

INCOMING

Hot Sheets

DATE: 11-6-85

TIME: 8:47

COMPLAINT NO.: _____

RECORD OF TELEPHONE CALL *Talked to Mrs. McNeil*

CUSTOMER NAME: Steve McNeil DEALER: Bought 2nd hand
ADDRESS: RFD 1 Box 343 ADDRESS: 7 yrs ago.
Perkinsville, VT 05151
PHONE: (603) 543-3131-W? PHONE: _____
(802) 263-5275-H.

PRODUCT: M1700A .270 Win. CODE/IN: 6662189
Incoming
Bought 2nd hand - had 7 yrs.

NO PERSONAL INJURY NO PRODUCT DAMAGE _____ PRESIDENTIAL X OTHER

CUSTOMER'S ATTITUDE:

BEGINNING: _____ IRATE _____ ANGRY X CALM _____ PLEASED

AT END: _____ IRATE _____ ANGRY _____ CALM X PLEASED

COMPLAINT: Bolt
FER - 2 times
2 times safe off couldn't pull trigger
1 " close bolt & gun fired

RESOLUTION: Told Mrs. McN. to send gun back to RHP
for exam, reply, & return repaired, freight
prepaid

COMMENTS: No Rush - has back up gun.
Gun to be shipped in day or 2.