

ANALYSIS OF MODEL 3200 COMPLAINTS

Information on Exhibit 5A represents all complaints received thru August, 1974 and shoot reports.

Left Side - Complaints per 1000 guns
Bottom - Serial number of guns by 1000's

These represent: 10 months after sale
 6 " " "
 3 " " "

Rapid rise on early guns to about #7000, then a slight decline with increasing serial numbers.

Note that in most instances, peaks and dips pretty much agree.

Looking at the 6-month and 3-month figures, there appears to be a slight downward slope after serial #12000.

This looks encouraging, but in Marketing's judgment, the rate after just 10 months is still too high -- approaching a range of 6% - 8%. We wonder what the rate will be after 15 months or 2 years.

Also included on this chart are the high frequency rates by serial numbers taken from the shoot reports.

Interestingly, the shoot results match up quite well with the high peaks recorded in the Ilion returns.

Exhibit 5B shows the trend of two major complaints six months after sale.

Here you will note that poor trigger pull and loose barrel band complaints have fallen off quite rapidly.

On the other hand, Exhibit 5C shows cracked fore-ends and "will not fire", or misfires, continue to be a problem.

The vertical line notes a change in design or production to alleviate the problem.

These charts do not cover amount of usage or target versus field grade guns.

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