

DATE : 4-17-00  
 TIME : 11:22  
 FILE # : \_\_\_\_\_  
 CALL IS (TO)/FROM CUSTOMER

## - RECORD OF TELEPHONE CALL -

CUSTOMER NAME: Brenda McKenzie DEALER: \_\_\_\_\_  
 ADDRESS: file ADDRESS: \_\_\_\_\_  
Madison MS  
 PHONE: (601) 856-6290 PHONE: \_\_\_\_\_

PRODUCT: M1200 MT rifle CODE(S/N): B6880822 (T42P)  
 CALIBER: .270

## CUSTOMER'S ATTITUDE:

BEGINNING: \_\_\_\_\_ IRATE \_\_\_\_\_ ANGRY X CALM \_\_\_\_\_ PLEASED  
 AT END: \_\_\_\_\_ IRATE \_\_\_\_\_ ANGRY X CALM \_\_\_\_\_ PLEASED

PD X (truck door)

CUSTOMER CONCERN: Called to give EFS/THS/T Hutton's  
findings which say no truck door payment  
because we found nothing wrong w/ trigger as rec'd.  
Connector examined & perfect. All other trig parts  
perfect. Big point acc to EFS is that the gun  
 RESOLUTION: allegedly discharged when safety moved from  
FIRE TO SAFE. However, this <sup>mechanically</sup> impossible since that type  
of reverse movement forces the sear safety cam up  
which blocks firing pin absolutely. & Customer insists  
 COMMENTS: that there was something wrong w/ safety (hard to  
move) after incident & that a gunsmith fixed the  
problem. I stated unfortunate that Rem won't notice  
immed after incident. Cmts requested w/ pay ship fee  
as promised (this is done) MR. McK may call EFS to further  
discuss the matter. For EFS, gun being returned as is since trigger has  
been found to be perfect.