

DATE : 8/25/88
TIME : 3:10 p.m.
FILE # : R88-21917
CALL IS TO FROM CUSTOMER

RECORD OF TELEPHONE CALL

CUSTOMER NAME: Donna Witt DEALER: _____
ADDRESS: file ADDRESS: _____
PHONE: (518) 638-8281 PHONE: _____
PRODUCT: M/700 CODE/S/N: _____
CALIBER: 06

CUSTOMER'S ATTITUDE:

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

CUSTOMER CONCERN: Gave customer exact results as attached
showing nothing wrong w/ trigger assembly.
Told her only way gun could fire is to push safety
off + pull the trigger. Told her because of
funding we were prepared to return the
RESOLUTION: gun as received. However, she opted for
a new trig. Assy at C.O.D. chg. of \$15.00 plus
insurance & ship just so son could have
complete confidence in gun

COMMENTS: _____

