

DATE: 5/16/78
 TIME: 2:40
 FILE #: 93-11654
 CALL IS TO FROM CUSTOMER

RECORD OF TELEPHONE CALL

CUSTOMER NAME: _____

ADDRESS: _____

PHONE: _____

PRODUCT: M/788CALIBER: 243 Win.

CUSTOMER'S ATTITUDE: _____

BEGINNING: _____

____ IRATE

____ ANGRY

☒ CALM

____ PLEASD

AT END: _____

____ IRATE

____ ANGRY

☒ CALM☒ PLEASDCUSTOMER CONCERN: See below, gun being sent toRHP + flagged to RHP From gallery 5/18

Called 5/18/91 status - screen says - Request - safety
moves when pulling trigger M Fault - Trig assy housing loose,
Trig assy has been removed outside factory. Screws not tightened

RESOLUTION: Heavy amt sticky substance found on trigger assy. Trig
sprg not reinstalled correctly / Parts Trig H Assy - 0; Clean;
Test; service chg - 20.00; polish chamber; repl. T. & complete
Allegedly - & clean action - 1/2 normal cost.

COMMENTS: Can see safety move when you

dry fire the gun & you hear a click
& then a second click as the gun fires.
However if you do this but only before
dry firing, you push safety further forward
it won't do this.