

DATE : 11/15/11
TIME : 11:55
FILE # : _____
CALL IS TO/FROM CUSTOMER
TO

RECORD OF TELEPHONE CALL

JOHN FUSSELMAN

CUSTOMER NAME: _____ DEALER: ARMORAUT GUN SHOP
ADDRESS: _____ ADDRESS: 607 McHENRY AVE.
_____ MODESTO, CA. 95350
PHONE: _____ PHONE: (209) 532-5876
PRODUCT: M/700 BDL CODE/S/N: 339756
CALIBER: 7mm Rem. MAG.

CUSTOMER'S ATTITUDE:

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

CUSTOMER CONCERN: Gun was returned to us because of several firing malfunctions

RESOLUTION: Explained condition found in trigger assembly - gave Mr. Fusselman option of us cleaning trigger assembly or replacing it with new one at R/C as gesture of good will - he elected to have new assembly installed (J.R.)

COMMENTS: Trigger assembly was found to be full of dried & wet lubricant that was impeding trigger parts from moving freely. Could possibly malfunction in colder temperatures

Trigger pull was 4 1/2#, rear lift (full paper on) was .009"