

ABC RV Center

Sales Survey

Call Attempt Notes



Current Survey Period: 08/01/08 - 08/31/08

	Phone	Purch/Svc Date	Comment
<u>Anthony Giordano</u>			
1501891 Allen & Sandra Amburn	413-499-2734	04/13/08	Refused survey - She has not taken delivery of the unit because the unit was damaged on the lot or on the way to the lot. She was told the unit was ready for pick-up, but when she got there, the unit was still not fixed; the trim was still damaged. The trim is the major issue. She has no idea when she will get the unit.
<u>Michael Casey</u>			
1481606 Walter Vita	845-676-3940	12/19/07	Spoke with Mrs. Vita.
1498746 George & Lauren Javitz	518-234-7594	04/05/08	Refused survey - George said the unit was purchased last year, he does not understand why he is being called about it now.
<u>Roberta Strong</u>			
1501886 Frank & Indujit Barone	518-785-4616	04/12/08	Refused survey - She told the agent she was fine with the dealership. She thanked the agent for the call and hung up.
<u>Susan Carter</u>			
1490117 Michael Sasso	845-246-0575	02/21/08	Spoke with Karen Sasso.
<u>Tim Baker</u>			
1479477 Gary Shellenbarger	518-899-9353	12/10/07	Correct phone number 518-899-9354.
<u>Vince Alter</u>			
1479467 Eileen Higgins	518-962-2333	12/05/07	Spoke with Dan Higgins.
1492871 Joseph LaBelle	518-272-7419	03/10/08	Spoke with Linda LaBelle.
1498742 Catherine Rooney	518-731-8055	04/04/08	Refused survey - She did not want to do the survey, but she did tell the agent she was very disappointed, and that she had a very unpleasant experience, and that she has already spoken to the dealership about all the problems.