

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

RECORD OF TELEPHONE CALL

HOOKIE W192

CUSTOMER NAME: Dennis H. DEALER: H&A Gun
ADDRESS: ADDRESS: Pls. - for
PHONE: 414 354-0400 PHONE: Gun
PRODUCT: M1700 BDL New CODE/S/N:
CALIBER: 270

CUSTOMER'S ATTITUDE:

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

CUSTOMER CONCERN: Tgt. practice, 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 temporary trigger spring & sent the
gun back to H&A Dept. Then
received gun trigger spring back in the

COMMENTS: from AG saying void warranty
due to modification. Stated trigger spring was
full of compromise & that, allegedly made
it malfunction. Was a 6.00 for the
spring & for the gun experience.