

QUALITY REVIEW AT ILION - contd.FIELD COMPLAINT PROCESSING SYSTEM - contd.

Exhibit 4, including text outline and chart, was presented as status of system development. Items 1 through 4 on chart will be in effect by 1/1/76.

FIELD PERFORMANCEGunsmith Call Report Summary

E. G. Larson reported. Exhibit 5 was presented as a summary of these reports.

Response to updating of the Model 3200 shotgun has been very good.

The Chairman requested that an action column, with responsibility be added to the Gunsmith Call Report.

Experience at Major Shoots in 1975

E. G. Larson reported. Exhibit 6 - Text outline and chart - was presented as a summary of complaints and repairs at major shoots.

On Model 3200 shotguns, past serial number 28,000, cracked Fore-ends and Stocks are the major complaints.

Model 1100 complaints were ones the improvement program should correct except for:

28 Gauge Extractor Breakage
Carrier Latch Breakage

Analysis of Model 3200 Shotgun Complaints

L. J. Scott reviewed Exhibit 7 which shows a continuing declining trend in number of complaints.

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