

## Jay Bunting

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**From:** Nagle, Thomas J.  
**Sent:** 10/30/1998 12:46:42 PM  
**To:** Longo, Robert W.  
**CC:** Bunting, Jay M.  
**BCC:**  
**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.