

Incoming

DATE : 11-12-16
TIME : 3:54 p.m.
FILE # :
CALL IS (TO) / FROM CUSTOMER

RECORD OF TELEPHONE CALL

CUSTOMER NAME: Bill Bittle - hunter safety instructor DEALER: _____
ADDRESS: 1813 Easy St. ADDRESS: _____
Medford, OR 97504
PHONE: 664-3344 - wife's work phone PHONE: _____
(503) 772-7926-H
PRODUCT: M1788 - new gun bought 9/86 from 6I Joe's Medford OR CODE (S/N): A6176336
CALIBER: _____

CUSTOMER'S ATTITUDE:

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

CUSTOMER CONCERN: Said he wrote of hunting accident letter in Sept w/ no Rem reply - this from Bud Fini
(not bought new M1788 .243 Took to 2 warranty repair shops for safety problem - it releases too easily. Boy stumbled b/c went into ground & rifle fired & everything from the ground came back into boy's face - NO PI
Also extractor problem - extractor won't ext. cty well
Says this is dangerous rifle & wants gun replaced w/ another model bolt gun. Rem 65 said no way to
COMMENTS: for fix ext or safety
Wants us to send empty box - C Debranch during
No back up gun - quit for season
Were sending (TPP) orange stickers - gun coming to R.M.P.

11/12/16 M1788 Rem Express