

DATE : 7/12/88
 TIME : 11:22
 FILE # : _____
 CALL IS TO/FROM CUSTOMER

RECORD OF TELEPHONE CALL

CUSTOMER NAME: Mary Luker DEALER: _____
 ADDRESS: 2827 Quiet Bend ADDRESS: _____
Missouri City, TX 77489
 PHONE: (713) 438-7709 PHONE: _____
 PRODUCT: M1700 DDL CODE (S/N): A6630637
 CALIBER: 25-06

CUSTOMER'S ATTITUDE:

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

CUSTOMER CONCERN: gun followed down twice, ~~once~~ once
w/ loaded round & once on empty chamber

RESOLUTION: Cust. Blage wanting gun to RHP for
exam. Wants, as gest of goodwill, for us to
install new trig assembly whether or not we can
duplicate incident.

COMMENTS: Heard of Tx law suit but doesn't want to sue
Therefore, loves Rem guns - all she & husband
has. Sounds fair & nice
Sending Box to customer