

DATE: 12/2/93  
TIME: 4:05  
FILE #: \_\_\_\_\_  
CALL IS (TO) FROM CUSTOMER

For DIS

### RECORD OF TELEPHONE CALL

CUSTOMER NAME: Michael Sabol  
ADDRESS: 1305 4th St.  
Pitts PA 15221  
PHONE: 412-351-1940  
PRODUCT: M/700 ADL  
CALIBER: 3006

DEALER: \_\_\_\_\_  
ADDRESS: \_\_\_\_\_  
PHONE: \_\_\_\_\_  
CODE/S/N: 6842993

#### CUSTOMER'S ATTITUDE:

BEGINNING: \_\_\_\_\_ IRATE \_\_\_\_\_ ANGRY X CALM \_\_\_\_\_ PLEASD

AT END: \_\_\_\_\_ IRATE \_\_\_\_\_ ANGRY X CALM \_\_\_\_\_ PLEASD

CUSTOMER CONCERN: alleged fire in safe release

RESOLUTION: Sending empty box for them to return  
the gun to DIS.

12/12/93 2:00 P.M. Off msg for him to call. #25 to replace trigger & clean  
COMMENTS: \_\_\_\_\_