

Hold for reply before replying

DATE: 4/23/93TIME: 11 AM

FILE #: _____

CALL IS TO 1 FROM CUSTOMER

RECORD OF TELEPHONE CALL

CUSTOMER NAME: Mr. Giff

DEALER: _____

ADDRESS: Box 5500 + 6000

ADDRESS: _____

PHONE: 601-477-6005

PHONE: _____

PRODUCT: R-93 05444CODE/S/N: 6869760CALIBER: M/700

CUSTOMER'S ATTITUDE:

BEGINNING: _____ IRATE _____ ANGRY _____ CALM _____ PLEASED

AT END: _____ IRATE _____ ANGRY _____ CALM _____ PLEASED

CUSTOMER CONCERN: *Different in for 15 yr old customer -
owner is older fellow, wants to get his gun back.
if we replace TR and check over, this will water fault
in rifle.*

RESOLUTION: *I agreed to replace since we could not duplicate
customer concern or alleged firing incident.
Assume someone played for back loading?
Request letter from customer agreeing to replace*COMMENTS: *Talked to Mr. Giff - why didn't customer have
rifle checked out after first alleged incident?
Wait it 2 weeks later, then 2 yrs later.*