

DATE: 10/16/97TIME: 3:35

FILE #:

CALL IS TO FROM CUSTOMER

RECORD OF TELEPHONE CALL

HOOKIE W192

CUSTOMER NAME: Dennis H. H. H. DEALER: H&S a GunADDRESS: _____ ADDRESS: Pls. forPHONE: 414 3541-0400 PHONE: gunPRODUCT: M1700 BDL New CODE/S/N: _____CALIBER: 270 _____

CUSTOMER'S ATTITUDE:

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

CUSTOMER CONCERN: Tgt. practice, squeezed trigger
+ nothing happened. Tried to move safety
to safe position + it would not fully move.
Laid gun down +, allegedly, gun fired just
missing brother. Tried shooting it again

RESOLUTION: + trigger piece broke. Then went
to bought a temporary trigger spring + sent the
gun away back to H&S Dept. Then
received gun trigger spring back in the

COMMENTS: from AG saying void warranty
due to modification. Stated trigger spring was
full of corrosion + that, allegedly, made
it malfunction. Was a 6.00 for the
spring + for the corrosion experience.