

DATE : 5/20/71
TIME : 11:30
FILE # : 91-08047
CALL IS TO FROM CUSTOMER

RECORD OF TELEPHONE CALL

CUSTOMER NAME: John L. Geiser DEALER: _____
ADDRESS: 511 E. Hamilton Ave ADDRESS: _____
State College, PA 16801
PHONE: 814 234-6000 PHONE: _____

PRODUCT: M/700 BOL CODE/S/N: A6828535
CALIBER: .270 Win

CUSTOMER'S ATTITUDE:

TP - 5 lbs
SL - .008"

BEGINNING: _____ IRATE _____ ANGRY _____ CALM _____ PLEASED
AT END: _____ IRATE _____ ANGRY _____ CALM _____ PLEASED

CUSTOMER CONCERN: Alleged 3x fire on safety release (bolt lock)
Told him expert examined trig assembly
and found it perfect in every respect (sear lift,
clear of oily sludge, trig pull) Therefore, since
only way we could fire gun is safety off & pull
trig. our policy would be to return rifle as rec'd.
RESOLUTION: However, if it would make him more confident
in rifle, we'd change trig assembly (bolt lock or no
bolt lock) w/ new one at service price of 15.00
plus handling & tax. Curt replied he can't under-
COMMENTS: stand & thinks he may not want gun
even w/ new trig assembly. I stated we'd have
other experts ~~look into~~ examine & that I'd
try w/ dummy rounds & get back to him. He
stated that last time gun fired when in a
60° upward attitude I stated we'd try in all attitudes →