

DATE: 11/2/73
TIME: 11:53

COMPLAINT NO.: _____

RECORD OF TELEPHONE CALL

CUSTOMER NAME: LEE COUREY DEALER: _____
ADDRESS: 3571 HEIN DR. ADDRESS: _____
STERLING HTS., ILL. 60157
PHONE: (313) 779-8146 PHONE: _____

PRODUCT: mp500 524 30/100 CODE/SN: 12 2 72 23

☐ PERSONAL INJURY ☐ PRODUCT DAMAGE ☐ PRESIDENTIAL ☒ OTHER

CUSTOMER'S ATTITUDE:

BEGINNING: ☐ IRATE ☐ ANGRY ☒ CALM ☐ PLEASED
AT END: ☐ IRATE ☐ ANGRY ☒ CALM ☐ PLEASED

COMPLAINT:

The stove with malfunctions on 2 different occasions - the trigger was pulled, nothing happened, then the stove flew.

RESOLUTION:

Company is sending right one C.P.E. to replace.

COMMENTS:

Customer is in no hurry!