

Jay Bunting

From: Nagle, Thomas J.
Sent: 12/16/1998 01:38:47 PM
To: Bunting, Jay M.
CC: Longo, Robert W.; Bristol, Il Ronald H.
BCC:
Subject: FW: "Board of Directors" Letter

Jay,
Below is a my follow-up to the QAR regarding Dale Whitner. To date, Mr. Whitner has not contacted me, nor has the firearm been returned for repair. I will contact him again.
Also, the other QAR regarding 2 Super-Mag's and 1 M/1100 .410 from Sports South. All 3 were received by, and repaired by Shahoud's.
Tom

From: Nagle, Thomas J.
Sent: Friday, October 30, 1998 12:49 PM
To: Longo, Robert W.
Cc: Bunting, Jay M.
Subject: "Board of Directors" Letter

This is a follow-up to the complaint letter that I received yesterday. The customers name is Mr. Dale Whitner, and the letter was addressed to the Board of Directors. I contacted him yesterday and he is now pleased with the way that we will resolve this situation. Following is a description of the resolution. Mr. Whitner is still unhappy that his other two letters were ignored. I have been unable to locate any type of complaint file in Bob Lyman's office. I don't know if the letters were forwarded to Madison for reply. Mr Whitner is traveling for the next two weeks, however when he returns he will contact me and I will have the firearm picked-up at his home. Once we receive it we will perform the following work.

- * Install the older style bolt lock safety. His original was scrapped and couldn't be "re-worked". Due to the nature of his complaint, we would replace rather than repair.
- * Trigger pull to be adjusted to 3.5 - 4 lbs
- * Also, he stated that his bolt release sticks. This is an easy repair that will be addressed.
- * Reimburse him \$53.00 for this repair. This firearm was received on 6/10/98 and shipped on 6/24/98. Our current policy is to proceed with any charge repair that is less than \$75.00. This is stated in the acknowledgement that is generated with each repair, but turnaround on this repair was so fast that customer didn't have time to react.