

Note - I left message  
for Mr. Carthen to call on  
6/3/93 at 3:00 p.m.  
LTH

DATE: 6/14/93TIME: 3:13

FILE #: \_\_\_\_\_

CALL IS TO / FROM CUSTOMER

## RECORD OF TELEPHONE CALL

CUSTOMER NAME: Rick Carthen DEALER: \_\_\_\_\_

ADDRESS: \_\_\_\_\_ ADDRESS: \_\_\_\_\_

PHONE: \_\_\_\_\_ PHONE: \_\_\_\_\_

PRODUCT: Mohawk 600 CODE/S/N: A 6223022CALIBER: 222 Rem.CUSTOMER'S ATTITUDE: PD XBEGINNING: \_\_\_\_\_ IRATE \_\_\_\_\_ ANGRY X CALM \_\_\_\_\_ PLEASEDAT END: \_\_\_\_\_ IRATE \_\_\_\_\_ ANGRY X CALM \_\_\_\_\_ PLEASEDCUSTOMER CONCERN: Status of findings.

Told him R+D Engineering group in middle of investigation. However, thus far, there is evidence that the trigger assembly has been altered since the rifle was manufactured & shipped even

RESOLUTION: though overall appearance of rifle is clean. Told him that Rem. sets & seals the three adjustment screws upon manufacture (front trig. pull screw & rear over travel and rear

COMMENTS: engagement screws) I said, per J. Hutton & R+D group, that sealant goes on head of weight of pull screw. Also told customer that gun could be made to malfunction. I understood. Told him I'd get back to him w/ more info as I got it. Mr. Carthen said he bought gun as new

as he ~~threw~~ saw it on shelf with other  
new rifles. Also said he had an engine-  
er look at gun who claims gun not  
modified since factory.

Told him I'd get back to him  
as soon as I had more findings.