

DATE : 9-28-87  
 TIME : 10:58  
 FILE # : \_\_\_\_\_

CALL IS TO/FROM CUSTOMER

letter to RBS.

RECORD OF TELEPHONE CALL

CUSTOMER NAME: David Willis DEALER: \_\_\_\_\_  
 ADDRESS: 500 ~~West~~ Two Houston ADDRESS: \_\_\_\_\_  
909 Fannin at McKinney  
 PHONE: Houston, TX 77010 PHONE: \_\_\_\_\_

PRODUCT: 700 BDL CODE (S/N): 6539543  
 CALIBER: 1243

CUSTOMER'S ATTITUDE:

BEGINNING: IRATE ANGRY X CALM PLEASD  
 AT END: IRATE ANGRY CALM X PLEASD

CUSTOMER CONCERN: Hard to duplicate - does not when  
open bolt all way, put shell in, close bolt  
& move safety to fire position.

RESOLUTION: Send to blame crew. o. gun to RBS  
for trig. assemb. replacement.  
R.S. Receiving to flag - fixing.

COMMENTS: \_\_\_\_\_  
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