

Company RACI
Business Arms Service
Subject SMP Program Summary

Frequency 1/1/2008 -7/31/2008	

Malfunction Code	M-176 Returned For Recall/Update		M-238 Clean & Inspect	
	40-X	0		0
	600	13		0
600 Mohawk		7		0
	660	6		0
	700	1		0
	721	0		0
	722	0		0
	XP 100	1		0
	Total	28		0
		12%		0%

Backlog		Approval	Parts
	Model	Hold	Hold
	700/721	0	0
	600/660	0	0
	XP-100	0	0

Frequency 1/1/2008 -7/31/2008	

Malfunction Code	M-176 Returned For Recall/Update		M-238 Clean & Inspect	
	40-X	0		0
	600	21		0
600 Mohawk		7		0
	660	10		0
	700	26		0
	721	3		0
	722	4		0
	XP 100	0		0
	Total	71		0
		14%		0%

Total RARC's warranty claim forms	Frequency 1/1/2008 -7/31/2008
	\$20.00 claim Form Submission

By Malfunction Code - Repairs performed in Ilion, NY Facility

M-239 Replace Trigger Assembly	M-240 Bolt Lock Safety Modification	Grand Total
0	0	0
9	7	29
2	2	11
4	2	12
39	87	127
18	19	37
11	12	23
0	2	3
83	131	242
34%	54%	

TOTALS
0
0
0
242

By Malfunction Code - Repairs performed by RARC's

M-239 Replace Trigger Assembly	M-240 Bolt Lock Safety Modification	Grand Total
0	1	1
23	50	94
6	11	24
4	14	28
47	225	298
1	27	31
2	14	20
0	1	1
83	343	497
17%	69%	

Submitted Claim Forms

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Submitted
Qualified
Rejected
Duplicated