

DATE: 1/13/93
TIME: 3:02
FILE #: 92-25198
CALL IS TO FROM CUSTOMER

RECORD OF TELEPHONE CALL

CUSTOMER NAME: Patrick McInnis DEALER: Midwest Sport Gds
ADDRESS: _____ ADDRESS: _____
PHONE: (312) 735-6526 IL PHONE: Lyon IL
PRODUCT: M/78 - '84 gun CODE/S/N: B6605112
CALIBER: 30-06

CUSTOMER'S ATTITUDE:

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

CUSTOMER CONCERN: Been in Rem for 3rd time
for same ^{alleged} problem. Told him R+E shows
1/2 time, I insisted 3 times, 1 time for
call back - 2 here I insisted 3 times
Malfunction periodically. Says it, ~~allegedly~~

RESOLUTION: allegedly fires upon safety release
& source, allegedly, delayed first ~~3 rounds~~
~~3 rounds~~ rounds after push safety allegedly
to fire, it fired. Never adjusted trigger.

COMMENTS: Midwest once said they oiled trigger
TARO gun - but recall better. Said even if
this repair perfect, he can't ever feel comfortable after
alleged accidental firing. Goes hunting w/ family &
wouldn't have fun. Requested we replace w/ 700ADL
(over)