

DATE : 11/19/87
TIME : 2:11
FILE # : _____
CALL IS TO/FROM CUSTOMER
From

RECORD OF TELEPHONE CALL

CUSTOMER NAME: Steve McNeil DEALER: _____
ADDRESS: RFD 1 Box 343 ADDRESS: _____
Perkinsville VT 05151
PHONE: (802) 885-5118 PHONE: _____
PRODUCT: M1700 BDL CODE/S/N: 666 2189
CALIBER: 270

CUSTOMER'S ATTITUDE:

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

CUSTOMER CONCERN: FSD again after we installed
a new trig. for that problem in 1985. Doesn't
do it every time. Almost shot off foot while
unloading gun - Mr. McNeil not pleased w/
gun at all - had to cut hunting trip short
RESOLUTION: Is rds through gun since '85. Can't
we be confident w/ that gun again.
I said we'd try to duplicate incident
w/ eye toward replacing gun. Can't most pleased
COMMENTS: w/ this possible solution ~~since~~ because
of the above situation
Can't blame original gun to RHP

Has a backup gun