

GENERAL ELECTRIC

OUTDOOR
POWER EQUIPMENT
OPERATION

GENERAL ELECTRIC COMPANY, CORPORATIONS PARK, BUILDING 702,
SCHENECTADY, NEW YORK 12305, Phone (518) 374-2211

February 28, 1973

To: All Elec-Trak Tractor Dealers

Subject: Hot Line Automatic Answering Service

Callers using the Hot Line in the very near future will hear a recorded reply requesting the caller leave his name, location, phone number and a brief description of the problem or reason for the telephone call.

This is part of a new automatic answering service being installed by the Outdoor Power Equipment Operation to improve service and provide an answering service when no one is available to answer the phone.

The Product Service technicians will review the taped messages, investigate thoroughly the caller's request and return the call as quickly as possible within the same day.

Telephone numbers will continue to be as follows:

All dealers north of Delaware River, Mason-Dixon Line and Ohio River, call area code 518/372-4763 collect.

All dealers south of Delaware River, Mason-Dixon Line and Ohio River or west of Mississippi River, call area code 518/393-9817 collect.

Whenever it becomes absolutely necessary to obtain immediate Hot Line service (such as at an owner's home), call area code 518/374-2211, extension 59180.

Your cooperation will be appreciated to allow us to provide effective service to everyone during the spring season.

William A. Podoba

W. A. Podoba, Manager
Dealer Service

