

SHOTGUNS - contd.MODEL 3200 SHOTGUN - contd.

. Customer Complaints - contd.

There were incidents of serious malfunctions such as "fires on closing" and "doubles" which received thorough investigation and successful preventive measures were established.

Two-thirds of the complaints involved 8 items of which "fails to fire" and "poor Trigger pull" were the most frequent. 60% of these two items were caused by improper Fire Control adjustment. Corrective measures have been taken in an effort to assure that all potential complaint items are found and corrected before guns are shipped.

A specific complaint, the Fore-end Iron Assembly being upset or bent when hitting the clearance cut in the Frame Assembly, was recently brought to the attention of Management. This has not been a big item of field complaint. The work that has been done to correct this problem is:

- . Clearance cut in the Frame was deepened .004" in November, 1972 and the Fore-end Iron was filed and stoned.
- . Final inspection procedures to check clearance were started in December, 1972.
- . Machining to remove more stock from the Fore-end Iron plus polishing of the edge was started in December, 1972.
- . A new machine to revise shape of the clearance cut in the Frame will be completed in April, 1974.

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