

Company RACI
Business Arms Service
Subject SMP Program Summary

Frequency 1/1/2008 -6/30/2008	

Malfunction Code	M-176 Returned For Recall/Update		M-238 Clean & Inspect	
	40-X	0		0
	600	12		0
600 Mohawk		7		0
	660	6		0
	700	1		0
	721	0		0
	722	0		0
	XP 100	1		0
	Total	27		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 -6/30/2008	

Malfunction Code	M-176 Returned For Recall/Update		M-238 Clean & Inspect	
	40-X	0		0
	600	19		0
600 Mohawk		7		0
	660	9		0
	700	24		0
	721	3		0
	722	4		0
	XP 100	0		0
	Total	66		0
		12%		0%

Total RARC's warranty claim forms	Frequency 1/1/2008 -6/30/2008
	\$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	6	27
2	2	11
3	2	11
37	77	115
16	18	34
9	10	19
0	0	1
76	115	218
35%	53%	

TOTALS
0
0
0
218

By Malfunction Code - Repairs performed by RARC's

M-239 Replace Trigger Assembly	M-240 Bolt Lock Safety Modification	Grand Total
0	1	1
20	33	72
4	3	14
4	13	26
40	346	410
1	25	29
2	11	17
0	1	1
71	433	570
12%	76%	

Submitted Claim Forms

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Submitted
Qualified
Rejected
Duplicated