

TIME: 11:30

COMPLAINT NO.: _____

RECORD OF TELEPHONE CALL

CUSTOMER NAME: Mr. Bill Ashback DEALER: Gen

ADDRESS: 10390 106th Place ADDRESS: Armenia

Marble Lake MN

PHONE: 55369 PHONE: _____

(612) 424-5852

PRODUCT: M16A2, 308 CODE/SN: 84057

PERSONAL INJURY ☒ PRODUCT DAMAGE ☒ PRESIDENTIAL ☐ OTHER ☐

CUSTOMER'S ATTITUDE:

BEGINNING: ☐ IRATE ☐ ANGRY ☒ CALM ☐ PLEASED

AT END: ☐ IRATE ☐ ANGRY ☒ CALM ☐ PLEASED

COMPLAINT: 2 yrs ago - it happened
from trunk - pulled trigger & nothing happened
put gun on & trunk & moved safety to the safe??
position & gun went off

RESOLUTION: blow out rear window & damage right
side door

COMMENTS: sent serial gun to me for exam & reply - also
sending information for car repair