

* (has. = will be gone 2nd & 3rd
wk of nov so Don't Deliver
then.

DATE: 10/1/93
TIME: 3:12
FILE #: _____
CALL IS TO/ FROM CUSTOMER TO

5 plst up file - RECORD OF TELEPHONE CALL

CUSTOMER NAME: Charles L. Statts DEALER: _____
ADDRESS: PO Box 491 ADDRESS: _____
Elkview, WVA 25071
PHONE: (304) 965-5348 PHONE: _____
Bought new 5 yrs ago.
PRODUCT: M/SEVEN CODE(S/N): 7631746
CALIBER: 6 mm. Factory Loads

CUSTOMER'S ATTITUDE: cold - 6° F

BEGINNING: _____ IRATE _____ ANGRY X CALM _____ PLEASED

AT END: _____ IRATE _____ ANGRY X CALM X PLEASED

CUSTOMER CONCERN: Claiming accid. firing in safety
release in cold weather only. 1st time gun
wouldn't cock. He removed shell & reworked
& reworked safety & got it to cock. Then
chambered rd. w/ safety on. Then pointed

RESOLUTION: rifle toward woods & pushed safety to
off & gun, allegedly, fired. Claimed will do it
only in cold. Not in hot weather (burst & ground hog)
it happened once in cold weather. Claims has done it 3 times.

COMMENTS: Says nobody has worked on it
flipped. Also 75% of time, gun won't put
2nd shell in chamber. Or

NOTE - Mr. S. said he was frankly surprised at the
polite concern & attention shown as that is most rare these
days.

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TIME: _____

FILE #: _____

CALL IS TO / FROM CUSTOMER

RECORD OF TELEPHONE CALL

CUSTOMER NAME: _____

DEALER: _____

ADDRESS: _____

ADDRESS: _____

PHONE: _____

PHONE: _____

PRODUCT: _____

CODE/S/N: _____

CALIBER: _____

CUSTOMER'S ATTITUDE:

BEGINNING: _____ IRATE _____ ANGRY _____ CALM _____ PLEASED

AT END: _____ IRATE _____ ANGRY _____ CALM _____ PLEASED

CUSTOMER CONCERN: _____

RESOLUTION: _____

COMMENTS: _____