

**INCOMING
BLAZE ORANGE**

DATE: 11-19-85

TIME: 9:30 busy

COMPLAINT NO.: 10:10

RECORD OF TELEPHONE CALL

CUSTOMER NAME: Mr. Robt. Cook - called Austin Bell 11-18-85 DEALER: Peter Sport Shop
 ADDRESS: 206 Hattie St. Marinette WI 54143 ADDRESS: AIT Dan 330 French St. Peshtigo WI 54151
 PHONE: (715) 735-3201 PHONE: (715) 582-3681

PRODUCT: M/SEVEN 308 (new) FSR CODE (SN): 7640847

PERSONAL INJURY PRODUCT DAMAGE PRESIDENTIAL OTHER
thumb - 3 stitches

CUSTOMER'S ATTITUDE:

BEGINNING: IRATE ANGRY CALM PLEASED
AT END: IRATE ANGRY CALM PLEASED

COMPLAINT: FSR - pushed safety to fire position & gun fired - recoil cut his thumb (2 wks ago)
Did he disassemble gun? No. But fired it abt 6 times 1st time. 2nd time he fired &

RESOLUTION: gun wouldn't come off safety - had to
reset safety switch sometimes gun wouldn't
come off safety to fire

COMMENTS: Dealer gave him new gun & how old was
Dealer sending me defective rifle
for replacement.