

DATE : 1/10/90
 TIME : 12:45
 FILE # : _____
 CALL IS TO FROM CUSTOMER

RECORD OF TELEPHONE CALL

CUSTOMER NAME: MARIANNE KINARD DEALER: _____
 ADDRESS: P.O. Box 641 ADDRESS: _____
CORDEVA, TN 38018
 PHONE: (901) 682-3029 PHONE: _____
 PRODUCT: M/700 BPL CODE/S/N: A6697552
 CALIBER: 270win

CUSTOMER'S ATTITUDE:

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

CUSTOMER CONCERN: Rifle was sent for examination because husband was using rifle and when he "co. raised gun to his shoulder, released the safety, and the gun fired".

RESOLUTION: Called Mrs. Kinard to apprise her of our findings — offered to either clean present assembly or replace at M/C as goodwill gesture — she appreciated offer and elected new trigger assembly.

COMMENTS: Examination of rifle revealed heavy accumulation of oil on bottom of receiver and on/in trigger assembly. As received, trigger parts ~~was~~ and felt clean were inoperative; as rifle ~~was~~ cleaned ~~up~~ it began working.
Trigger pull 4 1/2 pounds; sea-lift .012".