

DATE 11-12-91
TIME: 10:50 AM
FILE #: _____
CALL IS TO / FROM CUSTOMER

RECORD OF TELEPHONE CALL

CUSTOMER NAME: OTIS BOONR DEALER: _____
ADDRESS: _____ ADDRESS: _____
PHONE: _____ PHONE: _____
PRODUCT: M700 CODE/S/N: _____
CALIBER: _____

CUSTOMER'S ATTITUDE:

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

CUSTOMER CONCERN: TALKED TO MR BOONR. TOLD HIM
TRIGGER WAS ADJUSTED IN ACC THREE MODELS,
HEAVILY OILED TRIGGER AND SOME GUST. TOLD
HIM THIS M.A. / GUST CAUSED HIS ALLEGED
ACCIDENTAL FIRING. SINCE HE WAS SO

RESOLUTION: UPSET AND WANTED GUN RETURNED UNLESS
IT OFFERED TO REPLACE TRIGGER AT NO CHARGE
AS GUST OF GUN WILL.

COMMENTS: _____

