

DATE: 6-2-86

TIME: 3:55

COMPLAINT NO.: _____

RECORD OF TELEPHONE CALL

CUSTOMER NAME: Bill Buchwitz

DEALER: _____

ADDRESS: (talked to Mr. B.)

ADDRESS: _____

2519 E. 18th Ave

PHONE: Hibbing, MN 55746

PHONE: _____

(218) 263-4966

PRODUCT: _____

CODE/SN: _____

NO PERSONAL INJURY

X hole in floor of car
PRODUCT DAMAGE

____ PRESIDENTIAL

____ OTHER

CUSTOMER'S ATTITUDE:

BEGINNING: _____ IRATE _____ ANGRY X CALM _____ PLEASED

AT END: _____ IRATE _____ ANGRY _____ CALM X PLEASED

COMPLAINT:

When safety is ^{OFF} ~~on~~, gun fires without touching trigger.

RESOLUTION:

Told Mrs B. JAS + RHP to examine + call her tomorrow + even if we can't find defect, we'll w/c put in new trig. assemb. so Mr. B will have full confidence

COMMENTS:

in gun.

11:48 6-3-86 - JAS/RHP gun exam - couldn't duplicate incident + trigger over lubricated. Told cust. this + will update w/c + return prepaid. cust pleased. Told will try to ship today or tomorrow.