

DATE : 1/10/90
TIME : 12:45
FILE # : _____
CALL IS TO FROM CUSTOMER

RECORD OF TELEPHONE CALL

CUSTOMER NAME: MARIANNE KINARD DEALER: _____
ADDRESS: P.O. Box 641 ADDRESS: _____
CORDOVA, TN 38018
PHONE: (901) 682-3029 PHONE: _____
PRODUCT: M/700 BPL CODE/S/N: A6697552
CALIBER: 270win

CUSTOMER'S ATTITUDE:

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

CUSTOMER CONCERN: Rifle was sent for examination because husband
was using rifle and when he "acc" raised gun to his shoulder,
released the safety, and the gun fired".

RESOLUTION: Called Mrs. Kinard to apprise her of our findings — offered
to either clean present assembly or replace at M/C as goodwill
gesture — she appreciated offer and elected new trigger assembly.

COMMENTS: Examination of rifle revealed heavy accumulation of oil on
bottom of receiver and on/in trigger assembly. As received, trigger
parts ~~was~~ and felt clean were inoperative; as rifle ~~was~~ cleaned
up it began working.
Trigger pull 4 1/2 pounds; sear-lift .012".