

Pls set up file - Copy Hubert Ericson

DATE : 11/13/89
 TIME : 1:50
 FILE # : _____
 CALL IS TO FROM CUSTOMER

RECORD OF TELEPHONE CALL

CUSTOMER NAME: EARL STUBBS DEALER: _____
 ADDRESS: _____ ADDRESS: _____
 PHONE: (214) 669-8909 PHONE: _____
 PRODUCT: M/700 CLASSIC CODE/S/N: A6780418
 CALIBER: 270 WIN

CUSTOMER'S ATTITUDE:

P.I.

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

CUSTOMER CONCERN: unloading rifle after hunt - extracted 2 shells from mag. floor plate - pushed safety to off to take shell out of chamber and rifle fired. Thumb was injured.

Purchased 2/80 new. Has never been worked on. Does not lubricate mechanism
 RESOLUTION: _____

COMMENTS: Will not return rifle for examination - He demanded we buy rifle from him so he can purchase some "non-Remington" products. I told him I would refund his purchase price if we found a defect in the rifle, but would not make any commitment prior to examination. At this point he stated "then I guess we have nothing more to talk about".