

FIREARMSSHOTGUNSMODEL 3200 SHOTGUN
(Introduction 1973)

Marketing updated the complaint report shown at the September meeting - Exhibit 1. This information is for the gun before design changes in late 1974. The trend shows continued improvement except for guns around serial number 21,000. The complaints of cracked Fore-end and will not fire or misfire are not improving.

At the end of December, there were 41 complaints of fires on closing. Since then 3 more have been received. There is no correlation to serial number. There have been no personal injuries reported.

Production reported that guns being received now for improvements do not always have specific complaints listed. Where they do, they will be recorded. The complaint report will be started again for the revised design guns. (Cost of making the product improvements to existing guns is being recorded separately from new gun production.)

Since the new design guns have not been in the field long enough for a complaint analysis, Production reported gallery performance as an indicator of the effectiveness of the design changes.

<u>Gun Type</u>	<u>Produced</u>		<u>% Gallery Rejects</u>
	<u>Date</u>	<u>No.</u>	
Old Design	8-12/9-17-74	2627	9.7%
New Design - Modified Gun	12-3/1-14-75	1715	4.1%
New Design - New Gun	12-17/1-14-75	459	3.3%

These numbers may not yet be significant.