

TABLE 1

SATISFACTION WITH TIME REQUIRED FOR REPAIR

	<u>Total Remington</u>		<u>Shotguns</u>		<u>C.F. Rifles</u>		<u>R. F. Rifles</u>	
	<u>'84</u>	<u>'85</u>	<u>'84</u>	<u>'85</u>	<u>'84</u>	<u>'85</u>	<u>'84</u>	<u>'85</u>
(Base)	(935)	(2174)	(433)	(1067)	(362)	(832)	(123)	(255)
Completed in Satisfactory Time Period	76%	72%	78%	75%	73%	69%	76%	70%
Not Completed in Satisfactory Time Period	23	25	20	23	25	29	24	28
Don't Know/ No Answer	<u>1</u>	<u>3</u>	<u>2</u>	<u>2</u>	<u>2</u>	<u>2</u>	<u>--</u>	<u>2</u>
TOTAL	100	100	100	100	100	100	100	100

TABLE 2

TIME REQUIRED FOR REPAIR

	<u>Total</u> <u>Remington</u>		<u>Shotguns</u>		<u>C. F. Rifles</u>		<u>R. F. Rifles</u>	
	<u>'84</u>	<u>'85</u>	<u>'84</u>	<u>'85</u>	<u>'84</u>	<u>'85</u>	<u>'84</u>	<u>'85</u>
(Base)	(935)	(2174)	(433)	(1067)	(362)	(832)	(123)	(255)
2 Weeks or Less	8%	6%	11%	7%	6%	5%	7%	5%
2-4 Weeks	31	24	33	26	30	20	32	29
4-6 Weeks	21	22	21	21	21	24	18	22
6-8 Weeks	15	18	14	17	16	20	18	18
Over 8 Weeks	23	28	21	29	26	30	24	24
Don't Know/ No Answer	<u>2</u>	<u>2</u>	<u>--</u>	<u>--</u>	<u>1</u>	<u>1</u>	<u>1</u>	<u>2</u>
TOTAL	100	100	100	100	100	100	100	100

TABLE 3

OVERALL SATISFACTION WITH REPAIR WORK

	<u>Total Remington</u>		<u>Shotguns</u>		<u>C. F. Rifles</u>		<u>R. F. Rifles</u>	
	<u>'84</u>	<u>'85</u>	<u>'84</u>	<u>'85</u>	<u>'84</u>	<u>'85</u>	<u>'84</u>	<u>'85</u>
(Base)	(935)	(2174)	(433)	(1067)	(362)	(832)	(123)	(255)
Extremely Satisfied	44%	40%	48%	44%	43%	37%	37%	33%
Very Satisfied	25	26	25	27	24	25	24	27
Somewhat Satisfied	8	9	7	7	9	11	7	9
Somewhat Dissatisfied	6	6	5	5	6	7	12	9
Very Dissatisfied	12	13	11	12	13	14	14	16
Don't Know/ No Answer	<u>5</u>	<u>6</u>	<u>4</u>	<u>5</u>	<u>5</u>	<u>6</u>	<u>6</u>	<u>6</u>
TOTAL	100	100	100	100	100	100	100	100

TABLE 4

AWARENESS OF WARRANTY GUNSMITHS

	<u>TOTAL REMINGTON</u>	
	<u>1984</u>	<u>1985</u>
(Base)	(935)	(2174)
Aware of Warranty Gunsmiths	46%	36%
<u>Not</u> Aware of Warranty Gunsmiths	52	62
Don't Know/No Answer	<u>2</u>	<u>2</u>
TOTAL	100	100