

cc - 806 Special
F. Supply
per RBS

DATE: 2/24/92
TIME: 10:15
FILE #:
CALL IS TO /FROM CUSTOMER

RECORD OF TELEPHONE CALL

CUSTOMER NAME: John Ziemelis
ADDRESS: 3824 Mary Dr.
Racine, WI 53406
PHONE: (414) 633-2431 x1017
PRODUCT:
CALIBER:
DEALER: Joe Tertio
Gaudin MT
ADDRESS: Box 128 - Hwy 149
Wilmet, WI 53197
PHONE: 414 862-3350
shop - 3351
CODE/S/N:

CUSTOMER'S ATTITUDE:

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

CUSTOMER CONCERN: Cust brought in 3 TOX tests & wanted dr. to check trig assays. 1st time Gaudin called out 800 # & dr found not under recall. Then Gaudin checked trig assay - dr not too much wiled. Cust left & brought in 2 more quest

RESOLUTION: a ss 338 + another not seen, still have these + haven't done another ID. said cust seen by memory statistics like 1% of TOX trig fail, had clippings from TX on 6007600 + TX

COMMENTS: 41000 low set, all states + prep work on TARP recall. Wants NCR to give some required affidavits for old quest missing trig assays. Asked for not do as such but then said concerning. Told them to send quest for them. What to do w/ 2 quest in now has? RBS