

DATE: 10/16/97
TIME: 3:35
FILE #:
CALL IS TOO FROM CUSTOMER

RECORD OF TELEPHONE CALL

HOOKEY WISZ

CUSTOMER NAME: Dennis DEALER: Has a Gun
ADDRESS: 158 E 1st St. ADDRESS: Older - her
For Dulac, WI 54935 personal
PHONE: 414 354-0400 PHONE: gun
PRODUCT: M1700 BDL New CODE/S/N:
CALIBER: 270

CUSTOMER'S ATTITUDE:

BEGINNING: IRATE ANGRY X CALM PLEASD
AT END: IRATE ANGRY X CALM PLEASD

CUSTOMER CONCERN: Tgt. pr. Team, squeezed trigger
+ nothing happened. Tried to move safety
to safe position + it would not fully move.
Laid gun down +, allegedly, gun fired just
missing brother. Tried shooting it again.

RESOLUTION: + trigger piece broke. Then went
to bought a Timney trip day + sent the
Rem over back to F.S. Dept. Then
received Rem trip day back to F.S.

COMMENTS: from F.S. saying void warranty
due to modification. Stated trip day was
full of corrosion + that, allegedly, made
it malfunction. Was also in agreement
to return + for the same experience. 10/25 Dennis
travelling + will return for timing trigger
customer pleased