

working with waile over recommended

RD-6932 GS Texas Gun Shop, Inc  
ATT. Bob Mottner on Tony  
4518 S. Padre Isl. Dr.  
Corpus Christi TX 78411

DATE : 11/12/90  
TIME : 2:45 pm.  
FILE # :  
CALL IS TO (FROM) CUSTOMER

(512) 854-4424

RECORD OF TELEPHONE CALL

CUSTOMER NAME: TONY HAUGLUM DEALER:

ADDRESS: ~~926 American Bank Plaza~~ ADDRESS: BANK PLAZA  
Corpus Christi TX 78475

PHONE: (512) 882-3616-W PHONE:

→ bought second hand

PRODUCT: M/700 BDL CODE(S/N): A6832011

CALIBER: , 243 WIN.

CUSTOMER'S ATTITUDE:

His lawyer is → Tom Nye

BEGINNING: IRATE ANGRY X CALM PLEASED

AT END: IRATE ANGRY X CALM PLEASED

CUSTOMER CONCERN: Deer hunting, sighting in. Shot 4 rds. ok.

Just before he pulled & pushed the safety from  
safe to fire <sup>WHILE</sup> squeezing trigger, the  
gun allegedly fired w/ the safety switch in the  
SAFE position. Simultaneously, again allegedly,

RESOLUTION: the safety arm broke in half. Mr. H., who  
is a geophysist, said that the fractured surfaces  
of the safety arm looks crystalized and not smooth.  
(cust said doesn't trust gun now but wants to hunt (no

COMMENTS: back up gun)) I told him we'd like to see gun in  
present condition but in order to get him hunting, would  
call Texas Gun Shop to see if they'd install trig. Assy &  
send subject 1 for our exam. Mr. H. said to call GS & get  
back to him. Texas gun shop said ok but may not  
have trig Assy. I said we'd overnite or 2 day if cust. wanted. →

11/12/90 4:00 p.m. - Called Mr. H. & left message on his answering machine to call me 11/13 - Mr. H. called back & I returned call to his ans. machine @ 1:53.

2:30 - said talked w/ atty. He has a wife & a son who would use the gun. I don't trust gun & wants rifle replaced per atty.

3:00 11/13 → ~~Mr. H.~~ Told Mr. H. (per DTS) that we reserve right to examine gun prior to any resolution. He stated that he must follow his atty's recommendation that ~~we~~ either we send a Rem rep to Corpus Christi to examine gun or let our Rec. gunsmith in Corpus look at it & advise him & Rem. (Thinks gun may get lost in transit to Rem.).

11/14/90<sup>3:10 P.M.</sup> I called Mr. H. and stated that it so happens that a Sr. Rem. Research engineer ~~is~~ may be in the Texas area w/in 1 or two weeks ~~and would be~~ on other business & would try to dovetail to Corpus to oblige his request that the gun be examined there. Mr. H. thanked me and said the sooner the better as hunting season opened.

NOTE - on 11/14/90 - gave original file (records of conversations all on 1 record) to Jim Hutton for his info.

RHP