

DATE: 10/16/97
 TIME: 3:35
 FILE #: _____
 CALL IS TOO FROM CUSTOMER

RECORD OF TELEPHONE CALL

HOOKIE WICZ

CUSTOMER NAME: Dennis DEALER: Has a Gun
 ADDRESS: 158 E 1st St. ADDRESS: Dls. - his
For Dulac, WI 54935 personal
 PHONE: 714 351-0400 PHONE: gun.
 PRODUCT: M1700 BDL New CODE/S/N: _____
 CALIBER: 270

CUSTOMER'S ATTITUDE:

BEGINNING: _____ IRATE _____ ANGRY X CALM _____ PLEASED
 AT 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 shutting it again

RESOLUTION: & trigger piece broke. Then went
to bought a Timney trigger & sent the
gun over back to H.E. Dept. Then
received gun & trigger back to H.E.

COMMENTS: from AG saying void warranty
due to modification. Stated trigger was
full of corrosion & that, allegedly, work
of modification was also in question
& required for the previous experience. 10/16/97
10/16/97 10:00 AM. 10/16/97 10:00 AM. 10/16/97 10:00 AM.
Customer released