

DATE: 5/16/78  
TIME: 2:40  
FILE #: 93-11654  
CALL IS TO FROM CUSTOMER

5:40 →  
Pls make a Rick Gapen  
Told Rick this was very pleased  
Brother's gun. He will check to see who removed & worked on Trig Assy

RECORD OF TELEPHONE CALL

CUSTOMER NAME: \_\_\_\_\_ DEALER: F.L. Gapen  
ADDRESS: \_\_\_\_\_ Dealer: Gapen Gun Sales  
PHONE: \_\_\_\_\_ Address: 608 College St  
Barrackville  
W VA 26559  
PHONE: (304) 366-2428  
PRODUCT: M/788 CODE/S/N: n/a  
CALIBER: 243 Win. → Handloads + Rem Factory  
A6061221

CUSTOMER'S ATTITUDE:  
BEGINNING: \_\_\_\_\_ IRATE \_\_\_\_\_ ANGRY  CALM \_\_\_\_\_ PLEASD  
AT END: \_\_\_\_\_ IRATE \_\_\_\_\_ ANGRY  CALM  PLEASD

CUSTOMER CONCERN: See below, gun being sent to RHP + flagged to RHP Front gallery 5118

Called 5/18/91 status - screen says - Request - safety moves when pulling trigger M Fault Trig Assy housing loose, Trig Assy has been removed out of factory. Screws not tightened

RESOLUTION: Heavy amt sticky substance found on Trig Assy. Trig Assy not reinstalled correctly. Parts Trig H Assy-0; Clean; Quest; service chg - 20.00; polish chambers; repl. T.A complete  
Allegedly - + clean action - 1/2 normal cost.

COMMENTS: Can see safety move when you dry fire the gun & you hear a click & then a second click by the gun fires. However if you do this but only before dry firing, you push safety further forward it won't do this.