

DATE: Jan 25, 1994

TIME: 3:50 PM

FILE #:

CALL IS (TO) / FROM CUSTOMER

Returned

RECORD OF TELEPHONE CALL

CUSTOMER NAME: John TerryDEALER: Ben's Gun ShopADDRESS: 832 Nasser Trail

ADDRESS: _____

Midtation, Tx 76065PHONE: 214-775-1686PHONE: 214-780-1807work 330-2434PRODUCT: 700 BDLCODE/S/N: QQ A6625891CALIBER: 270 WIN.

CUSTOMER'S ATTITUDE:

Mr. Terry delivered gun to Ben on 1-8-91
Ticket 41787BEGINNING: IRATE ANGRY X CALM PLEASDAT END: IRATE ANGRY X CALM PLEASD

CUSTOMER CONCERN: Ben called me (Fred Enhof) Mr. Terry claimed
Ben had worked on this gun, however after searching his
Ben's files could find no record. Mr. Terry had had
other guns in this shop (1100's) for repairs which
were found to have gummy deposits inside trigger

RESOLUTION: assemblies, this was assumed to be something
like WD-40 type material. Had to clean trigger assembly.
in 3 cases for Mr. Terry. Mr. Terry now claims
he shot a hole in father-in-law's wall. Wanted to

COMMENTS: let us know of this potential problem. Ben
offered to send gun back to Ben. Mr. Terry claimed
he had talked to us already there for Ben suggested
sending gun to us. Told Mr. Terry he did not want
to work on this rifle. Should send it back to Ben.