

DATE: 2-27-92
 TIME: 2:34
 FILE #: 92-01338
 CALL IS TO FROM CUSTOMER

RECORD OF TELEPHONE CALL

CUSTOMER NAME: Mike Payne DEALER: _____
 ADDRESS: _____ ADDRESS: _____
 PHONE: _____ PHONE: _____
 PRODUCT: _____ CODE/S/N: _____
 CALIBER: _____

CUSTOMER'S ATTITUDE:

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

CUSTOMER CONCERN: Status. Explained I'd been away
but did examine today & couldn't duplicate
incident by working bolt + bolt & safety 50-
70 times. I also said incident shell locked normal
& FP arm seemed in order. Told him E & E + J H

RESOLUTION: would examine 2/28 & I'd get back to
him. He adamantly restated didn't pull trigger
& was concerned w/ future safety of gun &
also with repair charges for vehicle.

COMMENTS: _____

