

DATE : 10-3-86
TIME : 3:49
FILE # : _____
CALL IS TO FROM CUSTOMER

RECORD OF TELEPHONE CALL

CUSTOMER NAME: Dennis Lessard DEALER: _____
ADDRESS: 2533 Sharondale ADDRESS: _____
CLAVIS NM 88101
PHONE: (505) 762-0218 PHONE: _____
PRODUCT: M/700 CODE (S/N): 146412209
CALIBER: _____

CUSTOMER'S ATTITUDE:

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

CUSTOMER CONCERN: Call customer + said a tho' we
could not duplicate situation, we will install
new fire assembly w/ no bolt lock at
no chg. and ship, prepaid, directly to his
home address Mr. Lessard gave ok to
RESOLUTION: do so.

COMMENTS: _____

