

*Plus file*

DATE: 9/28/92TIME: 10:45

FILE #: \_\_\_\_\_

CALL IS TO / FROM CUSTOMER

*C*

# RECORD OF TELEPHONE CALL

CUSTOMER NAME: JOHN SANTO

DEALER: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

PHONE: (503) 820-3334

PHONE: \_\_\_\_\_

PRODUCT: M/700 SS

CODE/S/N: \_\_\_\_\_

CALIBER: 7mm Rem MAG

## CUSTOMER'S ATTITUDE:

BEGINNING: \_\_\_\_\_ IRATE \_\_\_\_\_ ANGRY ☒ CALM \_\_\_\_\_ PLEASEDAT END: \_\_\_\_\_ IRATE \_\_\_\_\_ ANGRY \_\_\_\_\_ CALM ☒ PLEASEDCUSTOMER CONCERN: Refill found on safety release

Customer could not reproduce malfunction after cycling with  
Rem. Etc.

RESOLUTION: \_\_\_\_\_

COMMENTS: Is sending rifle to my other via C.P.S.

Second Day Air - Transportation charges C.O.D.