

*Setup file*DATE : 12-7-89  
TIME : 12:25 PM  
FILE # : \_\_\_\_\_  
CALL IS TO FROM CUSTOMERRECORD OF TELEPHONE CALL*12/7/89 12:40 PM*CUSTOMER NAME: John Nelson DEALER: \_\_\_\_\_  
ADDRESS: 582 Helena ADDRESS: \_\_\_\_\_  
E. MCCESDORT, PA. 15035  
PHONE: 412-824-2937 PHONE: \_\_\_\_\_PRODUCT: 700 CODE/S/N: 6784123  
CALIBER: \_\_\_\_\_CUSTOMER'S ATTITUDE:BEGINNING: \_\_\_\_\_ IRATE \_\_\_\_\_ ANGRY X CALM \_\_\_\_\_ PLEASED  
AT END: \_\_\_\_\_ IRATE \_\_\_\_\_ ANGRY \_\_\_\_\_ CALM X PLEASEDCUSTOMER CONCERN: Alleged fire when opening the boltRESOLUTION: Customer agreed to return for examination.COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_