

SHOTGUNS - contd.MODEL 3200 SHOTGUN - contd.

. Customer Complaints - contd.

- . Final inspection is being reviewed to determine if a thicker shim, allowing more clearance, can be used.
- . Quality Audit and Inspection specifically check clearance.

The possibility that customers damage the Fore-end Iron Assembly when removing Barrels has not been studied.

Correction of this problem requires returning the gun to the factory for cutting down the edge of the Fore-end Iron Assembly and recoloring.

Marketing has received many complaints about the Grip Cap and occasional complaints about the Butt Plate. Samples are being made for review:

- . No Grip Cap and low gloss black Butt Plate.
- . No Grip Cap and present Butt Plate.
- . M/870 TC Grip Cap and black Butt Plate, both low gloss.

The General Manager asked why Management does not know about items such as the Fore-end Iron Assembly denting. Are there other surprises?

R & D reported there have been two field complaints of broken Top Tangs. Also there have been stress marks on the Bottom Tang. This is related to the notch in the Top Tang for fastening of the Tang Connecting Block. Three different design approaches are being tested to correct the Top Tang condition. Stress marks on the Bottom Tang relate to fit of parts and a program is in progress with R & D and Production. At present, correction of either of these conditions must be made at the factory.