

Note - I left message
for Mr. Carthen to call on
6/3/93 at 3:00 p.m.
[initials]

DATE: 6/14/93
TIME: 3:13
FILE #: _____
CALL IS TO / (FROM) CUSTOMER

RECORD OF TELEPHONE CALL

CUSTOMER NAME: Rick Carthen DEALER: _____
ADDRESS: _____ ADDRESS: _____
file
PHONE: _____ PHONE: _____
PRODUCT: Mrhawk 600 CODE/S/N: A 6223022
CALIBER: 222 Rem.

CUSTOMER'S ATTITUDE:

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

CUSTOMER CONCERN: Status of findings.
Told him P+D Engineering group is middle of
investigation. However, thus far, there is evidence
that the trigger assembly has been altered since
the rifle was manufactured & shipped even

RESOLUTION: though overall appearance of rifle is
clean. Told him that Rem. sets & seals the
three adjustment screws upon manufacture (front
trig. pull screw & rear over travel and rear

COMMENTS: engagement screws) I said, per J. Hutton
& P+D group, that sealant goes on head of
weight of pull screw. Also told customer that
gun could be made to malfunction. I understood.
Told him I'd get back to him w/ more info as
I got it. Mr. Carthen said he bought gun as new