

DATE: 4-6-94
TIME: 9:20 AM
FILE #:
CALL IS TO / FROM CUSTOMER

RECORD OF TELEPHONE CALL

CUSTOMER NAME: CHARLES KAEFER DEALER:
ADDRESS: 2530 W WASHINGTON ST ADDRESS:
BRADFORD, PA. 16701
PHONE: 814-362-4040 PHONE:
PRODUCT: 7/700 CODE/S/N:
CALIBER:

CUSTOMER'S ATTITUDE:

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

CUSTOMER CONCERN: 60 MIN SEGMENT - ALSO SEE
ATTACHED LETTER

RESOLUTION: SEND SHIPPING BOX & CALL TAG TO, ~~AND~~
PICK UP FROM: CHARLES KAEFER
90 MCKEAN MUSE
24 PINE ST

COMMENTS: BRADFORD, PA. 16701