

To: Dennis
From: Sam

Setup file

DATE : 12/05/89

TIME : 9:15

FILE # : _____

CALL IS TO FROM CUSTOMER

RECORD OF TELEPHONE CALL

10:05 AM no answer.

let message on records to
return my call

CUSTOMER NAME: Ronald Benko DEALER: _____

ADDRESS: _____ ADDRESS: _____

New Orleans, LA

PHONE: 504-837-3826 PHONE: _____

PRODUCT: m/700 ADL CODE/S/N: 6662747

CALIBER: _____

12 n/15 yr old

CUSTOMER'S ATTITUDE:

BEGINNING: _____ IRATE _____ ANGRY ☒ CALM _____ PLEASED

AT END: _____ IRATE _____ ANGRY ☒ CALM _____ PLEASED

CUSTOMER CONCERN: This gun fired twice when he pushed safety forward.
Once on the range and once in the house when his 9 yr old did it.
It shot threw the sofa, kitchen cabinet and floor. No personal
injury. Customer said a man in the Service Dept told him that
700's are hazardous and on recall.

RESOLUTION: _____

Request will be returned for information, customer agreed
being returned to my attention.

COMMENTS: Please call customer back. Sam