

*Jim
Pls set up
file. Gun coming
to your attention
Roger*

DATE : 12/11/89
TIME : 11:45
FILE # : _____
CALL IS TO FROM CUSTOMER

RECORD OF TELEPHONE CALL

CUSTOMER NAME: Tommy Kinard DEALER: _____
ADDRESS: 327 Grove Park Rd ADDRESS: _____
Murphy TN 38117
PHONE: (901) 682-3029 PHONE: _____
PRODUCT: M1700 CODE/S/N: A 6697552
CALIBER: .270

CUSTOMER'S ATTITUDE:

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

CUSTOMER CONCERN: Mrs K. called for husband
and alleged that rifle fires upon
safety release.

RESOLUTION: Sending gun to JGS for exam +
repl. Customer concerned w/ repair charge.
I indicated that if we cannot duplicate,
we'll ascert. of goodwill, install new arm.
COMMENTS: Gun bought in 1982-83
Husband owns rifle.
Mrs. K very friendly

* provided gun not abused, modified or mistreated.