

*Call Don Darnell when FDE returns on 10/13/87.*

DATE : 10-2-87  
TIME : 2:11 - call 6h  
FILE # : in 162  
CALL IS  TO  FROM CUSTOMER

RECORD OF TELEPHONE CALL

CUSTOMER NAME: Dan Cox DEALER: Darnells NGR  
ADDRESS: \_\_\_\_\_ ADDRESS: \_\_\_\_\_

PHONE: \_\_\_\_\_ PHONE: \_\_\_\_\_

PRODUCT: Customized XP CODE/S/N: \_\_\_\_\_  
CALIBER: \_\_\_\_\_

*10/13/87 to send bolt handle.*

CUSTOMER'S ATTITUDE:

BEGINNING: \_\_\_\_\_ IRATE  ANGRY \_\_\_\_\_ CALM \_\_\_\_\_ PLEASD  
AT END: \_\_\_\_\_ IRATE \_\_\_\_\_ ANGRY \_\_\_\_\_ CALM  Very PLEASD

CUSTOMER CONCERN: Disposition? Said Per JAS/MDP that bolt & whole gun has been modified & is out of warranty. (which it is) & even bolt plug has been ground down. ~~Some~~ holes drilled in action. Gun policy is that

RESOLUTION: we don't repair modified guns unless our complete fault. NGR stations are independent businessmen & responsible for our own actions need to be test fired w/ inertia weight

COMMENTS: (part of stock) & ship out w/ stock inertia weight [Disposition - Return gun as rec'd.

+ we're sending a n/c bolt handle to him. also will call Darnell  
\* - liability & treatment by Don Darnell (sanction by ATA & INHMSA for lying & cheating - liability & treatment was a give a shit attitude - acted as if he didn't care.