

DATE : 1/10/90 ✓
TIME : 2:10
FILE # : _____
CALL IS TO FROM CUSTOMER

RECORD OF TELEPHONE CALL

CUSTOMER NAME : _____ DEALER : MARK GRAVES
MORRISSEK'S SPORTS GOODS
ADDRESS : _____ ADDRESS : 3510-C SPENCER HWY
PASADENA, TX 77504
PHONE : _____ PHONE : (713) 947-1410
PRODUCT : M/ SEVEN CODE/S/N : 7640952
CALIBER : 7mm-C&REM

CUSTOMER'S ATTITUDE:

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

CUSTOMER CONCERN: Rifle was sent for examination because, "The safety malfunctioned when he took it off safety and discharged three times while the Gentleman was in his stand".

RESOLUTION: Discussed our findings with Mr. Graves and offered to clean present T.A. if possible; if not, we will replace assembly at N/C as good-will gesture. Mr. Graves said he appreciated our effort.

COMMENTS: Examination disclosed action and trigger assembly were heavily contaminated with oil & grease. Trigger parts moved very sluggishly. As received, action would not cock, firing pin followed down on cocking cam.