

July 20, 1973

SHOTGUNS - contd.MODEL 3200 SHOTGUN - contd.

There have been complaints of cracked Fore-ends and Stocks. It was demonstrated how improper disassembly of the Fore-end could crack it at the top rear. This design should be improved. Two hundred and fifty guns have been returned which probably represents 2500 guns that have had customer use. 10% of the customers are sending the guns back and 1% is for Fore-end splitting. What magnitude of returns for this problem can be expected in a year or two?

It was suggested that a tag be attached to the Trigger Guard with instructions on how to remove and replace the Fore-end.

Production is to determine whether or not guns are being returned to the factory in the original package. This could give a clue on how likely the customer is to receive instructions included in the package.

83

A program is being established to record all complaints, not just those on guns returned to Ilion. Marketing is to send information to the P E & C Section on Warranty Repair Station reports, Shoot reports and Field Representative reports. The format for the combined report is being developed. It is important to find out in total what the customers are saying about this gun. If the complaints are to be related to serial number, the Marketing reports will have to include serial number.

The Chairman noted that the Model 3200 shotgun has had an excellent sendoff - from the press and all other sources. The Grand American could give a real setback if good service is not provided. For the two big shoots, everything possible must be done to solve customer problems on the spot. Spare guns should be available for customer use in case his or her gun cannot be repaired promptly. The Field Representative should be given authority to replace a customer's gun if necessary at these two shoots.

Marketing will supply the gun specifications and paper work necessary to provide these guns to the shoots.