

DATE : 3/6/90
TIME : 2:35
FILE # : _____
CALL IS TO/FROM CUSTOMER

RECORD OF TELEPHONE CALL

CUSTOMER NAME: LARRY SCHENNEWERK DEALER: _____
ADDRESS: 615 TERRACE DR. ADDRESS: _____
CALIFORNIA ; MO 65218
PHONE: (314) 796-2147 PHONE: _____
PRODUCT: M/700 BOL CODE/S/N: 6486174
CALIBER: 30-06

CUSTOMER'S ATTITUDE:

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

CUSTOMER CONCERN: called to advise Mr. Schennewerk of examination
finding on returned rifle - trigger assembly completely
gummed up and contaminated with some sticky substance.
As assessed, firing pin would not work, simply followed down
on felt cocking cam.

RESOLUTION: Offered to either clean existing T.A. or replace
with new assembly at N/C - Mr. Schennewerk elected to
new assembly & requested non-felt lock style safety.

COMMENTS: _____

