

BARBER - Kinzer PPS GAL RE0000421
From: Pam

DATE : 12/05/89
TIME : 9:15
FILE # :
CALL IS TO/FROM CUSTOMER

Setup file

RECORD OF TELEPHONE CALL

10:05 AM no answer.

let message on recorder to
return my call

CUSTOMER NAME: Ronald Benko DEALER: _____
ADDRESS: _____ ADDRESS: _____
New Orleans, LA
PHONE: 504-837-3826 PHONE: _____

PRODUCT: m/700 ADL CODE/S/N: 6662747
CALIBER: _____

12 yr 15 yr old

CUSTOMER'S ATTITUDE:

BEGINNING: _____ IRATE _____ ANGRY ☒ CALM _____ PLEASED
AT END: _____ IRATE _____ ANGRY ☒ CALM _____ PLEASED

CUSTOMER CONCERN: This gun fired twice when he pushed safety forward.
Once on the range and once in the house when his 9 yr old did it.
It shot threw the sofa, kitchen cabinet and floor. No personal
injuries. Customer said a man in the Service Dept told him that
700's are hazardous and on recall.

RESOLUTION: Requested rifle be returned for ammunition, customer agreed
being returned to my attention.

COMMENTS: Please call customer back.