

DATE: 11-12-91TIME: 10 55 AM

FILE #: _____

CALL IS TO / FROM CUSTOMER

RECORD OF TELEPHONE CALL

CUSTOMER NAME: OTIS BOON

DEALER: _____

ADDRESS: _____

ADDRESS: _____

PHONE: _____

PHONE: _____

PRODUCT: 1700

CODE/S/N: _____

CALIBER: _____

CUSTOMER'S ATTITUDE:

BEGINNING: _____ IRATE _____ ANGRY _____ CALM _____ PLEASED

AT END: _____ IRATE _____ ANGRY _____ CALM _____ PLEASED

CUSTOMER CONCERN: TALKED TO MR. BOON. TOLD HIM
TRIGGER WAS ADJUSTED IN ACC TRIGGER MODS,
HAVING OIL AND TRIGGER AND SOME RUST. TOLD
HIM THIS MAY HAVE CAUSED HIS ALARM
ACCIDENTAL FIRING. SINCE HE WAS SO

RESOLUTION: UPSET AND WANTED GUN RETURNED UNFIXED
HE OFFERED TO REPLACE TRIGGER AT MY EXPENSE
AS GESTURE OF GOOD WILL.

COMMENTS: _____