

JOHN LOSCHIN

From: Evans, Danny
Sent: 04/30/2002 05:00:17 PM
To: Bristol II, Ronald H
CC: Loschin, John; Longo, Robert W.
BCC:
Subject: SMP conf call recap

Arm Service recap
Model 700's
Guns on approval hold 24
Parts hold 0
Current inventory - TPA's 104
Current backorder 0

1000 on existing transport orders due to be delivered over the remainder of year.

Model 600 & 660
Have used 149 trigger assemblies since Jan 1. This usage is exceptionally high.
Normally we do 200 annually.
Gun on approval hold 9
Guns on part hold 17
Current inventory is 0

1500 on transport orders for (5) year supply. Originally scheduled to production in April.
Pushed back to May, and later moved to June.
Restraint was on safety button in powder metal; the issue was resolved, and part has been moved up on the priority list,,,should have in Arm Service by end of week.

Consumer Service

We continue to have a problem with consumers completing the rebate form correctly.
A large portion of the forms are being turned in with the assumption that they are going to be reimbursed for the safety modification procedure performed.

Ken, Freddy, & CSR will contact RARC's to insure that proper message is being conveyed to the customers & we want to reiterate that the rebate is for the purchase of specified safety equipment and not the modification procedure.
Also need to insure that the form is filled out complete and proper receipt is attached.

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