

DATE: 4-18-85TIME: 9:00 AM

COMPLAINT NO.: _____

RECORD OF TELEPHONE CALL

CUSTOMER NAME: Geo. Ahearn DEALER: Delmar Arms
 ADDRESS: 50 Cherry St. ADDRESS: _____
Spencer, MA 01562 Spencer MA
 PHONE: (617) 885-5280 -H. PHONE: _____
(617) 853-2121 -W X296

PRODUCT: M/700 BDL - Bought CODE/SN: 425179 425# A6350163
30-06 shoots factory loads

X ^{Potential} PERSONAL INJURY _____ PRODUCT DAMAGE _____ PRESIDENTIAL _____ OTHER _____

CUSTOMER'S ATTITUDE:

BEGINNING: _____ IRATE X ANGRY ~~IRATE~~ CALM _____ PLEASED

AT END: _____ IRATE _____ ANGRY X CALM _____ PLEASED

COMPLAINT: Bought gun new in 1979. Arms Service sent letter
Max header, replace bolt + trig. assemblies ^{Total repair:} \$69.09
Also gun went off upon safety release 6 times

RESOLUTION:

R-07864 -
Complaint - why the \$69.09 charge?

COMMENTS: Spoke w/ C. DeKamick, Arms Service who
checked head space + said close but no
problem. Gun in new condition. Therefore
Arms Service to kill charge. Informed customer
to this effect at 9:30 AM + he is very pleased.