

DATE: 11-12-91
TIME: 10 55 AM
FILE #: _____
CALL IS TO / FROM CUSTOMER

RECORD OF TELEPHONE CALL

CUSTOMER NAME: OTIS BOONR DEALER: _____
ADDRESS: _____ ADDRESS: _____
PHONE: _____ PHONE: _____
PRODUCT: 11500 CODE/S/N: _____
CALIBER: _____

CUSTOMER'S ATTITUDE:

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

CUSTOMER CONCERN: TALKED TO MR BOONR. TOLD HIM
TRIGGER WAS ADJUSTED IN ACC THREE MODELS,
HARDLY COULD TRIGGER AND SOME RUST. TOLD
HIM THIS IMP. HAD CAUSED HIS ALLEGED
ACCIDENTAL FIRING. SINCE HE WAS SO

RESOLUTION: UPSAT AND WANYA GEN RETURNED UNFIXED
TO OFFERED TO REPLACE TRIGGER AT MY EXPENSE,
AS GESTURE OF GOOD WILL.

COMMENTS: _____

