

DATE : 8/25/86
 TIME : 9:43
 FILE # : _____
 CALL IS TO FROM CUSTOMER

RECORD OF TELEPHONE CALL

REF 86-15945

CUSTOMER NAME: JAN ROCKWELL DEALER: Rockwell's ALE How. #269-N
 ADDRESS: _____ ADDRESS: 11815 N. Saginaw St.
Mount Morris, MI 48458
 PHONE: _____ PHONE: (313) 686-4110
 PRODUCT: m/700 APL CODE/S/N: 6788021
 CALIBER: 30-06

CUSTOMER'S ATTITUDE:

BEGINNING: _____ IRATE _____ ANGRY _____ CALM ✓ PLEASD
 AT END: _____ IRATE _____ ANGRY _____ CALM ✓ PLEASD

CUSTOMER CONCERN: Had received our letter of 8/19/86 - customer
was very pleased at the extent of our examination

RESOLUTION: Customer accepted our offer to replace trigger assembly
with one with no ball-lock at 200-chance.

Also wants stock re-finished while rifle is still here

COMMENTS:

Rockwell stated that customer told him "I may have
had my finger on the trigger" a few days incident
reported.