

DATE : 5/20/71
TIME : 1130
FILE #: 91-08047
CALL IS TO FROM CUSTOMER
them

RECORD OF TELEPHONE CALL

CUSTOMER NAME: John L. Goiser DEALER: _____
ADDRESS: 511 E. Hamilton Ave ADDRESS: _____
State College, PA 16801
PHONE: 814 234-6000 PHONE: _____

PRODUCT: M/700 BOL CODE/S/N: A6828535
CALIBER: .270 Win

CUSTOMER'S ATTITUDE:

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

TP - 5 lbs
SL - "008"

→ Alleged 3x fire on safety release (bolt lock)
CUSTOMER CONCERN: Told him expert examined trig Assy
and found it perfect in every respect (gear lift,
clear of oily sludge, trig pull) Therefore, since
only way we could fire gun is safety off & pull
trig. our policy would be to return rifle as rec'd.
RESOLUTION: However, if it would make him more confident
in rifle, we'd change trig Assy (bolt lock or no
bolt lock) w/ new oil service price of 15.00
plus handling & tax. Cust replied he can't under-
COMMENTS: stand & thinks he may not want gun
even w/ new trig Assy. I stated we'd have
other experts both sides examine & that I'd
try w/ dummy rounds & get back to him. He
stated that last time ~~the~~ gun fired when in a
60° upward attitude I stated we'd try in all attitudes →

to get back to him

ENFT

11-23-18