

DATE : 11/15/88
 TIME : 11:55
 FILE # : _____
 CALL IS TO/FROM CUSTOMER

RECORD OF TELEPHONE CALL

JOHN FUSSELMAN

CUSTOMER NAME: _____ DEALER: ARNDT GUN SHOP
 ADDRESS: _____ ADDRESS: 607 McHENRY AVE.
MADEIRA, CA. 95350
 PHONE: _____ PHONE: (209) 532-5876
 PRODUCT: M/700 BDL CODE/S/N: 339756
 CALIBER: 7mm Rem. MAG.

CUSTOMER'S ATTITUDE:

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

CUSTOMER CONCERN: Gun was returned to us because of several
firing malfunctions

RESOLUTION: Explained problem found in trigger assembly - gave
Mr. Fusselman option of us cleaning trigger assembly or replacing
it with new one at R/C as gesture of good will - he elected to
have new assembly installed (JLB)

COMMENTS: Trigger assembly was found to be full of dried & wet
lubricant that was impeding trigger parts from moving freely.
Could possibly malfunction in colder temperatures

Trigger pull was $4\frac{1}{2}$ #, rear lift (full back on) was .009"