

DATE: 5/22/91  
TIME: approx 3:pm  
FILE #:  
CALL IS TO FROM CUSTOMER

RECORD OF TELEPHONE CALL

CUSTOMER NAME: John Geiser DEALER: \_\_\_\_\_  
ADDRESS: file ADDRESS: \_\_\_\_\_  
PHONE: \_\_\_\_\_ PHONE: \_\_\_\_\_  
PRODUCT: \_\_\_\_\_ CODE/S/N: \_\_\_\_\_  
CALIBER: \_\_\_\_\_

CUSTOMER'S ATTITUDE:

BEGINNING: \_\_\_\_\_ IRATE \_\_\_\_\_ ANGRY X CALM \_\_\_\_\_ PLEASED  
AT END: \_\_\_\_\_ IRATE \_\_\_\_\_ ANGRY \_\_\_\_\_ CALM X PLEASED

CUSTOMER CONCERN: Told him 2 other experts carefully examined his rifle (TP-5 lbs 5.6-008") & came to same conclusion - fig. assem. perfect in every respect. Additionally, I told him we're prepared to return gun as

RESOLUTION: rec'd. but if he needed more <sup>personal</sup> confidence in gun, for \$15. Gen. chg. we would install a new Trig assem with or without bolt lock. Mr. G. stated he would accept

COMMENTS: that offer & wanted new arm w/ no bolt lock.