

DATE: 10/28
TIME: 1/25/93
FILE #: _____
CALL IS TO FROM CUSTOMER

RECORD OF TELEPHONE CALL

CUSTOMER NAME: Patrick McInnes DEALER: Spoke w/ young man - left message for
ADDRESS: 16960 Cassin Dr. ADDRESS: Patrick to call
Tinley Park IL 60477
PHONE: (708) 532-0453 PHONE: _____
(312) 735-6526
PRODUCT: Spt 78 CODE/S/N: 86605112
CALIBER: 30-06

CUSTOMER'S ATTITUDE:

BEGINNING: _____ IRATE _____ ANGRY K CALM _____ PLEASED
AT END: _____ IRATE _____ ANGRY X CALM _____ PLEASED

CUSTOMER CONCERN: Told person to advise customer
that trigger could've malfunctioned due
to rust inassy from an unknown source and
that as gest of goodwill we'd replace assy
n/c. Customer to call back after he gets

RESOLUTION: message

COMMENTS: _____