

DATE: 3/11/91  
 TIME: approx 4:20  
 FILE #:  
 CALL IS TO FROM CUSTOMER  
then

## RECORD OF TELEPHONE CALL

CUSTOMER NAME: Attny John Geiser DEALER: \_\_\_\_\_  
 ADDRESS: 511 E. Hamilton Ave. ADDRESS: \_\_\_\_\_  
State College, PA 16801  
 PHONE: (814) 234-6000 PHONE: \_\_\_\_\_  
 PRODUCT: 141700 LH CODE (S/N): 146828535  
 CALIBER: \_\_\_\_\_

## CUSTOMER'S ATTITUDE:

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

CUSTOMER CONCERN: Mailed alleged accidental firing letter (fire on safety release) to Dion on 1/3/91. Got an arms service forms letter (FDC) dated 2/6/91 + postmarked 2/19/91 saying to return gun to A.S. He was mad about that.

RESOLUTION: Gun and all letter copies coming to RHP (sent box + flagged) for exam + reply. Attny Geiser adamant he doesn't want rifle anymore. 1st incident he thought was his fault. 2nd time on deer hunt he was, allegedly, careful to keep fingers away from trigger. Then, he took gun to a gun shop for repair. 3rd time, allegedly, happened in deer camp.

COMMENTS: Told customer we'd examine rifle & report findings to him.