

Kerry Legg

From: Bernard Hejda
Sent: Monday, April 16, 2007 5:33 PM
To: Contact Reports - Service
Subject: Contact Report - Service

Contact Report - Service**Customer/City:**


Date of Call:
4-13-07

Phone or Visit:
Visit

Contact(s):
Mike Lyons, warranty manager

Remaining Acceptance Issue(s) Status:
• None

Warranty Issue Issue(s):
• Went through a large pile of warranty claims. They did not get much and all is charge back to vendors.

Retrofit Progress:
• None

New Technical issue(s):
• None

Pictures:
None

Competitor Information:
None

Special Topic(s):
None

Miscellaneous:
This was my last visit to New York. I was asked by Mike who would be back to review warranty claims and when. Simply told him I was not given this answer. He may be calling Winnipeg looking for answers.