

DATE: 11-12-91

TIME: 10:50 AM

FILE #: _____

CALL IS TO / FROM CUSTOMER

RECORD OF TELEPHONE CALL

CUSTOMER NAME: OTIS BOONER DEALER: _____

ADDRESS: _____ ADDRESS: _____

PHONE: _____ PHONE: _____

PRODUCT: M700 CODE/S/N: _____

CALIBER: _____

CUSTOMER'S ATTITUDE:

BEGINNING: _____ IRATE _____ ANGRY _____ CALM _____ PLEASED

AT END: _____ IRATE _____ ANGRY _____ CALM _____ PLEASED

CUSTOMER CONCERN: TALKED TO MR BOONER. TOLD HIM
TRIGGER WAS ADJUSTED IN ACC THREE MODELS,
HEAVILY OILED TRIGGER AND SOME GELT. TOLD
HIM THIS M.A. / GELT CAUSED HIS ALLEGED
ACCIDENTAL FIRING. SINCE HE WAS SO

RESOLUTION: UPSET AND WANTED GUN RETURNED UNLESS
IT OFFERED TO REPLACE TRIGGER AT NO CHARGE
AS GIFT OF GOOD WILL.

COMMENTS: _____