

RD-6932

DATE : 1/23/90
 TIME : 11:20
 FILE # : _____
 CALL IS TO FROM CUSTOMER

RECORD OF TELEPHONE CALL

CUSTOMER NAME: DAVID D'ISIDORO DEALER: _____
 ADDRESS: R.D. #1, Box 201 ADDRESS: _____
SMOCK, PA 15480
 PHONE: (412) 677-2813 PHONE: _____
 PRODUCT: m/700 BDL CODE/S/N: A6449916
 CALIBER: 7mm Rem Mag.

CUSTOMER'S ATTITUDE:

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

CUSTOMER CONCERN: Returned above m/700 because, "It has a
delayed action when fired and it discharges when the bolt is
closed".

RESOLUTION: Call Mr D'Isidoro and explained our findings. Offered to
clean present assembly or install new assembly at N/C as good-will
gesture — he chose to have us install new assembly.

COMMENTS: Examination of rifle, as received duplicated customer's complaint.
Subsequent disassembly of rifle revealed that gummy substance was
sticking rear-rod to trigger housing side plate, resulting in
extremely slow firing pin fall.