

559
519

DATE: 12/14/92
TIME: 8:05 - 8:50
FILE #: _____
CALL IS TO / FROM CUSTOMER

RECORD OF TELEPHONE CALL

CUSTOMER NAME: Mike Payne DEALER: _____
ADDRESS: file ADDRESS: _____
PHONE: _____ PHONE: _____
PRODUCT: 700 CODE/S/N: _____
CALIBER: 300 Win Mag.

CUSTOMER'S ATTITUDE:

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

CUSTOMER CONCERN: Gave him results per Bill Ericson + from Green — couldn't duplicate incident so we can return as received, put new trig. away in to give confidence or replace gun due to long wait (Oct 91) he experienced. He asked for all M/700 production calibers + will call

RESOLUTION: RHP after he shops around + checks retail stores for 700 55 700 win mag especially. Asked about sling strap. I said at cost of 9.00. I'd pay Rem would pay for those. will call back

COMMENTS: _____

