DATE OPENED P/S: 11/8/95

LAST NAME: TONEY

FIRST NAME: LARRY

STREET: 444 FOREST Hill Dr. CITY: Augusta STATE: GA ZIP: 30909

HOME PHONE: ________ WORK PHONE: ________ A.S. REPAIR: 95 22864

DATE OPENED REM: 9-18-95 DATE OF INCIDENT: ________ DATE CLOSED: 11-9-95

MFD. BY: Rem CALIBER: 30/06 MODEL: 700

SERIAL B6227204 RAMAC: ____ DATE CODE: KA DATE MFD: 5 80

______OBSOLETE? X BULLET WEIGHT: ________

PRODUCT TYPE: (F) A T O (Circle one) TYPE CONCERN: PI PD P(S)C P/S

CONCERN CODE: 1020 CUSTOMER'S CONCERN: it fires without touching trigger

PROBLEM CODE: 1020 PROBLEM: ________

CAUSE CODE: 4015 CAUSE: poor maintenance parts working sluggish

DATE TO ANALYSIS: ________ CUSTODY: ______ DATE FROM ANALYSIS ________

ASSIGNED TO: ________ CLASSIFICATION: (UNJ) UNC UND J

PRELITIGATION: X (If yes, circle the x) LITIGATION: X (If yes, circle the X)

SETTLEMENT AMOUNT: discount special price as gesture of good will

CUSTOMER CONCERN: $28.00

COMMENTS: ________

ATTITUDE: IRATE----- ANGRY---- CALM---- PLEASED----

PS06217