

DATE: 12/1/93
 TIME: 4:15 PM
 FILE #: _____

CALL IS TO FROM CUSTOMER

RECORD OF TELEPHONE CALL

CUSTOMER NAME: Gregg Tom
 ADDRESS: Austin Texas
 PHONE: 512-282-8070
 PRODUCT: m/700
 CALIBER: 7mm-08

DEALER: Mc Bride Inc.
 ADDRESS: Conning from Mc Bride
 PHONE: 512-472-3532
 CODE/S/N: C6274178

CUSTOMER'S ATTITUDE:

BEGINNING: _____ IRATE ☒ ANGRY _____ CALM _____ PLEASED

AT END: _____ IRATE ☒ ANGRY _____ CALM _____ PLEASED

CUSTOMER CONCERN:

Purchased new rifle, when moving safety
the rifle fired cutting her thumb. Stated that safety arm works
very hard.

RESOLUTION:

Will not return until independent gunsmith examines.
12/1/93 4:40 PM - called for name at Mc Bride, made
arrangement for them, after returning to Remington. Reported it he
needed to us second day on. Also made arrangement for loaner

COMMENTS:

with from Mc Bride.
12/1/93 Mc Bride's reply - upon receipt send new rifle
to customer
of Mc Bride m/700 55 in 270 in 25/06 per agreement with
Mc Bride