

DATE: 11/26/93
TIME: 7:55
FILE #:

CALL IS TO / FROM CUSTOMER

RECORD OF TELEPHONE CALL

CUSTOMER NAME: Pat McInnis DEALER: _____
ADDRESS: _____ ADDRESS: _____
PHONE: _____ PHONE: _____
PRODUCT: Sgt. 70 CODE/S/N: _____
CALIBER: 30-06

CUSTOMER'S ATTITUDE:

BEGINNING: _____ IRATE ☒ ANGRY _____ CALM _____ PLEASED
AT END: ☒ IRATE _____ ANGRY _____ CALM _____ PLEASED

CUSTOMER CONCERN: Spent 7 days - (I had left message
on 11/25/93 - replace my m/c as qst. of you'll.
Customer really maintained he couldn't meet
you & that it had been in 3x + could prove
it by paperwork. He said to keep gun + he would
3100 hrs.
RESOLUTION: write m/c etc etc. I need some he could
never trust gun, we'd replace w/ a 700 ADL-30-
26 strictly as qst. of goodwill as best deal
we're prepared - really a maintenance concern.
COMMENTS: Customer pleased. FIC handling my
status call. Gun in exchange for Sgt/70