

DATE: 10/16/57
TIME: 3:35
FILE #: _____
CALL IS TOO FROM CUSTOMER

RECORD OF TELEPHONE CALL

HOOKIE WICZ

CUSTOMER NAME: Dennis DEALER: He's a Gun
ADDRESS: 158 E 1st St. ADDRESS: Obs. his
For Dulac, WI 54935 personal
PHONE: 414 351-0400 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 shutting it again

RESOLUTION: & trigger piece broke. Then went
& bought a Taurus trigger & sent the
gun over back to the Dept. Then
received back trigger back to the

COMMENTS: from a saying void warranty
due to modification. Stated trigger was
full of corrosion & that, allegedly, made
it malfunction. Was a close call
& reason for dangerous experience. 10/15 Dan's
handling of the situation, well handled. for safety trigger
Customer pleased