

DATE : 3/6/90
 TIME : 2:35
 FILE # : _____
 CALL IS () TO/FROM CUSTOMER

RECORD OF TELEPHONE CALL

CUSTOMER NAME: LARRY SCHNEIDER DEALER: _____
 ADDRESS: 615 TERRACE DR. ADDRESS: _____
CALIFORNIA ; MO 65018
 PHONE: (314) 796-2147 PHONE: _____
 PRODUCT: M/700 BDL CODE/S/N: 6486174
 CALIBER: 30-06

CUSTOMER'S ATTITUDE:

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

CUSTOMER CONCERN: called to advise Mr. Schneider of examination
findings on returned rifle - trigger assembly completely
gummed up and contaminated with some sticky substance.
As accused, firing pin would not work, simply followed down
on bolt locking cam.

RESOLUTION: Offered to either clean existing T.A. or replace
with new assembly at N/C - Mr. Schneider elected the
new assembly & requested non-bolt lock style safety.

COMMENTS: _____

