

**Illion Firearm Quality Meeting
Summary**

*August 8th, 2007
11:00 am - Noon*

Attendees: Danny Evans, , John Loschin, John Trull, Brian Lasley, Bob Longo (conf), Chris Shoemaker (conf), Joe Diliberto (conf), Steve Perniciaro (conf), Tom Nagle (conf), Fred Supry (conf), Bob Orf (conf), John Balio (conf), Joe Gross (conf)

Absent: John Fink, Don Cambell, Joe Pugliese, Ken Nickerson, Bob Pantle

Discussion Items:

- Shotgun Barrel Complaints
- R3 Pads
- X-Mark Pro Trigger
- Model 105

Shotgun BBL:

- Consumer Service Dept has received complaints about the roughness of the bbl rib on the express and some premier models.
- Madison sent examples, in July, of barrels to Joe D. that appear to have a poor pattern on the rib. (rib appears to sway to the right)
- Joe D advised the team that he did receive the barrels and the ribs were of the old style. The new style now has a "football" pattern.
- Joe D also advised that the SP10 barrel he received with the camo pattern not appearing under the rib was within quality standards.

R3 Pads:

- The Consumer Service Dept. continues to receive complaints about the R3 pads "melting".
- These pads continue to be sent into Madison for replacement and then the defective pads are sent to Bob Longo for credit.
- The concern now is that on some of our newer models this problem continues.
- John Trull advised the team that a new pad from a new company will be used starting with the 2008 catalog and Spring guns.
- The team was advised that these new pads will fit the same as the R3 pads.

Confidential

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X-Mark Pro:

- Tom N. /Fred S. advised the group in July that his team has had to make some modification to some stocks (HS Precision/Bell & Carlson) to prevent the safety from rubbing on the stock.
- Since these triggers are now being sold to our RARC's. It was requested that a flyer be sent out with the trigger regarding the possible modifications needed.
- Steve advised that some problems may arise with wood stocks.
- Danny Evans advised the group that Ken N. has been working on photos of a cutaway trigger to send to the RARC's
- Tom N. and Fred S. have been working on a flyer to send out with the triggers advising of the possibility of modification to the stock.
- Tom and Fred were asked to have our attorney review the flyer before distribution.
- Tom and Fred to follow-up at our September meeting.

Model 105:

- Arm Service has guns awaiting parts for repair. Some of the guns have been in since April.
- Longo advised that the parts needed to be prescreened and should be in shortly.
- John Trull asked how many guns were in for repair and Bob L advised that they had around 25.
- Bob L advised the team that some of the guns were in need of a bbl replacement but the bbl's were not going to be released for repair.
- Longo was asked to take the lead on resolving the parts issue and getting the guns tested and sent out.
- John T advised that the problems that are being seen here with the domestic guns are also being seen internationally and that they need parts for repairs.
- The team asked that Consumer Service create a new "phone log" of calls regarding problems with the M105.
- It is important that we communicate accurate information, including the number of consumer complaints about the M105.
- Will continue to discuss at our next meeting.

Notes:

- **Next meeting September 12th 2007 , 11:00 am – Noon**
- **Please let me know if you will not be able to attend.**
- **Please let me know if you have discussion topics for the meeting**
- **Follow-up items:**
 - **Model 105 Progress**
 - **X-Mark Pro Trigger Flyer (Ken/Tom/Fred)**