

TIME : 11:22
FILE #:
CALL IS TO/FROM CUSTOMER

- RECORD OF TELEPHONE CALL -

CUSTOMER NAME: Brenda McKenzie DEALER:

ADDRESS: file ADDRESS:

Madison WI

PHONE: (601) 856-6290 PHONE:

PRODUCT: M1700 MT rifle CODE(S/N): B6880822 (TARP)

CALIBER: .270

CUSTOMER'S ATTITUDE:

BEGINNING: IRATE ANGRY X CALM PLEASED

AT END: IRATE ANGRY X CALM PLEASED

CUSTOMER CONCERN: Called to give EFS/FAAS/T Hutton's findings which say no truck door payment because we found nothing wrong w/ trigger as rec'd.

Connector examined & perfect. All other trigger parts perfect. Big point acc to EFS is that the gun allegedly discharged when safety moved from FIRE TO SAFE. However, this is impossible since that type of reverse movement forces the sear safety cam up which blocks firing pin absolutely. Customer insists

COMMENTS: that there was something wrong w/ safety (hard to move) after incident & that a gunsmith tried the problem & stated unfortunate that team wasn't notified immediately after incident. Gunsmith's wife contacted us on 1/12/12 as promised (this is done) Mr. Holt may call EFS to further discuss the matter for EFS gun being returned as is since trigger has been found to be perfect.