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CUSTOMERS' COMPLAINTS ON FIREARMS FOR MONTH ENDED MARCH 31, 1946

| | <u>PRODUCED WITHIN ONE YEAR</u> | <u>TOTAL</u> |
|--|-------------------------------------|--------------|
| <u>Model 81</u> | | |
| O Jacket head loose. | | 1 |
| Seam in barrel - burst. | 1 | 1 |
| O Magazine springs out of adjustment. | 1 | 2 |
| O Fails to eject. | | 1 |
| X Receiver not stamped "Safe". | 1 | 1 |
| O Indicator jumps on. | <u>1</u> | <u>2</u> |
| | 4 | 8 |
| <u>Sportsman, 12 ga.</u> | | |
| O Stock checked. | 2 | 2 |
| O Fore end checked. | 1 | 1 |
| O Magazine plug pulls out. | <u>1</u> | <u>1</u> |
| | 4 | 4 |
| <u>Model 11, 12 ga.</u> | | |
| O Stock checked. | 3 | 3 |
| X Waves on outside of barrel. | 1 | 1 |
| Extractor broken. | <u>1</u> | <u>1</u> |
| | 5 | 5 |
| <u>Model 121</u> | | |
| O Don't lock up. | 1 | 1 |
| O Fails to feed, properly. | 1 | 1 |
| X Not accurate. | 3 | 3 |
| X Barrel damaged at chamber. | 1 | 1 |
| Extractor broken. | 2 | 2 |
| Action bar broken at carrier dog slot. | <u>1</u> | <u>1</u> |
| | 9 | 9 |
| <u>Model 141</u> | | |
| O Fails to feed. | | 2 |
| X Unloads hard. | | 1 |
| X Sear short. | <u>1</u> | <u>1</u> |
| | 1 | 4 |
| <u>Model 241</u> | | |
| X Trigger guard loose in receiver. | 2 | 2 |
| O Does not disconnect. | 2 | 2 |
| O Fails to eject. | 3 | 3 |
| X Disconnecter short. | 1 | 1 |
| O Cartridge catches in guide. | 1 | 1 |
| X Cartridge guide loose. | 1 | 1 |
| X Front sight loose. | <u>1</u> | <u>1</u> |
| | 11 | 11 |

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CUSTOMERS' COMPLAINTS ON FIREARMS FOR MONTH ENDED MARCH 31, 1946

| | <u>PRODUCED WITHIN ONE YEAR</u> | <u>TOTAL</u> |
|--------------------------------|-------------------------------------|--------------|
| <u>Model 31, 12 Ga.</u> | | |
| X Barrel bore rough. | 1 | 1 |
| O Stock checked. | <u>2</u> | <u>2</u> |
| | 3 | 3 |
| <u>Model 510</u> | | |
| Bolt broken at extractor slot. | 1 | 1 |
| O Fails to eject. | 1 | 1 |
| Bolt handle broken. | 1 | 1 |
| O Misfire. | 1 | 1 |
| O Not accurate. | <u>1</u> | <u>1</u> |
| | 5 | 5 |
| <u>Model 511</u> | | |
| O Stock checked. | <u>1</u> | <u>1</u> |
| | 1 | 1 |
| <u>Model 512</u> | | |
| O Fails to eject. | 5 | 5 |
| O Fails to feed. | 3 | 3 |
| O Retainer out of adjustment. | 3 | 3 |
| Sear broken. | 1 | 1 |
| O Firing pin follows down. | 2 | 2 |
| O Stock checked. | 1 | 1 |
| Bolt handle broken. | 1 | 1 |
| Bolt sleeve broken. | <u>1</u> | <u>1</u> |
| | 17 | 17 |
| <u>Model 513</u> | | |
| O Misfire. | 1 | 1 |
| O Stock checked. | 1 | 1 |
| X Poor trigger pull. | <u>1</u> | <u>1</u> |
| | 3 | 3 |
| <u>Model 500</u> | | |
| O Fails to eject. | | 22 |
| O Misfire. | | 2 |
| Bolt broken. | | 1 |
| Recoil spring broken. | | <u>1</u> |
| | | 26 |
| <u>Model 720</u> | | |
| O Misfire. | | <u>1</u> |
| | | 1 |
| TOTAL | 63 | 97 |

Corrected in recent production.

X Oversight in inspection.

O Close adjustment not showing up in factory tests,
resulting in malfunction through usage.

CUSTOMERS' COMPLAINTS ON FIREARMS FOR MONTH ENDED MARCH 31, 1946

| | |
|--|-----|
| Total for March, 1946 | 97 |
| Total for March, 1945 | 20 |
| Grand total to date, 1946 | 236 |
| Grand total to date, 1945 | 59 |
| Grand total April 1, 1945, to March 31, 1946 | 510 |
| Grand total April 1, 1944, to March 31, 1945 | 225 |
| Last 12 months' running average | 42 |
| 12 Months' running average (one year ago) | 18 |
| 12 Months' running average (6 months ago) | 19 |
| Produced within one year | 63 |
| Produced within one year (six months ago) | 0 |
| Produced within one year (one year ago) | 0 |
| Produced within one year (two years ago) | 0 |

S. W. Rose/McD.
April 1, 1946