

DATE : 9/21/89
TIME : 4:05
FILE # :
CALL IS TO/FROM CUSTOMER

RECORD OF TELEPHONE CALL

Rf. by R. POTTER

to be provided by
Larry when rifle sent to us

CUSTOMER NAME: _____ DEALER: CARTER'S COUNTRY
LARRY DOLCH
ADDRESS: _____ ADDRESS: 8925 KATY FREEWAY
HOUSTON, TX 77024
PHONE: _____ PHONE: (713) 461-1844
PRODUCT: M/700 BCL CODE/S/N: A6442418
CALIBER: 370 W&W

CUSTOMER'S ATTITUDE:

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

CUSTOMER CONCERN: 1) Customer brought rifle to store complaining of FSR, wanted
rifle repaired 2) Next day customer called & said not to do anything with
rifle, as a lawyer had contacted him. 3) Customer then wanted rifle sent
to factory.

RESOLUTION: _____

COMMENTS: Larry Dolch had looked at rifle, and trigger assembly was
completely contaminated with what he thought was WD-40, he did
clean assembly with spray cleaner (did not disassemble trigger)
said Trigger works fine now.

Rifle is being sent to my attention for examination