

DATE: 5/22/91
TIME: approx 3:pm
FILE #:
CALL IS TO FROM CUSTOMER

RECORD OF TELEPHONE CALL

CUSTOMER NAME: John Geiser DEALER: _____
ADDRESS: file ADDRESS: _____
PHONE: _____ PHONE: _____
PRODUCT: _____ CODE/S/N: _____
CALIBER: _____

CUSTOMER'S ATTITUDE:

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

CUSTOMER CONCERN: Told him 2 other experts carefully
examined his rifle (TP-5 lbs SL-1008")
& came to same conclusion - big arm.
perfect in every respect. Additionally, I told
him we're prepared to return gun as
RESOLUTION: rec'd. but if he needed more ^{personal} confidence
in gun, for \$15. Gen. chg. we would install
a new Trig arm with or without bolt
lock. Mr. G. stated he would accept
COMMENTS: that offer & wanted new arm w/ no
bolt lock.