

Via Lenna Burritt
 Send Bob - Nadine Benedict
 to do.

DATE: 12/13/91
 TIME: 3:08 - busy line
 FILE #: 3:34 contact
 CALL IS TO / FROM CUSTOMER

RECORD OF TELEPHONE CALL

CUSTOMER NAME: Franklin Morton
 ADDRESS: HC 82 BOX 605
ATAKA, OK 74525
 PHONE: (405) 889-2530

DEALER: _____
 ADDRESS: _____
 PHONE: _____

PRODUCT: 700 Spt 78
 CALIBER: 30-06

CODE/S/N: B 665 2814
Factory Fed on PMC

CUSTOMER'S ATTITUDE:

PI no

BEGINNING: _____ IRATE ☒ ANGRY _____ CALM _____ PLEASED

AT END: _____ IRATE ☒ ANGRY _____ CALM _____ PLEASED

CUSTOMER CONCERN: Hunting deer, pulled trigger, & hammer
didn't fall. Then moved safety back & forth
& the gun allegedly discharged. Says
doesn't want Remington 700 type gun. Wants
us to send catalog in case we offer another model

RESOLUTION: to replace gun. But I said we'd have to
verify concern first thru exam & reply making sure
gun not abused, modified etc. Gun flagged
to att RHP (sending merchant shell too)

COMMENTS: Has seen recall notice & saw TARP
Called TARP & was told not under recall
TARP to send catalog