

DATE: 11/2/73TIME: 11:53

COMPLAINT NO.: _____

RECORD OF TELEPHONE CALLCUSTOMER NAME: LEE COUREY

DEALER: _____

ADDRESS: 3571 HEIN DR.

ADDRESS: _____

STERLING HTS. N.Y. 4307PHONE: (313) 979-8146

PHONE: _____

PRODUCT: mp500 524 30/100CODE/SN: 12 2 72 23☐ PERSONAL INJURY ☐ PRODUCT DAMAGE ☐ PRESIDENTIAL ☒ OTHER

CUSTOMER'S ATTITUDE:

BEGINNING: ☐ IRATE ☐ ANGRY ☒ CALM ☐ PLEASEDAT END: ☐ IRATE ☐ ANGRY ☒ CALM ☐ PLEASED

COMPLAINT:

The stove with malfunctions on 2 different occasions - the trigger was pulled, nothing happened, then the stove flew.

RESOLUTION:

Company is sending right one C.P.F. to replace.

COMMENTS:

Customer is in no hurry!