

DATE : 8/29/88
 TIME : 10:47
 FILE # : _____
 CALL IS TO FROM CUSTOMER
Then

RECORD OF TELEPHONE CALL

CUSTOMER NAME: Obie Jr. Harrison DEALER: K-Mart - Jack Williams
 ADDRESS: _____ ADDRESS: At 220 South
Martinsville VA 24115
 PHONE: _____ PHONE: (703) 638-8726
 PRODUCT: M/700 ADL CODE (S/N) B6813018
 CALIBER: 30-06.

CUSTOMER'S ATTITUDE:

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

CUSTOMER CONCERN: Customer in tree stand + ^{rifle} ~~gun~~ went off when he was changing positions in tree stand while holding it by the bbl. only.

RESOLUTION: K-Mart to rush gun to RHP for exam + reply. A.S. to flag.

COMMENTS: Williams (K Mart) called 10/3/88 to notify us that customer accepted our offer to replace trigger assembly at n/c — I called T. Caspiano this date to have her arrange for replacement ASAP jss.