

Pls. set up file

DATE : 9/21/89  
TIME : 4:05  
FILE # : \_\_\_\_\_  
CALL IS  TO /  FROM CUSTOMER

*to be provided by  
Larry when rifle sent to us*

RECORD OF TELEPHONE CALL *Ref. by R. POTTER*

CUSTOMER NAME: \_\_\_\_\_ DEALER: CARTER'S COUNTRY  
LARRY BOLCH  
ADDRESS: \_\_\_\_\_ ADDRESS: 8925 KATY FREEWAY  
HOUSTON, TX 77024  
PHONE: \_\_\_\_\_ PHONE: (713) 461-1844  
PRODUCT: M/700 F30L CODE/S/N: A6442418  
CALIBER: 270 WIN

CUSTOMER'S ATTITUDE:

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

CUSTOMER CONCERN: *1) Customer brought rifle to store complaining of FSR, wanted rifle repaired 2) Next day customer called & said not to do anything with rifle, as a lawyer had contacted him. 3) Customer then wanted rifle sent to factory.*

RESOLUTION: \_\_\_\_\_

COMMENTS: *Larry Bolch had looked at rifle, and trigger assembly was completely contaminated with what he thought was WD-40, he did clean assembly with spray cleaner (did not disassemble trigger) said trigger would fire now.*

*Rifle is being sent to my attention for examination*