

DATE : 1/10/90
TIME : 3:50
FILE # : _____
CALL IS TO FROM CUSTOMER

RECORD OF TELEPHONE CALL

CUSTOMER NAME: BEN H. PARSON, JR. DEALER: _____
ADDRESS: 7209 E. 112th ADDRESS: _____
KANSAS CITY, MO 64134
PHONE: (816) 761-6140 PHONE: _____
PRODUCT: M/700 BDL CODE/S/N: 6747655
CALIBER: 30-06

CUSTOMER'S ATTITUDE:

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

CUSTOMER CONCERN: Mr. Parson returned above rifle for examination because,
"ec. in unbolting, it will fire".

RESOLUTION: After explaining our findings to Mr. Parson, I offered to either
try to clean up his present assembly or to replace it with a new one -
Mr. Parson elected the new assembly.

COMMENTS: Examination of rifle and trigger assembly revealed, as received
the rifle would not fire when trigger was pulled. Disassembly revealed
that the trigger assembly was contaminated with gun oil (?) to
the point that the trigger assembly was inoperative. The bolt stop
was also frozen in place with the same material.