

DATE : 11/9/59
TIME : 2:05
FILE # : _____
CALL IS TO/FROM CUSTOMER RA

RECORD OF TELEPHONE CALL*returned call*

CUSTOMER NAME: LIONEL LOPEZ DEALER: _____
ADDRESS: 4325 PHILIPPINE ADDRESS: _____
CORPUS CHRISTI, TX 78417
PHONE: (512) 854-5248 PHONE: _____
PRODUCT: M/200 BDL CODE/S/N: 6468374
CALIBER: 30-06

CUSTOMER'S ATTITUDE:

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

CUSTOMER CONCERN: Mr. Lopez called as to status of rifle examination

RESOLUTION: I gave Mr. Lopez the option of: 1) cleaning & re-sealing present T.A. 2)
2) replacing with new assembly with bolt lock & 3) replacing with new
assembly without bolt lock — after explaining differences, he
chose new assembly with bolt lock.

COMMENTS: _____