

Company RACI
Business Arms Service
Subject SMP Program Summary

Frequency 1/1/2008 -7/31/2008

Malfunction Code	M-176 Returned For		M-238 Clean & Inspect	
	Recall/Update			
40-X	0		0	
600	13		0	
600 Mohawk	7		0	
660	6		0	
700	1		0	
721	0		0	
722	0		0	
XP 100	1		0	
Total	28		0	
	12%		0%	

Backlog

Model	Approval		Parts	
	Hold		Hold	
700/721	0		0	
600/660	0		0	
XP-100	0		0	

Frequency 1/1/2008 -7/31/2008

Malfunction Code	M-176 Returned For		M-238 Clean & Inspect	
	Recall/Update			
40-X	0		0	
600	21		0	
600 Mohawk	7		0	
660	10		0	
700	26		0	
721	3		0	
722	4		0	
XP 100	0		0	
Total	71		0	
	14%		0%	

Total RARC's warranty claim forms Frequency 1/1/2008 -7/31/2008

\$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	7	29
2	2	11
4	2	12
39	87	127
18	19	37
11	12	23
0	2	3
83	131	242
34%	54%	

TOTALS
0
0
0
242

By Malfunction Code - Repairs performed by RARC's

M-239 Replace Trigger Assembly	M-240 Bolt Lock Safety Modification	Grand Total
0	1	1
23	50	94
6	11	24
4	14	28
47	225	298
1	27	31
2	14	20
0	1	1
83	343	497
17%	69%	

Submitted Claim Forms

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Submitted
Qualified
Rejected
Duplicated