

COPIES TO:

C.K. DAVIS
D.F. CARPENTER
W.O. REISINGER
B.E. STRADER
F.J. CRAIG
G.O. CLIFFORD
M.R. WARDEN
G.E. PINCKNEY
A.L. FRENCH
W.L. CLAY
BRIDGEPORT

H.K. FAULKNER
W.H. DAVIS
H.A. BROWN
R.H. GRACE
H.J. HACKMAN (5)
D.S. FOOTE
D.E. MILLER
S.W. ROSE
R.J. SEILER
R.A. WILLIAMSON
A.J. BROWN

File

CUSTOMER'S COMPLAINTS ON FIREARMS FOR MONTH ENDED NOVEMBER 30, 1947.

	PRODUCED WITHIN ONE YEAR	TOTAL
<u>MODEL 81</u>		
O JACKET HEAD LOOSE	7	7
O FAILS TO EJECT	1	1
O STEMS CHAMBER	2	2
O BARREL EXTENSION LOOSE	1	1
O ACTION FAILS TO LOCK BACK	1	1
O FAILS TO FEED	1	1
X JACKET DOES NOT QUALIFY	1	1
	<u>13</u>	<u>14</u>
<u>SPORTSMAN - 12 GA.</u>		
O TRIGGER OUT OF ADJ.	1	1
X CARRIER LATCH POORLY FILED	1	1
O FAILS TO EJECT	1	1
O MAIN SPRING BROKEN	1	1
O STOCK LOOSE	1	1
X BARREL EXTENSION SPLIT	1	1
	<u>5</u>	<u>6</u>
<u>SPORTSMAN - 16 GA.</u>		
O EXTRACTOR BROKEN	1	1
	<u>1</u>	<u>1</u>
<u>SPORTSMAN - 20 GA.</u>		
X CARRIER SPRING TOO SHORT	1	1
	<u>1</u>	<u>1</u>
<u>MODEL 11 - 12 GA.</u>		
O TRIGGER AND HAMMER OUT OF ADJ.	1	2
O FAILS TO EJECT		1
X BARREL PITTED		1
X BREECH BLOCK CRACKED		1
X SEAM IN BARREL	1	1
O LOCKING BLOCK LATCH PIN BROKEN		1
O SAFETY SEAR BINDS	1	1
X CHIPS NOT CLEANED OUT AFTER REAMING TANG SCR.HOLE	1	1
	<u>4</u>	<u>9</u>

	PRODUCED WITHIN ONE YEAR	TOTAL
<u>MODEL 11 - 16 GA.</u>		
X CARRIER DOG FILED TOO MUCH	1	1
GUIDE RING LOOSE	<u>1</u>	<u>1</u>
		2
<u>MODEL 121</u>		
FIRING PIN BROKEN	1	2
X FIRING PIN STRIKES INSIDE RIM	1	5
O STEMS CHAMBER	1	2
O RETAINER LOOSE	1	1
O TAKES MAX. PLUG	2	2
O FAILS TO EJECT	3	3
X NOT ACCURATE	1	1
O FAILS TO FEED	2	3
O CARRIER OUT OF ADJ.	1	1
X FIRING PIN HOLE IN BLOCK OUT OF POSITION		1
RECOIL SHOULDER IN RECEIVER SET BACK		1
X EXTRACTOR PLUNGER STUCK	1	1
	<u>14</u>	<u>23</u>
<u>MODEL 141</u>		
O FAILS TO EJECT	2	2
O SEAR AND SEAR LOCK OUT OF ADJ.	4	4
O FAILS TO FEED	1	1
X ACTION BAR LOCK FILED OUT OF SHAPE	1	1
	<u>8</u>	<u>8</u>
<u>MODEL 241</u>		
O CARTRIDGES STICK IN CTG. GUIDE FEEDING	1	1
O FAILS TO DISCONNECT	4	5
X POOR NOTCH ON FIRING PIN	1	1
O FAILS TO EJECT	2	2
CARTRIDGE STOP OUT OF ADJ.	2	2
O TAKE DOWN LOOSE	1	1
X FRONT SIGHT SLOT MILLED WRONG	2	2
STOCK CHECKED	2	2
O BARREL TAKE UP IS LOOSE	2	2
O CARTRIDGE CARRIER OUT OF ADJ.	3	3
BREECH BLOCK BROKEN OUT AT FIRING PIN HOLE		1
X GUARD LOOSE	4	4
	<u>24</u>	<u>26</u>
<u>MODEL 31 - 12 GA.</u>		
O CARTRIDGE STOP OUT OF ADJ.	2	3
O TRIGGER PULL OUT OF ADJ.		1
	<u>2</u>	<u>4</u>
<u>MODEL 31 - 16 GA.</u>		
O LEFT. EXT. NOT ADJ. PROPERLY	2	2
	<u>2</u>	<u>2</u>

		PRODUCED WITHIN		TOTAL
		ONE	YEAR	
<u>MODEL 31 - 20 GA.</u>				
X	CHAMBER OF BARREL HAS ENLARGED SPOT		1	1
N	STOCK BOLT STUD THREADS STRIPPED IN RECEIVER		1	1
			<u>2</u>	<u>2</u>
<u>MODEL 37</u>				
O	TRIGGER PULL HEAVY		1	1
X	UNEVEN TRIGGER PULL (OUT OF ADJ.)		2	2
X	FRONT SIGHT BASE SCREW HOLES OUT OF POSITION		1	1
			<u>4</u>	<u>4</u>
<u>MODEL 510</u>				
X	FIRING PIN HOLE OUT OF POSITION		1	1
	BOLT HANDLE BROKEN		2	2
O	FAILS TO EJECT		1	1
O	MISFIRES			1
X	FRONT SIGHT NOT PROPERLY FITTED		1	1
O	BOLT HANDLE LOOSE			1
O	FIRING PIN FOLLOWS DOWN		1	1
N	BARREL BENT		1	1
X	TAKE DOWN SCREW ASSEMBLES HARD		1	1
X	EJECTOR TOO LOW		1	1
	FIRING PIN CAM PIN BROKEN		1	1
X	BARREL LOCK PIN HOLES DRILLED OUT OF POSITION		2	2
N	SIGHTS NOT PROPERLY ALIGNED		1	1
	BOLT PULLS OUT		1	1
			<u>14</u>	<u>16</u>
<u>MODEL 511</u>				
	MAGAZINE LOCK BROKEN			2
O	EJECTOR OUT OF POSITION		1	1
N	FAILS TO EJECT		1	1
O	FIRING PIN FOLLOWS DOWN		1	1
O	FAILS TO FEED		3	3
	BOLT PULLS OUT		1	1
	REAR SIGHT SCREW HOLES SHALLOW		1	1
N	BARREL LOCK PIN HOLES OUT OF POSITION		1	1
			<u>9</u>	<u>11</u>
<u>MODEL 512</u>				
O	CARTRIDGE RETAINER OUT OF ADJ.		4	6
O	FAILS TO FEED		2	2
X	BARREL LOCK PIN HOLES LARGE		1	1
	BOLT BROKEN		2	2
	CARTRIDGE CARRIER OUT OF ADJ.		2	2
N	NOT ACCURATE		2	2
	BOLT PULLS OUT		1	1
X	BARREL SMOOTH BORE ROLLED REGULAR		1	1
	FIRING PIN CAM PIN BROKEN		1	1
			<u>16</u>	<u>18</u>

	PRODUCED WITHIN ONE YEAR	TOTAL
<u>MODEL 521</u>		
X BOLT CATCHES ON RECEIVER IN OPENING	1	1
X FRONT SIGHT LOW	1	1
REAR SIGHT MOUNTING SCREW BROKEN IN RECEIVER	1	1
	<u>3</u>	<u>3</u>
<u>MODEL 550</u>		
TRIGGER BROKEN		1-
		<u>1</u>

N - NOT ACCURATE
 # - CORRECTED IN RECENT PRODUCTION
 X - OVERSIGHT IN INSPECTION
 O - CLOSE ADJUSTMENT NOT SHOWING UP IN FACTORY TESTS
 RESULTING IN MALFUNCTION THROUGH USAGE.

SHEET NO. 4

TOTAL FOR NOVEMBER 1947	151
TOTAL FOR NOVEMBER 1946	101
GRAND TOTAL TO DATE 1947	1414
GRAND TOTAL TO DATE 1946	939
GRAND TOTAL DEC. 1, 1946 TO NOV. 30, 1947	1489
GRAND TOTAL DEC. 1, 1945 TO NOV. 30, 1946	998
LAST 12 MONTHS RUNNING AVERAGE	124
12 MONTHS AVERAGE (1 YEAR AGO)	83
12 MONTHS AVERAGE (6 MONTHS AGO)	104
.....	
PRODUCED WITHIN ONE YEAR	123
PRODUCED WITHIN ONE YEAR (6 MONTHS AGO)	97
PRODUCED WITHIN ONE YEAR (1 YEAR AGO)	79
PRODUCED WITHIN ONE YEAR (2 YEARS AGO)	0
GRAND TOTAL, GUNS PRODUCED WITHIN 1 YEAR FROM DEC. 1, 1946 TO NOV. 30, 1947.	1215
LAST 12 MONTHS RUNNING AVERAGE ON GUNS PRODUCED WITHIN ONE YEAR.	101

SHEET NO. 5

COMPLAINTS RECEIVED DURING NOVEMBER 1947 ON GUNS PRODUCED IN THE
FOLLOWING YEARS.

<u>MODEL</u>	<u>1947</u>	<u>1946</u>	<u>1945</u>	<u>MISC.& PARTS</u>
81	7	6	1	
SPORTSMAN - 12 GA.	5	1	0	
SPORTSMAN - 16 GA.	0	1	0	
SPORTSMAN - 20 GA.	0	1	0	
11 - 12 GA.	4	3	2	
11 - 16 GA.	1	1	0	
11 - 20 GA.	0	0	0	
121	12	9	2	
141	6	2	0	
241	2	1	0	1
31 - 12 GA.	2	2	0	
31 - 16 GA.	2	0	0	
31 - 20 GA.	2	0	0	
337	3	1	0	
3710	1	0	0	2
511	9	2	0	
512	16	2	0	
513	0	0	0	
521	0	1	0	
550	0	1	0	

SHEET NO. 6