

DATE: 1/26/93TIME: 7:55

FILE #: _____

CALL IS TO / FROM CUSTOMER

RECORD OF TELEPHONE CALL

CUSTOMER NAME: Pat McInnis DEALER: _____

ADDRESS: _____ ADDRESS: _____

PHONE: _____ PHONE: _____

PRODUCT: Spt. 70 CODE/S/N: _____CALIBER: 30-06 _____

CUSTOMER'S ATTITUDE:

BEGINNING: _____ IRATE ☒ ANGRY _____ CALM _____ PLEASEDAT END: ☒ IRATE _____ ANGRY _____ CALM _____ PLEASED

CUSTOMER CONCERN: States I spoke - (I had left message
on 1/25/93 - replace my w/c as best as you will.
Customer really frustrated. he couldn't find
you & that it had been in 3X & could prove
it by paperwork. He said to keep gun & he would
3100pm;

RESOLUTION: wrote WRA etc etc. I need some help
never found gun, need replace w/c 700 ADL - 30-
06 strictly as best as you will as best as
these people - usually a maintenance concern.

COMMENTS: Customer pleased. FDC handling new
status call gun in exchange for Spt/70