		_	
Send an ARS label			
Comments:	ton		

1-19-2011 Total calls 2020

CALLING AS RESULT OF BROADCAST

Yes + + + + |

No 1

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 + + + + 1

Feedback

Safety Issue

No Problem w/ firearm

ARS sent

To PRODUCT SERVICES

S/N check + 1 1

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
seeking company rootstack rogarding direction due of personal violative
claims they experienced a "safety" related issue with their personal Model 700
claims they experienced a "safety" related issue with their personal Model 700
claims they experienced a "safety" related issue with their personal Model 700 has not experienced a problem but wants firearm inspected (fill out address) send to an RAI If the customer references any concerns or problems experienced in relation to the operate
claims they experienced a "safety" related issue with their personal Model 700 has not experienced a problem but wants firearm inspected (fill out address) send to an RAF If the customer references any concerns or problems experienced in relation to the operat the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY)
claims they experienced a "safety" related issue with their personal Model 700 has not experienced a problem but wants firearm inspected (fill out address) send to an RAF If the customer references any concerns or problems experienced in relation to the operat the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY) Did they agree to return it to the factory? YES
claims they experienced a "safety" related issue with their personal Model 700 has not experienced a problem but wants firearm inspected (fill out address) send to an RAF If the customer references any concerns or problems experienced in relation to the operat the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY) Did they agree to return it to the factory? YES NO Consumer Name:
claims they experienced a "safety" related issue with their personal Model 700 has not experienced a problem but wants firearm inspected (fill out address) send to an RAF If the customer references any concerns or problems experienced in relation to the operat the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY) Did they agree to return it to the factory? YES NO Consumer Name:
claims they experienced a "safety" related issue with their personal Model 700 has not experienced a problem but wants firearm inspected (fill out address) send to an RAF If the customer references any concerns or problems experienced in relation to the operat the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY) Did they agree to return it to the factory? YES Consumer Name: Address:
claims they experienced a "safety" related issue with their personal Model 700 has not experienced a problem but wants firearm inspected (fill out address) send to an RAF If the customer references any concerns or problems experienced in relation to the operat the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY) Did they agree to return it to the factory? YES Consumer Name: Address:

Date: $1-19-11$ CSR:		٠
Is the customer calling as a result of the broade	cast? YES NO	
Initial tone/Attitude of the caller:		
Angry at Remington Supp	portive of Remington	
Angry at CNBC for airing Supp	portive of CNBC	
Nature/Purpose of Call:		
Calling to offer support (pro-Remington)		
Inquisitive about Remington position		
Calling to provide broadcast feedback		
Customer Owns a Model 700:		_ ·
General concern of safety with personal mode	el 700	
seeking company feedback regarding direction	on/use of personal Model 700	
claims they experienced a "safety" related iss	ue with their personal Model 700	
has not experienced a problem but wants fire	arm inspected (fill out address) send to an I	RARC
If the customer references any concerns or prothe safety of the firearm, they should be advised		
Did they agree to return it to the factory?	YES NO	
Consumer Name:		
Address:		
Phone:		
Serial #:	<u> </u>	
Send an ARS label		
Comments:		

	•		
Initial tone/Attitude of the caller:	_	rtive of Domina	· ·
Angry at Remington		rtive of Reming	OII
Angry at CNBC for airing	Suppo	rtive of CNBC	
Nature/Purpose of Call:			
Calling to offer support (pro-R	emington)		
Inquisitive about Remington p	osition		
Calling to provide broadcast fe	edback		·
Customer Owns a Model 700:			
General concern of safety with	personal model	700	
seeking company feedback reg	;arding direction/	use of personal	Model 700
claims they experienced a "safe	ety" related issue	with their perso	onal Model 700
has not experienced a problem	but wants firear	m inspected (fill	out address) send to an I
If the customer references any co			ed in relation to the ope Product Service, Ilion N
the safety of the firearm, they sho			
Did they agree to return it to the	factory?	YES	NO
	factory?	YES	NO
Did they agree to return it to the	factory?	YES	NO
Did they agree to return it to the Consumer Name:	factory?	YES	NO
Did they agree to return it to the Consumer Name:			NO
Did they agree to return it to the Consumer Name: Address:			NO

Date: CSR:	-M	<u> </u>	
Is the customer calling as a result of the broadcast?	YES)	
Initial tone/Attitude of the caller:			
Angry at Remington Supportive	of Reming	ton	
Angry at CNBC for airing Supportive	of CNBC		
Nature/Purpose of Call:			
Calling to offer support (pro-Remington)			
Inquisitive about Remington position			
Calling to provide broadcast feedback			
Customer Owns a Model 700:			
General concern of safety with personal model 700			
seeking company feedback regarding direction/use	of personal	Model 700	
claims they experienced a "safety" related issue wit	h their perso	onal Model 700	
has not experienced a problem but wants firearm ins	spected (fill	l out address) send to an RARC	
If the customer references any concerns or problems the safety of the firearm, they should be advised to re			o f
Did they agree to return it to the factory?	YES	NO	
Consumer Name:			
Address:	_		
	_		
Phone:	_		
Serial #:			
Send an ARS label			
Comments:			

Is the customer calling as a result of the broadca	ast? YES NO	
Initial tone/Attitude of the caller:		
Angry at Remington Suppo	ortive of Remingt	on
Angry at CNBC for airing Suppo	ortive of CNBC	
Nature/Purpose of Call:		
Calling to offer support (pro-Remington)		
Inquisitive about Remington position		
Calling to provide broadcast feedback		
Customer Owns a Model 700:		
General concern of safety with personal model	700	
seeking company feedback regarding direction	/use of personal	Model 700
claims they experienced a "safety" related issu	e with their perso	nal Model 700
	m inspected (fill	out address) send to an RA
has not experienced a problem but wants firear	• `	
If the customer references any concerns or problem but wants firear the safety of the firearm, they should be advised	olems experience	
If the customer references any concerns or prob	olems experience	
If the customer references any concerns or prob the safety of the firearm, they should be advised	olems experience to return it to (Product Service, Ilion NY
If the customer references any concerns or probable the safety of the firearm, they should be advised Did they agree to return it to the factory?	olems experience to return it to (Product Service, Ilion NY
If the customer references any concerns or probable the safety of the firearm, they should be advised Did they agree to return it to the factory? Consumer Name:	olems experience to return it to (Product Service, Ilion NY
If the customer references any concerns or probable the safety of the firearm, they should be advised Did they agree to return it to the factory? Consumer Name: Address:	olems experience to return it to (Product Service, Ilion NY
If the customer references any concerns or probable the safety of the firearm, they should be advised Did they agree to return it to the factory? Consumer Name: Address:	olems experience to return it to (Product Service, Ilion NY
If the customer references any concerns or probable the safety of the firearm, they should be advised Did they agree to return it to the factory? Consumer Name: Address:	olems experience to return it to (Product Service, Ilion NY
If the customer references any concerns or probable the safety of the firearm, they should be advised Did they agree to return it to the factory? Consumer Name: Address: Phone: Serial #:	olems experience to return it to (Product Service, Ilion NY

Initial tone/Attitude of the caller:
Angry at Remington Supportive of Remington
Angry at CNBC for airing Supportive of CNBC
Nature/Purpose of Call:
Calling to offer support (pro-Remington)
Inquisitive about Remington position
Calling to provide broadcast feedback
Customer Owns a Model 700:
General concern of safety with personal model 700
seeking company feedback regarding direction/use of personal Model 700
claims they experienced a "safety" related issue with their personal Model 700
has not experienced a problem but wants firearm inspected (fill out address) send to an RARC
If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).
Did they agree to return it to the factory? YES NO
Consumer Name: WAN Sie Hzen
Address:
Phone:
Serial #: 36213540 1380
Send an ARS label
Send an Title meet

*****Internal Use Only***** 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 NEW
Consumer Name: Glenn Sircar 700 unloading after Address: 115 Winkerest Ct
Hendersonville TN 37075 hunt.
Phone: 6/5-293-1540 has bolt lack,
Serial #: H6625774 FBC unloading al
Serial #: H6625774 FBC unloading at ***Send an ARS label*** The back of the cur
Comments: Shot-Steening, Wheel, Winse
box-ARS had happened before
had happened before but grought it was

Date:
Is the customer calling as a result of the broadcast? YES NO 57/0
Initial tone/Attitude of the caller:
Angry at Remington Supportive of Remington
Angry at CNBC for airing Supportive of CNBC
Nature/Purpose of Call:
Calling to offer support (pro-Remington)
Inquisitive about Remington position
Calling to provide broadcast feedback
Customer Owns a Model 700:
General concern of safety with personal model 700
seeking company feedback regarding direction/use of personal Model 700
claims they experienced a "safety" related issue with their personal Model 700
has not experienced a problem but wants firearm inspected (fill out address) send to an RARC
If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).
Did they agree to return it to the factory? YES NO USED
Consumer Name: Patrick Pavis 30-06 7/0 Pressure
Address: 95 West Monroe St on trigger sider Can Latrobe PA 15650 Cause to hire-sate Phone: 124-288-6072 Was off.
Cause to tire-sale
Phone: 121-288-6072 Was off.
Serial #:
Send an ARS label
Comments:

	<u>:</u>
Angry at Remington	Supportive of Remington
Angry at CNBC for airing	Supportive of CNBC
Nature/Purpose of Call:	
Calling to offer support (pro-R	Remington)
Inquisitive about Remington p	position
Calling to provide broadcast fe	eedback
Customer Owns a Model 700:	
General concern of safety with	n personal model 700
seeking company feedback reg	garding direction/use of personal Model 700
claims they experienced a "saf	fety" related issue with their personal Model 700
has not experienced a problem	but wants firearm inspected (fill out address) send to an RARO
	oncerns or problems experienced in relation to the operation ould 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. Salt Cake	CRuise Way
SALF CAKE	Chy UT 84109
Phone: 80/ 272	7115
THORC.	Mede 171
Serial #:	ravae / Ter

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

Date: AN 19 2011 CSR: 5D
Is the customer calling as a result of the broadcast? YES NO
Initial tone/Attitude of the caller:
Angry at Remington Supportive of Remington
Angry at CNBC for airing Supportive of CNBC
Nature/Purpose of Call:
Calling to offer support (pro-Remington)
Inquisitive about Remington position
Calling to provide broadcast feedback
Customer Owns a Model 700:
General concern of safety with personal model 700
seeking company feedback regarding direction/use of personal Model 700
claims they experienced a "safety" related issue with their personal Model 700
has not experienced a problem but wants firearm inspected (fill out address) send to an RARC
If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they 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. BEAK LAKE Rd. NE KALKASKA MI 49646
Phone: 231-258-1146
Serial #: <u>B6598007</u>
Send an ARS label Ve5
Comments:

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

Date: 1/19 CSR: AMPL
Is the customer calling as a result of the broadcast? YES NO
Initial tone/Attitude of the caller:
Angry at Remington Supportive of Remington
Angry at CNBC for airing Supportive of CNBC
Nature/Purpose of Call:
Calling to offer support (pro-Remington)
Inquisitive about Remington position
Calling to provide broadcast feedback
Customer Owns a Model 700:
General concern of safety with personal model 700
seeking company feedback regarding direction/use of personal Model 700
claims they experienced a "safety" related issue with their personal Model 700
has not experienced a problem but wants firearm inspected (fill out address) send to an RARC
If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).
Did they agree to return it to the factory? YES NO
Consumer Name: Mul Type 8 burg
Address: 341001 Lakewood
Chesterfield, M1 48047-4402
Phone: 586-725-9056
Serial #: <u>10795249</u>
Send an ARS label
Comments:

Is the customer calling as a result of the broadcast? (YES) NO Initial tone/Attitude of the caller:
Initial tone/Attitude of the caller:
Angry at Remington Supportive of Remington
Angry at CNBC for airing Supportive of CNBC
Nature/Purpose of Call: — Calling to offer support (pro-Remington) — Inquisitive about Remington position — Calling to provide broadcast feedback Customer Owns a Model 700: — General concern of safety with personal model 700 — seeking company feedback regarding direction/use of personal Model 700 — claims they experienced a "safety" related issue with their personal Model 700 — has not experienced a problem but wants firearm inspected (fill out address) send to an RARC
If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product 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: 1/19 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 Bill
Address: 15 Ridgewood Rd
Malvern, PA 19355
Phone: 484 - 320 - 8650
Serial #: 354326
Send an ARS label
Comments:

Date: / 19/10 CSR: Wat
Is the customer calling as a result of the broadcast? VES NO
Initial tone/Attitude of the caller:
Angry at Remington Supportive of Remington
Angry at CNBC for airing Supportive of CNBC
Nature/Purpose of Call:
Calling to offer support (pro-Remington)
Inquisitive about Remington position
Calling to provide broadcast feedback
Customer Owns a Model 700:
General concern of safety with personal model 700
seeking company feedback regarding direction/use of personal Model 700
claims they experienced a "safety" related issue with their personal Model 700
has not experienced a problem but wants firearm inspected (fill out address) send to an RARC
If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).
Did they agree to return it to the factory? YES NO
Consumer Name:
Address:
Phone:
Serial #:
Send an ARS label
Comments:

Date:	1/19/11	CSR:	Chris		
Is the custon	ner calling as a result o	of the broadcast?	YES NO		
Initial tone/	Attitude of the caller:				
Angry at	Remington	Supportiv	e of Remingto	n	
Angry at	CNBC for airing	Supportiv	e of CNBC		
Nature/Purp	oose of Call:				
Calling t	o offer support (pro-Rer	nington)			
Inquisiti	ve about Remington pos	ition			
Calling t	o provide broadcast feed	lback			
Customer O	wns a Model 700:				·
General	concern of safety with p	ersonal model 700)		
seeking o	company feedback regar	ding direction/use	of personal M	Iodel 700	
V claims th	ney experienced a "safety	y" related issue wi	th their person	nal Model 700	
has not e	experienced a problem by	ut wants firearm ir	ispected (fill o	out address) send to	an RARC
	ner references any cont the firearm, they shou				
Did they agr	ee to return it to the fa	ctory?	YES	NO	
Consumer Na	ame:			,	
Address:					
					
Phone:					
Serial #:					
Send an	ARS label				
Comments:	0 , 2 1 1				
rans-	for to Product	Service			

1-20-2011 Total calls 1857

CALLING A	S RESUL'	T OF BR	OADCAST
-----------	----------	---------	---------

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

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: 1-20-2011 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? NO
	Consumer Name: <u>Richard Lang</u>
	Address: 5906 Hwy 111
	Annacoco, LA 71403
	Phone: 337-424-0595
	Serial #:N/A 2000 ish
	Send an ARS label
	Comments:
·	Egoposee has happened 3x

Date: //20/20// CSR: Jan
Is the customer calling as a result of the broadcast? YES NO
Initial tone/Attitude of the caller:
Angry at Remington Supportive of Remington
Angry at CNBC for airing Supportive of CNBC
Nature/Purpose of Call:
Calling to offer support (pro-Remington)
Inquisitive about Remington position
Calling to provide broadcast feedback
Customer Owns a Model 700:
General concern of safety with personal model 700
seeking company feedback regarding direction/use of personal Model 700
claims they experienced a "safety" related issue with their personal Model 700
has not experienced a problem but wants firearm inspected (fill out address) send to an RARC
If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).
Did they agree to return it to the factory? YES NO
Consumer Name:
Address:
Phone:
Serial #: 700-6495522 \$ 600-96613081
Send an ARS label
Comments:
1N 50

	Date: 1/20/2011 CSR: 1
	Is the customer calling as a result of the broadcast? YES NO Magazine attended
	Initial tone/Attitude of the caller:
	Angry at Remington Supportive of Remington
	Angry at CNBC for airing Supportive of CNBC
	Nature/Purpose of Call:
	Calling to offer support (pro-Remington)
	Inquisitive about Remington position
	Calling to provide broadcast feedback
	Customer Owns a Model 700:
	General concern of safety with personal model 700
	seeking company feedback regarding direction/use of personal Model 700
	claims they experienced a "safety" related issue with their personal Model 700
	has not experienced a problem but wants firearm inspected (fill out address) send to an RARC
	If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised 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:
•	

Is the customer calling as a r	result of the broadcast? (YES NO
Initial tone/Attitude of the ca	caller:
Angry at Remington	Supportive of Remington
Angry at CNBC for airing	g Supportive of CNBC
Nature/Purpose of Call:	
Calling to offer support (p	(pro-Remington)
Inquisitive about Remingt	gton position
Calling to provide broadca	cast feedback
Customer Owns a Model 700	00:
General concern of safety	y with personal model 700
seeking company feedbac	ck regarding direction/use of personal Model 700
claims they experienced a	a "safety" related issue with their personal Model 700
has not experienced a prob	oblem but wants firearm inspected (fill out address) send to an RA
	any concerns or problems experienced in relation to the oper ey should be advised to return it to (Product Service, Ilion N
Did they agree to return it to	• • • • • • • • • • • • • • • • • • • •
	wis LeifEste
Address: 309 0,	TX 78028
	<u> </u>
Serial #: 6576	
Send an ARS label	Ves
Comments:	ı

	Date: 1/80/1/ CSR: Andrew Turker
	Is the customer calling as a result of the broadcast? YES NO
	Initial tone/Attitude of the caller:
	Angry at Remington Supportive of Remington
	Angry at CNBC for airing Supportive of CNBC
	Nature/Purpose of Call:
	Calling to offer support (pro-Remington)
	Inquisitive about Remington position
	Calling to provide broadcast feedback
	Customer Owns a Model 700:
	✓ General concern of safety with personal model 700
	seeking company feedback regarding direction/use of personal Model 700
	claims they experienced a "safety" related issue with their personal Model 700
	has not experienced a problem but wants firearm inspected (fill out address) send to an RARC
	If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).
ı	Did they agree to return it to the factory? YES NO
	Consumer Name:
~	Address:
	· · · · · · · · · · · · · · · · · · ·
	Phone:
	Serial #:
	Send an ARS label
	Wanting to participate in SMP

700 Log Sheet - 2010 CNBC Story Is the customer calling as a result of the broadcast? Initial tone/Attitude of the caller: __ Angry at Remington Supportive of Remington ___ Supportive of CNBC __ Angry at CNBC for airing Nature/Purpose of Call: ___ Calling to offer support (pro-Remington) ___ Inquisitive about Remington position ___ Calling to provide broadcast feedback Customer Owns a Model 700: General concern of safety with personal model 700 ____ seeking company feedback regarding direction/use of personal Model 700 ___ claims they experienced a "safety" related issue with their personal Model 700 ____ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY). Did they agree to return it to the factory? NO Consumer Name: Address: ______ Phone: Serial #: ____ ***Send an ARS label*** Comments:

Date: 1-20-11 CSR: J. D. 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.

	Date: $1-20-11$ CSR: 3.5	. Lruino	\
	Is the customer calling as a result of the broadcast?	YES NO	
	Initial tone/Attitude of the caller:		
	Angry at Remington Supportive of	of Remington	
	Angry at CNBC for airing Supportive of	of CNBC	
	Nature/Purpose of Call:		
	Calling to offer support (pro-Remington)		
	Inquisitive about Remington position		
	Calling to provide broadcast feedback		
	Customer Owns a Model 700:		•
	General concern of safety with personal model 700		
	seeking company feedback regarding direction/use of	f personal Mod	lel 700
	claims they experienced a "safety" related issue with	their personal	Model 700
	has not experienced a problem but wants firearm insp	pected (fill out	address) send to an RARC
	If the customer references any concerns or problems of the safety of the firearm, they should be advised to ret		
	Did they agree to return it to the factory?	YES	NO
	Consumer Name:	_	
	Address:	_	
·		_	
	Phone:	_	
	Serial #:		
	Send an ARS label		
	Comments:		
	General safety concerns.		
	U		

Date: 1/20/11 CSR:	ravis	•	_
Is the customer calling as a result of the broadcas	t? (YES)NO)	
Initial tone/Attitude of the caller:			
Angry at Remington Support	tive of Reming	ton	
Angry at CNBC for airing Support	tive of CNBC		
Nature/Purpose of Call:			
Calling to offer support (pro-Remington)			
Inquisitive about Remington position			
Calling to provide broadcast feedback			
Customer Owns a Model 700:			·
General concern of safety with personal model 7	00		
seeking company feedback regarding direction/u	se of personal	Model 700	
d claims they experienced a "safety" related issue	with their perso	onal Model 700	
has not experienced a problem but wants firearm	inspected (fill	out address) send	o an RARC
If the customer references any concerns or proble the safety of the firearm, they should be advised to			
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 To fol Calls 1856
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
Offer Support
Inquisitive on Rem.position /
Inquisitive on Rem.position /
Inquisitive on Rem.position /
Inquisitive on Rem position / Calling to provide Broadcast feedback
Inquisitive on Rem.position / Calling to provide Broadcast feedback OWNS MODEL 700
Inquisitive on Rem.position / Calling to provide Broadcast feedback OWNS MODEL 700
Inquisitive on Rem.position / Calling to provide Broadcast feedback OWNS MODEL 700 General Concern
Inquisitive on Rem.position / Calling to provide Broadcast feedback OWNS MODEL 700 General Concern
Inquisitive on Rem position / Calling to provide Broadcast feedback OWNS MCDEL 700 General Concern Feedback Safety Issue No Problem w/ firearm
Inquisitive on Rem position / Calling to provide Broadcast feedback OWNS MODEL 700 General Concern Feedback Safety Issue
Inquisitive on Rem position / Calling to provide Broadcast feedback OWNS MODEL 700 General Concern

S/N check ++++ 1

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

•	SR: Tra			
Is the customer calling as a result of the	broadcast? YE	s (No)		
Initial tone/Attitude of the caller:		C		
Angry at Remington	Supportive of	Remington		
Angry at CNBC for airing	Supportive of	CNBC		
Nature/Purpose of Call:				
Calling to offer support (pro-Remingt	on)			
Inquisitive about Remington position				
Calling to provide broadcast feedback	:			
Customer Owns a Model 700:				
	al model 700		•	
seeking company feedback regarding	direction/use of g	ersonal Mo	del 700	
claims they experienced a "safety" rel	ated issue with th	eir bersona	Model 700	
has not experienced a problem but wa		•		R4
has not experienced a problem but wa	nts firearm inspe s or problems ex	otad (fill ou perienced i	: address) send to an n relation to the op	pera
has not experienced a problem but want the customer references any concerns the safety of the firearm, they should be	nts firearm inspe s or problems ex advised to retu	otad (fill ou perienced i	: address) send to an n relation to the op	pera
has not experienced a problem but was If the customer references any concerns the safety of the firearm, they should be	nts firearm inspe s or problems ex advised to retur	perienced in it to (Pro	address) send to an n relation to the op duct Service, Ilion	pera
has not experienced a problem but want the customer references any concerning the safety of the firearm, they should be Did they agree to return it to the factory	nts firearm inspe s or problems ex advised to retur	perienced in it to (Pro	address) send to an n relation to the op duct Service, Ilion	pera
has not experienced a problem but was If the customer references any concerns the safety of the firearm, they should be Did they agree to return it to the factors Consumer Name:	nts firearm inspe s or problems ex advised to retur	perienced in it to (Pro	address) send to an n relation to the op duct Service, Ilion	pera
has not experienced a problem but was If the customer references any concerns the safety of the firearm, they should be Did they agree to return it to the factors Consumer Name:	nts firearm inspe	perienced in it to (Pro	address) send to an n relation to the op duct Service, Ilion	pera
has not experienced a problem but wa If the customer references any concerns the safety of the firearm, they should be Did they agree to return it to the factory Consumer Name: Address:	nts firearm inspe	perienced in it to (Pro	address) send to an n relation to the op duct Service, Ilion	pera

•	Date: //Z//// CSR	:: Wath	· ·
	Is the customer calling as a result of the br	oadcast? YES NO	
	Initial tone/Attitude of the caller:		
	Angry at Remington	Supportive of Remington	
	Angry at CNBC for airing	Supportive of CNBC	
	Nature/Purpose of Call:		
	Calling to offer support (pro-Remington)	1	
	Inquisitive about Remington position		
	Calling to provide broadcast feedback		
	Customer Owns a Model 700:		
	General concern of safety with personal	model 700	
	seeking company feedback regarding dir	ection/use of personal Mod	lel 700
	claims they experienced a "safety" relate	d issue with their personal	Model 700
	has not experienced a problem but wants	firearm inspected (fill out	address) send to an RARC
	If the customer references any concerns on the safety of the firearm, they should be ad		<u>-</u>
	Did they agree to return it to the factory?	YES	NO
	Consumer Name:		
	Address:		
	Phone:		
	Serial #:		
	Send an ARS label		
	Comments:		
	SER check		

Date: / Z1 (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:

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: Geneval Questiens

	Date: AM 21, 2011 CSR: 50
	Is the customer calling as a result of the broadcast YES NO
	Initial tone/Attitude of the caller:
	Angry at Remington Supportive of Remington
	Angry at CNBC for airing Supportive of CNBC
	Nature/Purpose of Call:
	Calling to offer support (pro-Remington)
•	Inquisitive about Remington position
	Calling to provide broadcast feedback
	Customer Owns a Model 700:
	V General concern of safety with personal model 700
	seeking company feedback regarding direction/use of personal Model 700
	claims they experienced a "safety" related issue with their personal Model 700
	has not experienced a problem but wants firearm inspected (fill out address) send to an RARC
	If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).
	Did they agree to return it to the factory? NO
	Consumer Name: BEN Saus / EN
	Address: 4780 Iwon Rd.
	OHAWA KS 66067
	Phone: 785-255-4044
	Serial #:
	Send an ARS label /ES
	Comments:
	Lustomer stated he had thogger adjusted to Approximately 2/2 lbs. Wanted to know what we

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:

	Date: /- 22- 1/ 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 the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).
	Did they agree to return it to the factory? YES NO
	Consumer Name: LAKC M-7LS
	Address:
	Phone:
	Serial #: 654/107 (1572)
	Send an ARS label
	Comments:

1-24-2010 Total Calls 2616

CALLING AS RESULT OF BROADCAST

No

ATTITUDE

Angry at Remington

Angry CNBC

Supportive of REM 1/

Supportive of CNBC

NATURE/PURPOSE OF CALL

Offer Support 1 (

Inquisitive on Rem position 4/11

Calling to provide Broadcast feedback

OWNS MODEL 700

General Concern+++++ | | |

Feedback ////

Safety Issue ++++ 1

No Problem w/ firearm //

ARS sent 1111 1111

TO PRODUCT SERVICES

Date: 1901. 24 2011 CSR: 52
Is the customer calling as a result of the broadcast? YES NO
Initial tone/Attitude of the caller:
Angry at Remington Supportive of Remington
Angry at CNBC for airing Supportive of CNBC
Nature/Purpose of Call:
Calling to offer support (pro-Remington)
Inquisitive about Remington position
 Calling to provide broadcast feedback
Customer Owns a Model 700:
General concern of safety with personal model 700
seeking company feedback regarding direction/use of personal Model 700
claims they experienced a "safety" related issue with their personal Model 700
has not experienced a problem but wants firearm inspected (fill out address) send to an RARC
If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).
Did they agree to return it to the factory? NO
Consumer Name:
 Address: 342 W. ARCh St. Box 135 MALS, PA 16046
Phone: 724-625-4635
Serial #: 6367453
Send an ARS label /ES
Comments:

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

Date:	1-24-2011	_ CSR:	
Is the cust	omer calling as a result	of the broadcast? YES	NO
Initial tone	e/Attitude of the caller:	_	
Angry	at Remington	Supportive of Re	mington
Angry	at CNBC for airing	Supportive of CN	VBC
Nature/Pu	rpose of Call:		
Calling	g to offer support (pro-Re	emington)	
Inquisi	tive about Remington po	sition	
Calling	to provide broadcast fee	edback	
Customer	Owns a Model 700:		
Genera	l concern of safety with	personal model 700	
seeking	g company feedback rega	arding direction/use of pers	sonal Model 700
claims	they experienced a "safe	ty" related issue with their	personal Model 700
has not	experienced a problem	out wants firearm inspected	fuctory d (fill out address) send to an RARC
			rienced in relation to the operation of it to (Product Service, Ilion NY).
Did they a	gree to return it to the f	actory? YES	NO
Consumer l	Name: Mitche	11 Bober	
Address: _	124 5t	aniew Place	
_	hancaste	r, VA 22503	
Phone: _	804 - 46.	2-6000	
Serial #:	353288	(1968)	
Send ar	a ARS label		
Comments	:		

Initial tone/Attitude of the caller	<u>:</u>			
Angry at Remington	- ~	tive of Remingt	on	
Angry at CNBC for airing	Suppor	tive of CNBC		
Nature/Purpose of Call:				
Calling to offer support (pro-R	(emington)			
Inquisitive about Remington p	osition			
Calling to provide broadcast fe	eedback			
Customer Owns a Model 700:				
General concern of safety with	n personal model	700		
(A) seeking company feedback reg	garding direction/	use of personal l	Model 700	
claims they experienced a "saf	fety" related issue	with their perso	onal Model 700	
has not experienced a problem	ı but wants firearr	n inspected (fill	out address) send to a	n RARC
If the customer references any co the safety of the firearm, they sho				
Did they agree to return it to the	factory?	YES	NO	
Consumer Name:				
Consumer Name:				
Address:				
Address:Phone:				

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

Date:	CSR:	Travis		-
Is the customer calling as a result of t	he broadcas	t? (YES) NO	1	
Initial tone/Attitude of the caller:		,		
Angry at Remington	Suppor	tive of Remingt	on	
Angry at CNBC for airing	Suppor	tive of CNBC		
Nature/Purpose of Call:				
Calling to offer support (pro-Remir	igton)	•		
Inquisitive about Remington position	on			
Calling to provide broadcast feedba	ck			
Customer Owns a Model 700:				
General concern of safety with pers	onal model 7	700		
seeking company feedback regarding	ng direction/u	ise of personal l	Model 700	
claims they experienced a "safety"	related issue	with their perso	nal Model 700	
has not experienced a problem but	wants firearn	n inspected (fill	out address) send	l to an RARC
If the customer references any concer the safety of the firearm, they should	_	_		-
Did they agree to return it to the factor	ory?	YES	NO	
Consumer Name:				
Address:				
	·		. •	
Phone:				
Serial #:				
Send an ARS label				
Comments: SMP - A 6	77575	-7		

Date: 1/24/2011 CSR: Jam
Is the customer calling as a result of the broadcast? YES NO
Initial tone/Attitude of the caller:
Angry at Remington Supportive of Remington
Angry at CNBC for airing Supportive of CNBC
Nature/Purpose of Call:
Calling to offer support (pro-Remington)
Inquisitive about Remington position
Calling to provide broadcast feedback
Customer Owns a Model 700:
General concern of safety with personal model 700
seeking company feedback regarding direction/use of personal Model 700
claims they experienced a "safety" related issue with their personal Model 700
has not experienced a problem but wants firearm inspected (fill out address) send to an RARC
If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).
Did they agree to return it to the factory? YES NO
Consumer Name: NATLAN AILEN
Address: 325 Sath & 16Gi) DEMEROST, GA 30535
Phone:
Serial #: <u>E6823715-56376329</u>
Send an ARS label
Comments:

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
Zclaims they experienced a "safety" related issue with their personal Model 700
has not experienced a problem but wants firearm inspected (fill out address) send to an RARC
If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).
Did they agree to return it to the factory? YES NO
Consumer Name: Kobert Scheinman
Address: 4.0, Box 27
Woodbourne, NY 12788
Phone: 845-434-6628
Serial #: 6449700
Send an ARS label
Comments:

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

Date: 1/1824 CSR: Ame
Is the customer calling as a result of the broadcast? YES NO
Initial tone/Attitude of the caller:
Angry at Remington Supportive of Remington
Angry at CNBC for airing Supportive of CNBC
Nature/Purpose of Call:
Calling to offer support (pro-Remington)
Inquisitive about Remington position
Calling to provide broadcast feedback
Customer Owns a Model 700: General concern of safety with personal model 700
seeking company feedback regarding direction/use of personal Model 700
claims they experienced a "safety" related issue with their personal Model 700
has not experienced a problem but wants firearm inspected (fill out address) send to an RARC
If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).
Did they agree to return it to the factory? Consumer Name: No land H, Platyer Address: Ronald H, Platyer 6610 Leas Nagle Rd Lot 136 Phone: North Ridgefield, 0H 44039 Serial #: 440-327-6073 S/N 126996 ***Send an ARS label*** Comments:
Comments.

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

Date://6	9 24	CSR: AK	ne	
Is the customer	r calling as a result of	the broadcast?	YES NO	
Initial tone/Att	titude of the caller:			
Angry at Ro	emington	Supportive	of Remington	
Angry at C	NBC for airing	Supportive	of CNBC	
Nature/Purpos	e of Call:			
Calling to c	offer support (pro-Rem	ington)		
Inquisitive	about Remington posit	ion		
Calling to p	provide broadcast feedt	pack		
Customer Own	ns a Model 700:			·
General cor	ncern of safety with per	rsonal model 700		
seeking con	mpany feedback regard	ing direction/use o	f personal Model 700	
1/			their personal Model 700 pected (fill out address) s	
			experienced in relation turn it to (Product Servi	
Did they agree	to return it to the fac	tory?	YES NO	. 11 wet
Consumer Name	^	eston	- inll Co	ul June
Address:	<u>14689 CR.</u>	9 228	- MUC. - DW - 936.824.	Doddress
Phone: Sla	iro, Ty 7	7876	- - 956 · 874 -	2550
Serial #:			<u> </u>	
Send an AR	S label			
Comments:				
		-		

	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:
	Older Gan under SMP. Consumer did not want
,	# to ship gan anywhere

	Is the customer calling as a result of the broadcast? YES NO
	Initial tone/Attitude of the caller:
	Angry at Remington Supportive of Remington
	Angry at CNBC for airing Supportive of CNBC
	Nature/Purpose of Call:
	Calling to offer support (pro-Remington)
	Inquisitive about Remington position
•	Calling to provide broadcast feedback
	Customer Owns a Model 700:
	General concern of safety with personal model 700
	seeking company feedback regarding direction/use of personal Model 700
	, claims they experienced a "safety" related issue with their personal Model 700
	has not experienced a problem but wants firearm inspected (fill out address) send to an RARC
	If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).
	Did they agree to return it to the factory? YES NO
	Consumer Name: Stralog Q Wallnet
	Address:
	Phone: 225-387-9618
	Phone: <u>225-387-9618</u> Serial #: <u>D6600720</u> 2001
	Send an ARS label
	Comments:

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

Is the customer calling as a result of the broadcast? Initial tone/Attitude of the caller: Angry at Remington Angry at CNBC for airing Supportive of CNBC Nature/Purpose of Call:
Angry at Remington Supportive of Remington Supportive of CNBC
Angry at CNBC for airing Supportive of CNBC
Natura/Purpose of Call
Nature 1 air pose of Can.
Calling to offer support (pro-Remington)
Inquisitive about Remington position
Calling to provide broadcast feedback
Customer Owns a Model 700:
General concern of safety with personal model 700
seeking company feedback regarding direction/use of personal Model-700
claims they experienced a "safety" related issue with their personal Model 700
has not experienced a problem but wants firearm inspected (fill out address) send to an RARC
If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).
Did they agree to return it to the factory? YES NO
Consumer Name: Rinnels Dicks
Address:
Phone:
Serial #: 62667
Send an ARS label
Comments:

Is the customer calling as a resu	mi of the proadcast	?(YES/ NO		
Initial tone/Attitude of the calle	e <u>r:</u>			
Angry at Remington	Support	ive of Remingt	on	
Angry at CNBC for airing	Support	ive of CNBC		
Nature/Purpose of Call:				
Calling to offer support (pro-	-Remington)			
Inquisitive about Remington	position			
Calling to provide broadcast	feedback			
Customer Owns a Model 700:				·
General concern of safety wi	th personal model 7	00	,	
seeking company feedback re	egarding direction/u	se of personal	Model 700	
claims they experienced a "sa	afety" related issue	with their perso	onal Model 700	
has not experienced a problem	m but wants firearm	inspected (fill	out address) send to a	an RARC
If the customer references any the safety of the firearm, they s				
Did they agree to return it to th	e factory?	YES	NO	
Consumer Name:	dreent			
Address:	···			
Phone:				
Phone:	862 Y (991		
T 12 1	86ZY (<u> </u>		

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
III - CNPC - a II Cal II lal la

700 Log Sheet - 2010 CNBC Story
Date: 1/8411 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? Consumer Name: YES NO
Address: 12363 SW 265 Temace
Maranya, F/ 330 32 Phone: (186) 399-0033
Serial #: 46555386
Send an ARS label
Sending rifle for SMP

Date: 1/24/11	CSR: <u> </u>	ndream I	LCAR/	
Is the customer calling as a	result of the broadca	st?(YES) NO		
Initial tone/Attitude of the o	aller:			
Angry at Remington	Suppo	rtive of Remingt	on	
Angry at CNBC for airin	g Suppo	rtive of CNBC		
Nature/Purpose of Call:	,			
Calling to offer support (pro-Remington)			
Inquisitive about Reming	ton position			
Calling to provide broade	cast feedback			
Customer Owns a Model 70	<u>0:</u>			·
General concern of safety	with personal model	700		
seeking company feedbac	ck regarding direction/	use of personal	Model 700	
claims they experienced	a "safety" related issue	with their perso	onal Model 700	
has not experienced a pro	blem but wants firear	m inspected (fill	out address) send to	an RARC
If the customer references a the safety of the firearm, the	•	-		-
Did they agree to return it t	o the factory?	YES	NO	
Consumer Name:		 		
Address:				
Material Confession Co				
Phone:				
Serial #:	····································			
Send an ARS label				
Comments:		,		
Customer states	d rifle disc	harad w	thaut	
trianer heina	pulled. Trans	formed to 1	Induct servi	es)

*****Internal Use Only**** 700 Log Sheet - 2010 CNBC Story Is the customer calling as a result of the broadcast? (YES Initial tone/Attitude of the caller: ____ Supportive of Remington ___ Angry at Remington ___ Angry at CNBC for airing ___ Supportive of CNBC Nature/Purpose of Call: __ Calling to offer support (pro-Remington) ✓ Inquisitive about Remington position ___ Calling to provide broadcast feedback Customer Owns a Model 700: General concern of safety with personal model 700 ___ seeking company feedback regarding direction/use of personal Model 700 ___ claims they experienced a "safety" related issue with their personal Model 700 ____ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY). YES Did they agree to return it to the factory? NO Consumer Name:

Send an ARS label

Comments:

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

Date: 1/24 CSR: Eui
Is the customer calling as a result of the broadcast? YES NO
Initial tone/Attitude of the caller:
Angry at Remington Supportive of Remington
Angry at CNBC for airing Supportive of CNBC
Nature/Purpose of Call:
Calling to offer support (pro-Remington)
Inquisitive about Remington position
Calling to provide broadcast feedback
Customer Owns a Model 700:
K General concern of safety with personal model 700
x seeking company feedback regarding direction/use of personal Model 700
claims they experienced a "safety" related issue with their personal Model 700
has not experienced a problem but wants firearm inspected (fill out address) send to an RARC
If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).
Did they agree to return it to the factory? YES NO
Consumer Name:
Address:
Phone:
Serial #:
Send an ARS label
Comments:

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

Date:	1/24	CSR:	Erie		
Is the cus	tomer calling as a result of	of the broadca	st? YES NO		
	ne/Attitude of the caller:				
Angr	y at Remington	Suppo	ortive of Remingto	n	
— ক্রা	y at CNBC for airing	Suppo	ortive of CNBC		
Nature/P	urpose of Call:				
Cailin	ng to offer support (pro-Re	mington)			
Inqui	sitive about Remington po	sition			
Callin	ng to provide broadcast fee	dback			
Custome	r Owns a Model 700:				
Gene	ral concern of safety with p	personal mode	1 700		
seeki	ng company feedback rega	rding direction	Vuse of personal N	Model 700	
claim	is they experienced a "safet	ty" related issu	e with their perso	nal Model 700	
has n	ot experienced a problem b	out wants firear	rm inspected (fill (out address) send t	o an RARC
	tomer references any cor of the firearm, they show				
Did they	agree to return it to the f	actory?	YES	NO	
Consume	r Name:				
Address:					
		·			
Phone:					
Serial #: .					
Send	an ARS label				
Comment	ts:	10 1/2			

Date:	14-11 CSR:	LM		
Is the customer ca	lling as a result of the broad	dcast? YES NO		
Initial tone/Attitue	de of the caller:			
Angry at Remi	ngton Su	pportive of Remingto	on	
Angry at CNB	C for airing Su	pportive of CNBC		
Nature/Purpose of	f Call:			
Calling to offe	r support (pro-Remington)			
Inquisitive abo	ut Remington position			
Calling to prov	ride broadcast feedback			
Customer Owns a	Model 700:			<u> </u>
General concer	n of safety with personal mo	del 700		
seeking compa	ny feedback regarding direct	ion/use of personal N	Model 700	
claims they ex	perienced a "safety" related is	ssue with their person	nal Model 700	
has not experie	enced a problem but wants fir	earm inspected (fill o	out address) send to	an RARC
	ferences any concerns or pr rearm, they should be advis	-		-
Did they agree to	return it to the factory?	YES	NO	
Consumer Name:				
Address:	7-15			
Phone:				
Serial #:				
Send an ARS l	abel			
Comments:				
		·		

	Date: 1-24-11 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:

	Date: 1-24-11 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: 760-745-2001
·	Serial #:
	Send an ARS label
	Comments:
	Very Nasty Guy
	· · · · · · · · · · · · · · · · · · ·

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

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

Date: 1-24-11 CSR: Danry	_
Is the customer calling as a result of the broadcast? YES NO	
Initial tone/Attitude of the caller:	
Angry at Remington Supportive of Remington	
Angry at CNBC for airing Supportive of CNBC	
Nature/Purpose of Call:	
Calling to offer support (pro-Remington)	•
Inquisitive about Remington position	
Calling to provide broadcast feedback	
Customer Owns a Model 700:	
General concern of safety with personal model 700	
seeking company feedback regarding direction/use of personal Model 700	
claims they experienced a "safety" related issue with their personal Model 700	
has not experienced a problem but wants firearm inspected (fill out address) send	to an RARC
If the customer references any concerns or problems experienced in relation to the safety of the firearm, they should be advised to return it to (Product Service,	-
Did they agree to return it to the factory? YES NO	
Consumer Name:	•
Address:	
·	
Phone:	
Serial #:	
Send an ARS label	
Comments: Ceneral Questions 1991 rifle	

Date:	CSR: A	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-Remi	ngton)	
Inquisitive about Remington positi	on ·	
Calling to provide broadcast feedb	ack	
Customer Owns a Model 700:		
General concern of safety with per	sonal model 700	
seeking company feedback regardi	ng direction/use of personal Model 700	
claims they experienced a "safety"	related issue with their personal Model 700	
has not experienced a problem but	wants firearm inspected (fill out address) send to	an RARC
	erns or problems experienced in relation to the be advised to return it to (Product Service, II	
Did they agree to return it to the fact	tory? YES NO	61
Consumer Name:	logers Sent an er	
Address: POBOX BHO	9 367 700 243 4	An for Christ
trench	Kr 40322 1st whend	inJan tookh
Phone: Cell-606-359	-1845 hunting F	SR
Serial #: Ma		
Send an ARS label		
Comments:		

700 Log Sheet – 2010 CNBC Story

700 Log Sheet - 2010 CNDC Story	
Date:	
Is the customer calling as a result of the broadcast? YES NO	
Initial tone/Attitude of the caller:	
Angry at Remington Supportive of Remington	
Angry at CNBC for airing Supportive of CNBC	
Nature/Purpose of Call:	
Calling to offer support (pro-Remington)	
Inquisitive about Remington position	
Calling to provide broadcast feedback	
Customer Owns a Model 700:	
General concern of safety with personal model 700	
seeking company feedback regarding direction/use of personal Model 700	
has not experienced a problem but wants firearm inspected (fill out address) send to an RARC	
If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they 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 700 Boane & Crocket, 300.	3
Did they agree to return it to the factory? (YES) NO Consumer Name: Pat Connelly 700 Boane & Crocket. 300. Address: 2536 Ferris Rd. Address: Abbeyille LA 705/0 227 205-8762 FSR	
Abbeyille LA 70510	
Phone: 337-385-8362	
Serial #:	
Send an ARS label	
Comments:	

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Reminaton

10/19/10

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

Date: 1/24/11	CSR:	h	
Is the customer calling as a result of t	he broadcast? YI	ES NO	
Initial tone/Attitude of the caller:			
Angry at Remington	Supportive of	Remington	
Angry at CNBC for airing	Supportive of	CNBC	
Nature/Purpose of Call:			
Calling to offer support (pro-Remi	ngton) .		
Inquisitive about Remington position	no		
Calling to provide broadcast feedba	ack		
Customer Owns a Model 700:			
General concern of safety with per-	sonal model 700		
seeking company feedback regardi	ng direction/use of p	ersonal Model 700	
claims they experienced a "safety"	related issue with th	eir personal Model	700
has not experienced a problem but	wants firearm inspec	tted (fill out addres	s) send to an RARC
If the customer references any conce the safety of the firearm, they should	-	-	•
Did they agree to return it to the fact	ory? YI	ES NO	bought new
Consumer Name:	Farner	700	V
Address: 1/0 S. Vau	gha Cross	ing Spur	
Pike Road	AL 36	. •	
Phone: 334 -30/ 3	2/22	7.	er hunting Cano
Serial #:		r.d.	10 /00, (10se 70
Send an ARS label		dor	k, flad light win unloads, FS
Comments:		J 56	in unloads, s
2 x ARS	<u> </u>	han	ds not on trigg
		Canno	duplicate it.
Peminaran	Confidential	Doerat	want the guns

700 Log Sheet - 2010 CNBC Story

100 200	2010	2 (3 0 0 001)	5718
Date:	CSR:	<u>'</u>	,
Is the customer calling as a result of	the broadcast? YE	S NO	
Initial tone/Attitude of the caller:			
Angry at Remington	Supportive of F	Remington	
Angry at CNBC for airing	Supportive of C	CNBC	
Nature/Purpose of Call:			
Calling to offer support (pro-Rem	ington).		
Inquisitive about Remington posit	tion		
Calling to provide broadcast feed!	pack		
Customer Owns a Model 700:			
General concern of safety with pe	rsonal model 700		
seeking company feedback regard	ing direction/use of pe	rsonal Model 700	
claims they experienced a "safety"	"related issue with the	ir personal Model 700	
has not experienced a problem but	t wants firearm inspect	ed (fill out address) ser	id to an RARC
If the customer references any conc the safety of the firearm, they should	• •		*
Did they agree to return it to the fac	<i>a</i> ·	}	NEW
Consumer Name: David		700 FS	2010 dee. season
Address: 5686 Carry	Crek Rd	•	season
E. Lyn W.	V. 255/2		
Phone: 304:849	7-5701		
Serial #: \(\begin{aligned} &			
Send an ARS label			
Comments: box + A	RS		
1180601			

Reminaton

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10/19/10

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

Date: AN 24, 2011 CSR: 500
Is the customer calling as a result of the broadcast? YES NO
Initial tone/Attitude of the caller:
Angry at Remington Supportive of Remington
Angry at CNBC for airing Supportive of CNBC
Nature/Purpose of Call:
Calling to offer support (pro-Remington)
Inquisitive about Remington position
Calling to provide broadcast feedback
Customer Owns a Model 700:
General concern of safety with personal model 700
seeking company feedback regarding direction/use of personal Model 700
claims they experienced a "safety" related issue with their personal Model 700
has not experienced a problem but wants firearm inspected (fill out address) send to an RARC
If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they 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 TWEAT
 Address: 670 704 AVE SW
Rochester, MN 53902
Phone: 507-990 1871
Serial #: N/4 @ Home of coll
Send an ARS label
Comments:

1-25-2011 Total CAI/5 2066

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 1 1 1

Feedback

Safety Issue

No Problem w/ firearm

ARS sent

TO PRODUCT SERVICES

S/N check + | | | | |

	Date: AN 25, 2011 CSR: 5, 0 Jan
	Is the customer calling as a result of the broadcast? YES NO
	Initial tone/Attitude of the caller:
	Angry at Remington Supportive of Remington
	Angry at CNBC for airing Supportive of CNBC
	Nature/Purpose of Call:
	Calling to offer support (pro-Remington)
	Inquisitive about Remington position
	Calling to provide broadcast feedback
	Customer Owns a Model 700:
	General concern of safety with personal model 700
	seeking company feedback regarding direction/use of personal Model 700
	claims they experienced a "safety" related issue with their personal Model 700
	has not experienced a problem but wants firearm inspected (fill out address) send to an RARC
	If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).
·	Did they agree to return it to the factory? YES NO
	Consumer Name:
•	Address: 3560 Bighorn
	Cusper WY 82609
	Phone: 307-234 5785
	Serial #: 626 9059 Model 600 under pecall
	Send an ARS label /ES
	Comments:

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

Date: 1/25/11 CSR: Wetts
Is the customer calling as a result of the broadcast? YES NO
Initial tone/Attitude of the caller:
Angry at Remington Supportive of Remington
Angry at CNBC for airing Supportive of CNBC
Nature/Purpose of Call:
Calling to offer support (pro-Remington)
Inquisitive about Remington position
Calling to provide broadcast feedback
Customer Owns a Model 700:
General concern of safety with personal model 700
seeking company feedback regarding direction/use of personal Model 700
claims they experienced a "safety" related issue with their personal Model 700
has not experienced a problem but wants firearm inspected (fill out address) send to an RARC
If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).
Did they agree to return it to the factory? YES NO
Consumer Name:
Address:
Phone:
Serial #:
Send an ARS label
Comments:
- CKNON -

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

Date: //25/16 CSR: Walk
Is the customer calling as a result of the broadcast? YES NO
Initial tone/Attitude of the caller:
Angry at Remington Supportive of Remington
Angry at CNBC for airing Supportive of CNBC
Nature/Purpose of Call:
Calling to offer support (pro-Remington)
Inquisitive about Remington position
Calling to provide broadcast feedback
Customer Owns a Model 700:
General concern of safety with personal model 700
seeking company feedback regarding direction/use of personal Model 700
claims they experienced a "safety" related issue with their personal Model 700
has not experienced a problem but wants firearm inspected (fill out address) send to an RARC
If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product 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#ALK 66214987

-700-Log-Sheet - 2010 CNBC Story

Date: 1/75 [1] CSR: (1)-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:
SMP, Ousho

Date: 1/25/11 CSR: ()-+5
Is the customer calling as a result of the broadcast? YES NO
Initial tone/Attitude of the caller:
Angry at Remington Supportive of Remington
Angry at CNBC for airing Supportive of CNBC
Nature/Purpose of Call:
Calling to offer support (pro-Remington)
Inquisitive about Remington position
Calling to provide broadcast feedback
Customer Owns a Model 700:
General concern of safety with personal model 700
seeking company feedback regarding direction/use of personal Model 700
claims they experienced a "safety" related issue with their personal Model 700
has not experienced a problem but wants firearm inspected (fill out address) send to an RARC
If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).
Did they agree to return it to the factory? YES NO
Consumer Name:
Address:
Phone:
Serial #:
Send an ARS label
Comments:
Sincl check E6275201 an Ship

Date: 1 25-// 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 #: 06476102
Send an ARS label
Comments:

Is the customer calling as a result of the broadcast? YES NO
Initial tone/Attitude of the caller:
Angry at Remington Supportive of Remington
Angry at CNBC for airing Supportive of CNBC
Nature/Purpose of Call:
Calling to offer support (pro-Remington)
Inquisitive about Remington position
Calling to provide broadcast feedback
 Customer Owns a Model 700:
General concern of safety with personal model 700
seeking company feedback regarding direction/use of personal Model 700
claims they experienced a "safety" related issue with their personal Model 700
has not experienced a problem but wants firearm inspected (fill out address) send to an RARC
If the customer references any concerns or problems experienced in relation to the operation the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).
Did they agree to return it to the factory? YES NO
Consumer Name: Aurtle Daw
Address:
Address:
Address: Phone:
Phone:

Date:	1-25-11	CSR:	JJ		
Is the cus	tomer calling as a re	esult of the broadca	st? YES NO)	
Initial tor	ne/Attitude of the cal	ller:			
Angr	y at Remington	Supp	ortive of Reming	ton	
Angr	y at CNBC for airing	Supp	ortive of CNBC		
Nature/P	urpose of Call:				
Callin	ig to offer support (pr	o-Remington)			
Inqui	sitive about Remingto	on position			
Callir	ng to provide broadcas	st feedback			
Customer	Owns a Model 700:				
Gener	al concern of safety v	with personal mode.	700		
seekir	ng company feedback	regarding direction	/use of personal	Model 700	
claim	s they experienced a '	'safety'' related issu	e with their pers	onal Model 700	
has no	ot experienced a probl	lem but wants firea	m inspected (fill	out address) sen	d to an l
	tomer references an of the firearm, they				
•	agree to return it to		YES	NO	
Consumer	Name: 7.0. Box		2		
Address:	2399 H	wy 53 €			,
	Dawsonvi	ille, GA 3	0534		
Phone:	706-26	5-8381			
Serial #: _	657233	7			
	ın ARS label***				
***Send a	III AKS label				

	Date: CSR:
	Is the customer calling as a result of the broadcast? YES NO
	Initial tone/Attitude of the caller:
	Angry at Remington
	Angry at CNBC for airing Supportive of CNBC
	Nature/Purpose of Call:
	Calling to offer support (pro-Remington)
	Inquisitive about Remington position
	Calling to provide broadcast feedback
	Customer Owns a Model 700:
	General concern of safety with personal model 700
	seeking company feedback regarding direction/use of personal Model 700
	claims they experienced a "safety" related issue with their personal Model 700
	has not experienced a problem but wants firearm inspected (fill out address) send to an RARC
	If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).
	Did they agree to return it to the factory? YES NO
	Consumer Name: Dariel 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:
	<u> </u>
,	

Date:	1-25-11 CSR:
Is the cus	stomer calling as a result of the broadcast? (YES) NO
Initial to	ne/Attitude of the caller:
Angr	y at Remington Supportive of Remington
Angr	y at CNBC for airing Supportive of CNBC
<u>Nature/P</u>	urpose of Call:
Callin	ng to offer support (pro-Remington)
Inqui	sitive about Remington position
Callin	ng to provide broadcast feedback
Custome	r Owns a Model 700:
Gene	ral concern of safety with personal model 700
seeki	ng company feedback regarding direction/use of personal Model 700
claim	s they experienced a "safety" related issue with their personal Model 700
has n	ot experienced a problem but wants firearm inspected (fill out address) send to an RARC
	tomer references any concerns or problems experienced in relation to the operation of the firearm, they 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:	410-19933-6397
Serial #:	BC249291
Send	an ARS label
	ts:

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

Date: /25/10 CSR: //
Is the customer calling as a result of the broadcast? YES NO
Initial tone/Attitude of the caller:
Angry at Remington Supportive of Remington
Angry at CNBC for ziring Supportive of CNBC
Nature/Purpose of Call:
Calling to offer support (pro-Remington)
Inquisitive about Remington position .
Calling to provide broadcast feedback
Customer Owns a Model 700:
General concern of safety with personal model 700
seeking company feedback regarding direction/use of personal Model 700
claims they experienced a "safety" related issue with their personal Model 700
has not experienced a problem but wants firearm inspected (fill out address) send to an RARC
If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).
Did they agree to return it to the factory? YES NO Of the meaning, they should be advised to return it to (Product Service, Mon NY). NO
Consumer Name: Bruce Barner years ago Hwentor
Address: 5050 Virginia town Rd
110. Has he soll
Phone: _/(U) / 3 / / / 6
Serial #: 6690433 1974 .270
Send an ARS label / Floated The bbl a long
Comments: Line ago. He was tree-
Comments: Hime ago. He was free that norming the reach down
Aown

Remington

Confidential

10/19/10

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: Jcm Kusk
Address: 118 Davenfort St
Borger TX 79007
Phone: 806-273-2637
Serial #: <u>6871757</u>
Send an ARS label
Comments:

1-26-2011 Total Calls 1718

CALLING AS RESULT OF BROADCAST						
	CALLING	ASR	ESULT	OF	BROADCA:	ST

No

ATTITUDE

Angry at Remington

Angry CNBC

Supportive of REM

Supportive of CNBC

NATURE/PURPOSE OF CALL

Offer Support

Inquisitive on Rem position I

Calling to provide Broadcast feedback

OWNS MODEL 700

General Concern + | | | |

Feedback /

Safety Issue

No Problem w/ firearm | / | /

ARS sent /// |

TO PRODUCT SERVICES | | |

S/N check + 1 + + 1

*****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: BERNIE GALHINKE
Address: 20142 Gill Grest Rd. Athens, Al 35614-4560
Phone: 7/9-661-1788
Serial #:65 / //3 /
Send an ARS label
Comments:

Date:/-26-1/	$CSR: \underline{3D4}$	
Is the customer calling as a result of	f the broadcast? YES NO	
Initial tone/Attitude of the caller:		
Angry at Remington	Supportive of Remingtor	n
Angry at CNBC for airing	Supportive of CNBC	
Nature/Purpose of Call:		
Calling to offer support (pro-Rem	nington)	
Inquisitive about Remington posi	ition	
 Calling to provide broadcast feed	lback	
Customer Owns a Model 700:		
General concern of safety with pe	ersonal model 700	
seeking company feedback regard	ding direction/use of personal M	odel 700
claims they experienced a "safety	y" related issue with their person	al Model 700
has not experienced a problem bu	ut wants firearm inspected (fill or	ut address) send to an RARC
If the customer references any cond the safety of the firearm, they shoul		-
Did they agree to return it to the fa	ctory? YES	NO
Consumer Name: TERRY N	REIT	
Address: 448 NE	180 Rd-	
Hoisington	KS 67544	·
Phone: 670-78	6-7106 Model 600	
Serial #: 46344	Model 600	
Send an ARS label	5	
Comments:		

	Date: 126 2011 CSR: 50
	Is the customer calling as a result of the broadcast? YES NO
	Initial tone/Attitude of the caller:
	Angry at Remington Supportive of Remington
	Angry at CNBC for airing Supportive of CNBC
	Nature/Purpose of Call:
	Calling to offer support (pro-Remington)
	Inquisitive about Remington position
	Calling to provide broadcast feedback
	Customer Owns a Model 700:
	General concern of safety with personal model 700
	seeking company feedback regarding direction/use of personal Model 700
	claims they experienced a "safety" related issue with their personal Model 700
	has not experienced a problem but wants firearm inspected (fill out address) send to an RARC
	If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).
	Did they agree to return it to the factory? YES NO
	Consumer Name: MAH HOOVER
٠.	Address: 26090 North B5 Hb LM.
	POKIA, AZ 85383
	Phone:
	Serial #:
	Send an ARS label
	Comments:
	TRIGGER PROKE IN half ON HOW 7010 MO du chioni Ritte
	7010 Moduction Ritte

Date: 1/26	CSR:	ay S	
Is the customer calling as a result of	the broadcast?	YES NO	
Initial tone/Attitude of the caller:			
Angry at Remington	Supportive	of Remingto	on
Angry at CNBC for airing	Supportive	of CNBC	
Nature/Purpose of Call:			
Calling to offer support (pro-Rem	ington)		
Inquisitive about Remington posit	tion		
Calling to provide broadcast feed	back		
Customer Owns a Model 700:			
General concern of safety with pe	rsonal model 700		
seeking company feedback regard	ling direction/use	of personal M	fodel 700
	" related issue wit	h their person	al Model 700
has not experienced a problem bu	t wants firearm in	spected (fill o	out address) send to an RA
If the customer references any conc the safety of the firearm, they should			
Did they agree to return it to the fac	etory?	YES	NO
Consumer Name:			
Address:			
Phone:			
Serial #:			
Send an ARS label			

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
If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).
Did they agree to return it to the factory? YES NO
Consumer Name:
Address:
-
Phone:
Serial #:
Send an ARS label
Comments:

	Date: CSR: Chas
	Is the customer calling as a result of the broadcast? YES NO
	Initial tone/Attitude of the caller:
	Angry at Remington Supportive of Remington
·	Angry at CNBC for airing Supportive of CNBC
	Nature/Purpose of Call:
	Calling to offer support (pro-Remington)
	Inquisitive about Remington position
	Calling to provide broadcast feedback
	Customer Owns a Model 700:
	General concern of safety with personal model 700
	seeking company feedback regarding direction/use of personal Model 700
	claims they experienced a "safety" related issue with their personal Model 700
	has not experienced a problem but wants firearm inspected (fill out address) send to an RARC
	If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).
	Did they agree to return it to the factory? YES NO
	Consumer Name:
	Address:
	Phone:
	Serial #:
	Send an ARS label
	Comments:

Date: 1/26/11	CSR:	Chriz	>	· .
Is the customer calling as a resu	ult of the broadca	st? YES (NO		
Initial tone/Attitude of the calle	er:			
Angry at Remington	Suppo	rtive of Reming	ton	
Angry at CNBC for airing	Suppo	rtive of CNBC		
Nature/Purpose of Call:				
Calling to offer support (pro-	-Remington)			
Inquisitive about Remington	position			
Calling to provide broadcast	feedback			
Customer Owns a Model 700:				· · · · · · · · · · · · · · · · · · ·
General concern of safety wi	th personal model	700		
seeking company feedback re	egarding direction/	use of personal	Model 700	
claims they experienced a "sa	afety" related issue	with their person	onal Model 700	
has not experienced a problem	m but wants fiream	n inspected (fill	out address) send	to an RARC
If the customer references any the safety of the firearm, they s				
Did they agree to return it to th	e factory?	YES	NO	
Consumer Name:				
Address:				
Phone:				
Serial #:				
Send an ARS label				
Comments: SMP - Canada				

Initial tone/Attitude of the caller:				
Angry at Remington	Supportiv	e of Remingt	on	
Angry at CNBC for airing	Supportiv	e of CNBC		
Nature/Purpose of Call:				
Calling to offer support (pro-Rem	ington)			
Inquisitive about Remington posit	ion			
Calling to provide broadcast feedt	oack			
Customer Owns a Model 700:				· · · · · · · · · · · · · · · · · · ·
General concern of safety with pe	rsonal model 700)		
seeking company feedback regard	ling direction/use	of personal	Model 700	
claims they experienced a "safety"	" related issue wi	th their perso	onal Model 700	
has not experienced a problem but	t wants firearm is	ispected (fill	out address) send to	an RARC
If the customer references any conc the safety of the firearm, they should				
	etory?	YES	NO	
Did they agree to return it to the fac				
Did they agree to return it to the factorist Consumer Name:	No. 44 Tr. 10 Tr			
Consumer Name:				
Consumer Name:Address:		_		
Consumer Name:Address:				
Consumer Name: Address: Phone:				

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

Date: 1/2611 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 Rupersbuca
Address: 6617 Swartout Rd
Clay Township, MI 4000
Phone:
Serial #:
Send an ARS label
Sendind rifle for SMP

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

Date: $1/7/0/1/$ CSR: $0 = 1$
Is the customer calling as a result of the broadcast? YES NO
Initial tone/Attitude of the caller: Per Bess 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:

Dat	e: //7/0/11 CSR: W= H5
Is th	he customer calling as a result of the broadcast? YES NO
<u>Init</u>	ial tone/Attitude of the caller:
	Angry at Remington Supportive of Remington
	Angry at CNBC for airing Supportive of CNBC
<u>Nat</u>	ure/Purpose of Call:
	Calling to offer support (pro-Remington)
	Inquisitive about Remington position
	Calling to provide broadcast feedback
Cus	stomer Owns a Model 700:
	General concern of safety with personal model 700
	seeking company feedback regarding direction/use of personal Model 700
	claims they experienced a "safety" related issue with their personal Model 700
<u>/</u>	has not experienced a problem but wants firearm inspected (fill out address) send to an RARC
	ne customer references any concerns or problems experienced in relation to the operation of safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).
Did	they agree to return it to the factory?
Con	sumer Name:
Add	ress:
	378261
Pho	ne:
Seri	al #:
(Send an ARS label
Con	nments:
	inp + Soviel chek

Date: 1-25-11 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: KEVIN BK NUK
Address:
· · · · · · · · · · · · · · · · · · ·
Phone: 386-356-0625
Serial #:
Send an ARS label
Comments:

	7.0		NO.	
	Is the customer calling as a result of	the broadcast? YES	NO	
	Initial tone/Attitude of the caller:			
	Angry at Remington	Supportive of Rem	ington	
•	Angry at CNBC for airing	Supportive of CNF	3C	
	Nature/Purpose of Call:			
	Calling to offer support (pro-Remi	ngton)		
	Inquisitive about Remington positi	ion		
	Calling to provide broadcast feedb	pack		
	Customer Owns a Model 700:			·
	General concern of safety with per	rsonal model 700		
	seeking company feedback regard	ing direction/use of perso	nal Model 700	
	claims they experienced a "safety"	related issue with their p	ersonal Model 7	700
	has not experienced a problem but	wants firearm inspected	(fill out address)) send to an RARC
	If the customer references any conce the safety of the firearm, they should			
	Did they agree to return it to the fact	tory? YES	NO	
	Consumer Name:			
	Address:			
	Phone:			
	Phone:			

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

Date: /26/11	CSR:	Ch		
Is the customer calling as a result of the	ne broadcast?	YES NO		4 0 5
Initial tone/Attitude of the caller:				5770
Angry at Remington	Supportiv	e of Remington		
Angry at CNBC for ziring	Supportiv	e of CNBC		
Nature/Purpose of Call:				
Calling to offer support (pro-Remin	gton) .			
Inquisitive about Remington position	n			
Calling to provide broadcast feedba	ck			
Customer Owns a Model 700:				
General concern of safety with pers	onal model 700)		
seeking company feedback regardin	g direction/use	of personal Mod	lel 700	
claims they experienced a "safety" i	elated issue wi	th their personal	Model 700	
has not experienced a problem but v	vants fire'arm ir	nspected (fill out	address) send t	o an RARC
If the customer references any concer the safety of the firearm, they should				
Did they agree to return it to the factor	ory?	YES	NO b	sught 1976
Consumer Name: Lany Hu	ddle sto	114	FBC Live of	a few yes bac
Address: 8/0 S. Co//e	ge	_ /3/ 	hoat, gun	nite cleaned to
Waxahachie	2 TX 7	25/65 DAG	1 co	a few yrs. bac interclased. to inhunting closed both
Phone: 903-654-76	,24	- Ren VI	n a a a b	t fired.
Serial #:	70	in Ren VI	iag.	
Send an ARS label				
Comments:				
			·	

Confidential

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

Date: 126/11 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: Dillon Cawson 700 FSR Address: 1704 Green Tree Pointe Circle Christmas 2010
Lebanon TN 37087
Phone: 865-898-7993
Serial #: 6957347
Send an ARS label
Comments: Box & Label 1181537

700 Log Sheet - 2010 CNBC Story

Date: /26/16 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 ziring Supportive of CNBC	
Nature/Purpose of Call:	
Calling to offer support (pro-Remington)	
Inquisitive about Remington position	
Calling to provide broadcast feedback	
Customer Owns a Model 700:	
General concern of safety with personal model 700	
seeking company feedback regarding direction/use of personal Model 700	
claims they experienced a "safety" related issue with their personal Model 700	
has not experienced a problem but wants firearm inspected (fill out address) send to an RARC	
If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).	/
Did they agree to return it to the factory? VES NO 2001 - 2hd	K
Consumer Name: Seth Stadheim 700 25-06	
Address: 1623 Hammer Ka. NII 61. 1 N (CO) 7 The Der-Fred W/	! :
Phone: 507-273-724/ Jouching trigger. Serial #: 16205954 Closed Lotts it fire.	
Serial #: 16205954 Clared Lott + it Aire	a
Send an ARS label	
,	
Comments:	
<u> </u>	
Remineran Confidential 16/19/10	

Remineran

Date: 1/26/11 CSR: 4 am
Is the customer calling as a result of the broadcast? YES NO
Initial tone/Attitude of the caller:
Angry at Remington Supportive of Remington
Angry at CNBC for airing Supportive of CNBC
Nature/Purpose of Call:
Calling to offer support (pro-Remington)
Inquisitive about Remington position
Calling to provide broadcast feedback
Customer Owns a Model 700:
General concern of safety with personal model 700
seeking company feedback regarding direction/use of personal Model 700
claims they experienced a "safety" related issue with their personal Model 700
has not experienced a problem but wants firearm inspected (fill out address) send to an RARC
If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).
Did they agree to return it to the factory? YES NO
Consumer Name:
Address:
Phone:
Serial #: 6 6 9 5 7 3 4 1
Send an ARS label
Comments: To Product Service - Claims
ite went see w/ ymanx protrigger

1-27-2011 Total CAILS 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 //

Date: $1 - 27 - 2011$ CSR	: Offuc		_
Is the customer calling as a result of the bro		4O	
Initial tone/Attitude of the caller:			
Angry at Remington	Supportive of Remi	ngton	
Angry at CNBC for airing S	Supportive of CNB(C	
Nature/Purpose of Call:			
Calling to offer support (pro-Remington)			
Inquisitive about Remington position		•	
Calling to provide broadcast feedback			
Customer Owns a Model 700:			
General concern of safety with personal r	nodel 700		
seeking company feedback regarding dire	ection/use of person	al Model 700	
claims they experienced a "safety" related	d issue with their pe	rsonal Model 700	
has not experienced a problem but wants	firearm inspected (f	ill out address) send	to an RARC
If the customer references any concerns or the safety of the firearm, they should be ad-			
Did they agree to return it to the factory?	YES	NO	
Consumer Name:			
Address:			
Phone:			
Serial #:			
Send an ARS label			
Comments:			
2002-700	LTR		

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 Remingto	n	
Angry at CNBC for airing Supportive	of CNBC		
Nature/Purpose of Call:			
Calling to offer support (pro-Remington)			
Inquisitive about Remington position			
Calling to provide broadcast feedback	•		
Customer Owns a Model 700:			·
General concern of safety with personal model 700			
seeking company feedback regarding direction/use of	of personal M	Iodel 700	
claims they experienced a "safety" related issue with	n their persor	nal Model 700	
has not experienced a problem but wants firearm ins	pected (fill c	out address) send t	o an RARC
If the customer references any concerns or problems the safety of the firearm, they should be advised to re			
Did they agree to return it to the factory?	YES	NO	
Consumer Name:			
Address:			
Phone:	_		
Serial #:			
Send an ARS label			
Comments:			
SMP			

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

Date: 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: Mnolin Weblins
Address:
Phone:
Serial #:
Send an ARS label
Comments:

700 Log Sheet - 2010 CNBC Story
Date: AMICEW 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: Sendron rifle for SMP

*****Internal Use Only***** 700 Log Sheet – 2010 CNBC Story Is the customer calling as a result of the broadcast? Initial tone/Attitude of the caller: ___ Supportive of Remington ___ Angry at Remington ___ Supportive of CNBC ___ Angry at CNBC for airing Nature/Purpose of Call: ___ Calling to offer support (pro-Remington) ____ Inquisitive about Remington position ___ Calling to provide broadcast feedback Customer Owns a Model 700: General concern of safety with personal model 700 seeking company feedback regarding direction/use of personal Model 700 claims they experienced a "safety" related issue with their personal Model 700 ____ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY). NO Did they agree to return it to the factory? Consumer Name: _ Address: _____ Phone: Serial #: ***Send an ARS label*** Comments: rodut Services

1-28-2011 Total CAL/S 1515

CALLING AS RESULT OF BROADCAST	
Yes ++++	
No	
ATTITUDE	
Angry at Remington	
Angry CNBC	
Supportive of REM	
Supportive of CNBC	
\cdot	
NATURE/PURPOSE OF CALL	
 Offer Support HH	_
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 ++++

Date: 1-28-11 CSR: J. B. Lruing
Is the customer calling as a result of the broadcast? (YES) NO
Initial tone/Attitude of the caller:
Angry at Remington Supportive of Remington
Angry at CNBC for airing Supportive of CNBC
Nature/Purpose of Call:
Calling to offer support (pro-Remington)
Inquisitive about Remington position
Calling to provide broadcast feedback
Customer Owns a Model 700:
General concern of safety with personal model 700
seeking company feedback regarding direction/use of personal Model 700
claims they experienced a "safety" related issue with their personal Model 700
has not experienced a problem but wants firearm inspected (fill out address) send to an RARC
If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product 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.
Lim about CNBC Show.

Date: 1-28-11 CSR	: J.B. Irvi	na
Is the customer calling as a result of the bro	oadcast? (YES) NO	
Initial tone/Attitude of the caller:		
Angry at Remington	Supportive of Remington	
Angry at CNBC for airing S	Supportive of CNBC	
Nature/Purpose of Call:		
Calling to offer support (pro-Remington)		
Inquisitive about Remington position		
Calling to provide broadcast feedback		
Customer Owns a Model 700:		•
General concern of safety with personal n	nodel 700	
seeking company feedback regarding dire	ection/use of personal Mod	del 700
claims they experienced a "safety" related	d issue with their personal	Model 700
has not experienced a problem but wants	firearm inspected (fill out	address) send to an RARC
If the customer references any concerns or the safety of the firearm, they should be ad		
Did they agree to return it to the factory?	YES	NO
Consumer Name:		
Address:		
Phone:		
Serial #:		
Send an ARS label		
Comments: Referred to Webs	ite.	

	Date: 1/2/11 CSR: (Lath)
	Is the customer calling as a result of the broadcast? YES NO
	Initial tone/Attitude of the caller:
	Angry at Remington Supportive of Remington
	Angry at CNBC for airing Supportive of CNBC
	Nature/Purpose of Call:
	Calling to offer support (pro-Remington)
	Inquisitive about Remington position
	Calling to provide broadcast feedback
	Customer Owns a Model 700:
	General concern of safety with personal model 700
	seeking company feedback regarding direction/use of personal Model 700
	claims they experienced a "safety" related issue with their personal Model 700
	has not experienced a problem but wants firearm inspected (fill out address) send to an RARC
	If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).
	Did they agree to return it to the factory? YES NO
	Consumer Name:
	Address:
	Phone:
	Serial #:
	Send an ARS label
·	Headther was a recall. 660

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

Date: CSR:			
Is the customer calling as a result of the broad	cast? YES NO)	
Initial tone/Attitude of the caller:			
Angry at Remington Sup	portive of Reming	ton	
Angry at CNBC for airing Sup	portive of CNBC		
Nature/Purpose of Call:			
Calling to offer support (pro-Remington)			
Inquisitive about Remington position			
Calling to provide broadcast feedback			
Customer Owns a Model 700:			
General concern of safety with personal mod	lel 700		
seeking company feedback regarding direction	on/use of personal	Model 700	
claims they experienced a "safety" related is	sue with their pers	onal Model 700	
claims they experienced a "safety" related is has not experienced a problem but wants fire	•		an RARC
, -	arm inspected (fil	out address) send to	e operation
has not experienced a problem but wants fire	arm inspected (fil	out address) send to	e operation
has not experienced a problem but wants fire If the customer references any concerns or pr the safety of the firearm, they should be advise	arm inspected (fill oblems experienced to return it to	out address) send to ed in relation to the Product Service, II	e operation
has not experienced a problem but wants fire If the customer references any concerns or pr the safety of the firearm, they should be advise Did they agree to return it to the factory?	arm inspected (fill oblems experienced to return it to (YES	out address) send to ed in relation to the Product Service, II	e operation
has not experienced a problem but wants fire If the customer references any concerns or pr the safety of the firearm, they should be advise Did they agree to return it to the factory? Consumer Name:	arm inspected (fill oblems experienced to return it to (YES	out address) send to ed in relation to the Product Service, II	e operation
has not experienced a problem but wants fire If the customer references any concerns or pr the safety of the firearm, they should be advise Did they agree to return it to the factory? Consumer Name:	arm inspected (fill oblems experienced to return it to (out address) send to ed in relation to the Product Service, II	e operation
has not experienced a problem but wants fire If the customer references any concerns or pr the safety of the firearm, they should be advise Did they agree to return it to the factory? Consumer Name: Address:	arm inspected (fill oblems experienced to return it to (out address) send to ed in relation to the Product Service, II	e operation
has not experienced a problem but wants fire If the customer references any concerns or pr the safety of the firearm, they should be advise Did they agree to return it to the factory? Consumer Name: Address:	arm inspected (fill oblems experienced to return it to (out address) send to ed in relation to the Product Service, II	e operation

	Date:/-28-1/
	Is the customer calling as a result of the broadcast? YES NO
	Initial tone/Attitude of the caller:
	Angry at Remington Supportive of Remington
	Angry at CNBC for airing Supportive of CNBC
	Nature/Purpose of Call:
	Calling to offer support (pro-Remington)
	Inquisitive about Remington position
	Calling to provide broadcast feedback
	Customer Owns a Model 700:
	General concern of safety with personal model 700
	seeking company feedback regarding direction/use of personal Model 700
	claims they experienced a "safety" related issue with their personal Model 700
	has not experienced a problem but wants firearm inspected (fill out address) send to an RARC
	If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).
	Did they agree to return it to the factory? YES NO
	Consumer Name: FRFD TOLLEY
	Address:
	Phone: 304-977- 4600
	Serial #:
	Send an ARS label
	Comments:
•	

Date:	1-28-11	CSR:	1500)	<u>.</u>
Is the cu	stomer calling as a resul	t of the broadcast	? YES NO		
Initial to	ne/Attitude of the caller	<u>:</u>	· ·		
Angr	ry at Remington	Supporti	ve of Remingt	on	
Angr	ry at CNBC for airing	Supporti	ive of CNBC		
Nature/P	Purpose of Call:				
Calli	ing to offer support (pro-R	Remington)			
Inqui	isitive about Remington p	position			
Calli	ng to provide broadcast fe	eedback			
Custome	er Owns a Model 700:			,	· · · · · · · · · · · · · · · · · · ·
Gene	eral concern of safety with	n personal model 70	00		
seeki	ing company feedback reg	garding direction/us	se of personal l	Model 700	
claim	ns they experienced a "saf	fety" related issue v	with their perso	nal Model 700	
has n	not experienced a problem	but wants firearm	inspected (fill	out address) send	to an RARC
	stomer references any co y of the firearm, they sh				
Did they	agree to return it to the	factory?	YES	NO	
Consume	r Name: JESSE	EDHLER			
Address:					
Phone:	707-433-	-7587			
Serial #:	6625	4286	(2007)		
Send	an ARS label				

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: [hki s Blevings
Address:
Phone: 473-718-3160 Serial #: 66378484 2003
Serial #: 66378454 2003
Send an ARS label
Comments:

Is the customer calling as a result	lt of the broadcast? YES NO	
Initial tone/Attitude of the caller:	<u>r:</u>	
Angry at Remington	Supportive of Remington	
Angry at CNBC for airing	Supportive of CNBC	
Nature/Purpose of Call:		
Calling to offer support (pro-R	Remington)	
Inquisitive about Remington p	position	
Calling to provide broadcast fe	feedback	
Customer Owns a Model 700:		
∠ General concern of safety with	h personal model 700	
seeking company feedback reg	garding direction/use of personal Model 700	
claims they experienced a "saf-	fety" related issue with their personal Model 700	
has not experienced a problem	n but wants firearm inspected (fill out address) send to	an RAR
•	concerns or problems experienced in relation to the rould be advised to return it to (Product Service, Ili	_
Did they agree to return it to the	e factory? YES NO	
Consumer Name: Dank	2 ZXX	
Address:		
Phone:	· · · · · · · · · · · · · · · · · · ·	
Phone:	1963	
7	1963	

Is the customer calling as a result of the broadcast? YES NO
Initial tone/Attitude of the caller:
Angry at Remington Supportive of Remington
Angry at CNBC for airing Supportive of CNBC
Nature/Purpose of Call:
Calling to offer support (pro-Remington)
Inquisitive about Remington position
Calling to provide broadcast feedback
 Customer Owns a Model 700:
General concern of safety with personal model 700
seeking company feedback regarding direction/use of personal Model 700
claims they experienced a "safety" related issue with their personal Model 700
has not experienced a problem but wants firearm inspected (fill out address) send to an RARC
If the customer references any concerns or problems experienced in relation to the operation the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).
Did they agree to return it to the factory? YES NO
Consumer Name: Donne Mny
Address:
Phone:
Serial #: 56253266 (1594)
Send an ARS label

	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: Doug Higinson
	Address: 139 Fleury Road
	Pine Bush, NV 12566
	Phone: 845-778-1479
	Serial #:
	Send an ARS label
	Comments:
•	

1-31-2011 Total Calls 2288

CALLING AS RESULT OF BROADCAST

Yes 1111

No

ATTITUDE

Angry at Remington

Angry CNBC

Supportive of REM /

Supportive of CNBC

NATURE/PURPOSE OF CALL

Offer Support /

Inquisitive on Rem position

Calling to provide Broadcast feedback

OWNS MODEL 700

General Concern | | | | |

Feedback

Safety Issue

No Problem w/ firearm

ARS sent

To PRODUCT SERVICES

S/N check

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

Date: 1/31 CSR: E.
Is the customer calling as a result of the broadcast? YES NO
Initial tone/Attitude of the caller:
Angry at Remington Supportive of Remington
Angry at CNBC for airing ' Supportive of CNBC
Nature/Purpose of Call:
Calling to offer support (pro-Remington)
X Inquisitive about Remington position
Calling to provide broadcast feedback
Customer Owns a Model 700:
General concern of safety with personal model 700
seeking company feedback regarding direction/use of personal Model 700
claims they experienced a "safety" related issue with their personal Model 700
has not experienced a problem but wants firearm inspected (fill out address) send to an RARC
If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).
Did they agree to return it to the factory? YES NO
Consumer Name:
Address:
Phone:
Serial #:
Send an ARS label
Comments:

Date: CSR:	\searrow		
Is the customer calling as a result of the broadcast?	(ES NO		
Initial tone/Attitude of the caller:			
Angry at Remington Supportive or	f Remington		
Angry at CNBC for airing Supportive or	f CNBC		
Nature/Purpose of Call:			
Calling to offer support (pro-Remington)			
Inquisitive about Remington position			
Calling to provide broadcast feedback			
Customer Owns a Model 700:			
General concern of safety with personal model 700			
seeking company feedback regarding direction/use of	personal Mod	del 700	
claims they experienced a "safety" related issue with t	heir personal	Model 700	
has not experienced a problem but wants firearm inspe	ected (fill out	address) send to an R	ARC
If the customer references any concerns or problems en the safety of the firearm, they should be advised to retu	-	-	
Did they agree to return it to the factory?	YES	NO	
Consumer Name:	-		
Address:	-		
	-		
Phone:	-		
Serial #:	_		
Send an ARS label			
Comments:			
improper discirance	<u>/</u>		

Date: $\sqrt{-3}$ CSR:	LIN	<i></i>	
Is the customer calling as a result of the broadca	st? YES NO)	
Initial tone/Attitude of the caller:			
Angry at Remington Suppo	ortive of Reming	gton	
Angry at CNBC for airing Suppo	ortive of CNBC		
Nature/Purpose of Call:			
Calling to offer support (pro-Remington)			
Inquisitive about Remington position			
Calling to provide broadcast feedback			
Customer Owns a Model 700:			
General concern of safety with personal model	700		
seeking company feedback regarding direction		Model 700	
claims they experienced a "safety" related issue	· -		
has not experienced a problem but wants firear	•		ı RARC
If the customer references any concerns or prob the safety of the firearm, they should be advised	olems experienc	ed in relation to the o	peration of
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: 1-31 - 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:
SmP

Date: CSR: 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: J.M. NoblE
Address:
Phone:
Serial #:
Send an ARS label
Comments:

Date:	131/11	CSR: Van	
Is the custom	er calling as a result (of the broadcast? YES	NO
Initial tone/A	ttitude of the caller:		
Angry at I	Remington	Supportive of Rem	ington
Angry at (CNBC for airing	Supportive of CNB	BC .
Nature/Purpo	ose of Call:		
Calling to	offer support (pro-Rer	nington)	
Inquisitive	e about Remington pos	ition	
Calling to	provide broadcast feed	lback	
Customer Ow	ns a Model 700:		*
General co	oncern of safety with p	ersonal model 700	
seeking co	ompany feedback regar	ding direction/use of person	nal Model 700
claims the	y experienced a "safet	y" related issue with their p	ersonal Model 700
has not ex	perienced a problem b	ut wants firearm inspected ((fill out address) send to an RARC
			enced in relation to the operation to (Product Service, Ilion NY).
Did they agree	e to return it to the fa	ctory? YES	NO
Consumer Nan	ne: <u>Car</u>	Hammer	
Address:			
	····		
Phone:			
Serial #:	D6635	351	
Send an A	RS label		