

DATE: 2-27-92  
TIME: 2:34  
FILE #: 92-01338  
CALL IS TO FROM CUSTOMER

### RECORD OF TELEPHONE CALL

CUSTOMER NAME: Mike Payne DEALER: \_\_\_\_\_  
ADDRESS: \_\_\_\_\_ ADDRESS: \_\_\_\_\_  
PHONE: \_\_\_\_\_ PHONE: \_\_\_\_\_  
PRODUCT: \_\_\_\_\_ CODE/S/N: \_\_\_\_\_  
CALIBER: \_\_\_\_\_

#### CUSTOMER'S ATTITUDE:

BEGINNING: \_\_\_\_\_ IRATE \_\_\_\_\_ ANGRY X CALM \_\_\_\_\_ PLEASED  
AT END: \_\_\_\_\_ IRATE \_\_\_\_\_ ANGRY X CALM \_\_\_\_\_ PLEASED

CUSTOMER CONCERN: Status. Explained I'd been away  
but did examine today & couldn't duplicate  
incident by working bolt + bolt & safety 50-  
70 times. I also said incident shell locked normal  
& EP arm seemed in order. Told him E & E + J H

RESOLUTION: would examine 2/28 & I'd get back to  
him. He adamantly restated didn't pull trigger  
& was concerned w/ future safety of gun &  
also with repair charges for vehicle.

COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_