

Father is Game Warden

DATE: 12/18/92
TIME: 10:45
FILE #: _____
CALL IS TO FROM CUSTOMER

RECORD OF TELEPHONE CALL

CUSTOMER NAME: Julie Blackburn DEALER: _____
ADDRESS: see file ADDRESS: _____
PHONE: _____ PHONE: _____
PRODUCT: 700 BDL CODE/S/N: C6655033
CALIBER: 7 mag

CUSTOMER'S ATTITUDE:

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

CUSTOMER CONCERN: Told her, per DTS, that brand off
safe due to ball binding in detent / hole in
trigger housing is burred or ball is burred caus-
ing problem too, said we could not dup-
licate accidental firing but are, per her

RESOLUTION: request ^{at} a gesture of goodwill, we'll
replace the trigger assembly w/ the old style
bolt lock version. I reviewed what that
style was (a true hunting feature) & she

COMMENTS: confirmed wanting it.

Therefore N/C replace fire control
w/ old style bolt lock feature.
& repair bolt lock which sticks.