

DATE : 8/25/86
TIME : 9:43
FILE # : _____
CALL IS TO FROM CUSTOMER

RECORD OF TELEPHONE CALL Ref 86-15945

CUSTOMER NAME: JAN ROCKWELL DEALER: Rockwell's ALE How. #269-N
ADDRESS: _____ ADDRESS: 11815 N. Saginaw St.
_____ Mount Morris, MI 48458
PHONE: _____ PHONE: (313) 686-4110

PRODUCT: m/700 APL CODE/S/N: 6788021
CALIBER: 30-06

CUSTOMER'S ATTITUDE:

BEGINNING: _____ IRATE _____ ANGRY _____ CALM ✓ PLEASD
AT END: _____ IRATE _____ ANGRY _____ CALM ✓ PLEASD

CUSTOMER CONCERN: Had received our letter of 8/19/86 - customer
was very pleased at the extent of our examination

RESOLUTION: Customer accepted our offer to replace trigger assembly
with one with no ball-lock at 200-chance.

Also wants stock re-finished while rifle is still here

COMMENTS: _____
Rockwell stated that customer told him "I may have
had my finger on the trigger" a few days incident
reported.