

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 65018
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 findings on returned rifle - Trigger assembly completely jammed up and contaminated with some sticky substance. As suspected, firing pin would not cock, simply followed down on bolt locking cam.

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

COMMENTS: _____

