

DATE : 12/30/88
TIME : 11:20
FILE # : _____
CALL IS TO FROM CUSTOMER

RECORD OF TELEPHONE CALL

CUSTOMER NAME: MIKE J. THORECK DEALER: _____
ADDRESS: P.O. BOX 73 ADDRESS: _____
SHEDS, N. Y. 13151
PHONE: (315) 662-3253 PHONE: _____
PRODUCT: XP-100 CODE/S/N: _____
CALIBER: _____

CUSTOMER'S ATTITUDE:

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

CUSTOMER CONCERN: GUN WENT OFF IN HOLSTER. (4TH 10
HOLSTER). (REFSIDE HAD EXAMINED GUN &
SAID SOMETHING WRONG WITH TRIGGER.
GUN PURCHASED LAST YEAR AT DICKS IN SYP.
WAS TOLD LMO. AGO - NOT ON RECALL - BY S&W NUMBER.
RESOLUTION: BRINGING GUN TO DOOR. WILL CALL P.S.I.
S.

COMMENTS: _____

