

DATE : 8/29/88
TIME : 10:47
FILE # : _____
CALL IS TO FROM CUSTOMER
Then

RECORD OF TELEPHONE CALL

CUSTOMER NAME: Obie Jr. Harrison DEALER: K-Mart - Jack Williams
ADDRESS: _____ ADDRESS: At 220 South
_____ Martinsville VA 24115
PHONE: _____ PHONE: (703) 638-8726
PRODUCT: M/700 ADL CODE (S/N) B6813018
CALIBER: 30-06.

CUSTOMER'S ATTITUDE:

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

CUSTOMER CONCERN: Customer in tree stand + ^{rifle} ~~gun~~ went
off when he was changing positions in tree
stand while holding it by the bbl. only.

RESOLUTION: K-Mart to rush gun to RHP for
exam + reply. A.S. to flag.

COMMENTS: Williams (K Mart) called 10/3/88 to notify us that
customer accepted our offer to replace trigger assembly
at n/c — I called T. Caspiano this date to have
her arrange for replacement ASAP jss.