

DATE : 4-17-00
TIME : 11:22
FILE # :
CALL IS TO/FROM CUSTOMER

- RECORD OF TELEPHONE CALL -

CUSTOMER NAME: Brenda McKenzie DEALER: _____
ADDRESS: file ADDRESS: _____
Madison MS
PHONE: (601) 856-6290 PHONE: _____

PRODUCT: M1700 MT rifle CODE(S) N: B6880822 (TARP)
CALIBER: .270

CUSTOMER'S ATTITUDE:

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

CUSTOMER CONCERN: Called to give EFS/HAS/T Hutton's
findings which say no truck door payment
because we found nothing wrong w/ trigger as rec'd.
Connector examined & perfect. All other trig parts
perfect. Big point acc to EFS is that the gun
RESOLUTION: allegedly discharged when safety moved from
FIRE TO SAFE. However, this ^{mechanically} impossible since that type
of reverse movement forces the sear safety cam up
which blocks firing pin absolutely. Customer insists
COMMENTS: that there was something wrong w/ safety (hard to
move) after incident & that a gunsmith fixed the
problem. I stated unfortunate that Rem won't rectify
immed after incident. Cust's ^{w/te} requested w/ pay ship fee
as promised (this is done) MR. McK may call EFS to further
discuss the matter. For EFS gun being returned as is since trigger has
been found to be perfect.