

DATE: 1/13/93
TIME: 3:02
FILE #: 92-25198
CALL IS ☒ TO ☐ FROM CUSTOMER

RECORD OF TELEPHONE CALL

CUSTOMER NAME: Patrick McInnis DEALER: Midwest Spt. Gds
ADDRESS: _____ ADDRESS: _____
PHONE: (312) 735-6526 IL PHONE: Lyons IL
PRODUCT: M/78 - '84 gun CODE/S/N: B6605112
CALIBER: 30-06

CUSTOMER'S ATTITUDE:

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

CUSTOMER CONCERN: Bum in Rem for 3rd time
for same ^{alleged} problem. Told him R+E shows
1/2 time, I inserted 3 times, 1 time for
call back - 2 here I inserted 3 times
malfunctions periodically. Says it, ~~allegedly~~

RESOLUTION: allegedly fires upon safety release
& some, allegedly, delayed fire. ~~3 seconds~~
~~on~~ seconds after push safety allegedly
to fire. it fired. Never adjusted firing.

COMMENTS: Midwest once said they oiled trigger
TARD gun - has recall letter. Said even if
this repair perfect, she can't ever feel comfortable after
alleged accidental firing. Goes hunting w/ family &
wouldn't have fun. Requested we replace w/ 200AOL
(over)

as a gesture of goodwill + for his long
wait for serious complaint action. Told
him I'd urge R + D to exam + that even if
nothing wrong w/ M78, did understand his
concern after 2 or 3 times in. Customer to
call me again on 1/20 for exam results
and action.

(Note - will talk to Jim Hutton before)
RHH