

RD-6932

*to be
set up, file
under name
Terry / Ben's Gun Shop*

DATE: Jan 25, 1991TIME: 3:50 PM

FILE #:

CALL IS (TO) / FROM CUSTOMER*Returned*

RECORD OF TELEPHONE CALL

CUSTOMER NAME: John TerryDEALER: Ben's Gun ShopADDRESS: 832 Nuessa Trail

ADDRESS:

Midtlothian, TX 76065PHONE: 214-775-1686PHONE: 214-780-1807work 330-2434PRODUCT: 700 BDLCODE/S/N: QQ A6625891CALIBER: 270 WIN.

CUSTOMER'S ATTITUDE:

*Mr. Terry delivered gun to Ben on 1-8-91
Ticket #1787*

BEGINNING:

IRATEANGRYX CALMPLEASD

AT END:

IRATEANGRYX CALMPLEASD

CUSTOMER CONCERN: *Ben called me (Fred Enhof) Mr. Terry claimed Ben had worked on this gun, however after searching his files could find no record. Mr. Terry had had other guns in this shop (1100's) for repairs which were found to have gummy deposits inside trigger*

RESOLUTION: *assemblies, this was assumed to be something like WD-40 type material. Had to clean trigger asseys.*

in 3 cases for Mr. Terry. Mr. Terry now claims he shot a hole in Father-in-law's wall. Ben wanted to

COMMENTS: *let us know of this potential problem. Ben offered to send gun back to Ben. Mr. Terry claimed he had talked to us already there for Ben suggested sending gun to us. Told Mrs. Terry he did not want to work on this rifle. Should send it back to Ben -*