

Via Dick Heckert
Du Pont CEO

DATE : 10/19/88
TIME : 1:42
FILE # : R88-25658
CALL IS TO FROM CUSTOMER

RECORD OF TELEPHONE CALL

CUSTOMER NAME: Dennis E. Snyder DEALER: _____
ADDRESS: 205 W. 2nd St. ADDRESS: _____
Peru, IN 46970
PHONE: (317) 472-3616 PHONE: _____
PRODUCT: XP-100 CODE (S/N) B7520468
CALIBER: _____

CUSTOMER'S ATTITUDE:

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

CUSTOMER CONCERN: 6-8 wks repair for his XP-100
See att. Telex from Dick Heckert / Bruce
Beardwood & Jacob Prices

RESOLUTION: Told Mr. Snyder that gun has rec'd
new stock & also has been corrected
under recall & would be shipped by
10/21/88 - NO CHARGE

COMMENTS: (Kevin Cornell to see gun is shipped
as promised)

Att Potter