

*1 Name*  
*2 Mary for N.B.*  
 Copies to: Messrs.

C. K. Davis  
 D. F. Carpenter  
 W. O. Reisinger  
 B. E. Strader  
 E. C. Griffing  
 F. J. Craig  
 G. O. Clifford  
 M. E. Warden (2)  
 G. E. Pinckney  
 A. L. French  
 W. L. Clay  
 Bridgeport, Conn.

H. K. Faulkner  
 W. H. Davis  
 H. A. Brown  
 R. H. Grace  
 C. W. Borden (5)  
 P. B. Rutherford  
 D. E. Miller  
 S. W. Rose  
 R. J. Seiler  
 R. A. Williamson  
 A. J. Brown  
 S. H. Alvis

CUSTOMERS' COMPLAINTS ON FIREARMS FOR MONTH ENDED SEPTEMBER 30, 1946

|                                  | PRODUCED WITHIN<br>ONE YEAR | TOTAL    |
|----------------------------------|-----------------------------|----------|
| <u>Model 81</u>                  |                             |          |
| 0 Magazine out of adjustment.    | 1                           | 1        |
| Magazine spring broken.          | 1                           | 1        |
| 0 Magazine follower sticks.      | 1                           | 1        |
| 0 Barrel sticks back.            | 1                           | 1        |
| Safety rocker stop screw broken. | 1                           | 1        |
|                                  | <u>5</u>                    | <u>5</u> |
| <u>Sportsman, 12 Ga.</u>         |                             |          |
| 0 Stock checked.                 | 1                           | 2        |
| 0 Fails to eject.                | 1                           | 1        |
| 0 Fore and checked.              | 2                           | 2        |
| 0 Fails to feed.                 | 1                           | 1        |
| 2 Filings in action.             | 1                           | 1        |
| X Take-down screw short.         | 1                           | 1        |
| 0 Can not pull trigger.          | 1                           | 1        |
|                                  | <u>8</u>                    | <u>9</u> |
| <u>Sportsman, 16 Ga.</u>         |                             |          |
| 0 barrel leads. Rough.           | 1                           | 1        |
|                                  | <u>1</u>                    | <u>1</u> |
| <u>Model 11, 12 Ga.</u>          |                             |          |
| 0 Stock checked.                 | 1                           | 1        |
| 0 Rusty barrel outside.          | 2                           | 2        |
|                                  | <u>3</u>                    | <u>3</u> |
| <u>Model 11, 16 Ga.</u>          |                             |          |
| 0 Fails to eject.                | 1                           | 1        |
|                                  | <u>1</u>                    | <u>1</u> |
| <u>Model 11, 20 Ga.</u>          |                             |          |
| 0 Stock checked.                 | 1                           | 1        |
| 0 Fails to feed.                 | 3                           | 3        |
| 3 Guide ring loose.              | 1                           | 1        |
|                                  | <u>4</u>                    | <u>5</u> |
| <u>Model 141</u>                 |                             |          |
| 0 Fails to eject.                | 2                           | 2        |
| 0 Guard & receiver loose.        | 1                           | 1        |
| Rear sight broken.               | 1                           | 1        |
|                                  | <u>4</u>                    | <u>4</u> |
| <u>Model 121</u>                 |                             |          |
| 0 Fails to eject.                | 2                           | 2        |
| Firing pin broken.               | 1                           | 1        |
| 0 Don't lock up.                 | 1                           | 1        |
| 0 Fails to feed.                 | 3                           | 3        |
| X Guard & receiver loose.        | 1                           | 1        |
| Extractor broken.                | 1                           | 1        |

CUSTOMERS' COMPLAINTS ON FIREARMS FOR MONTH ENDED SEPTEMBER 30, 1946

|                                         | PRODUCED WITHIN<br><u>ONE YEAR</u> | <u>TOTAL</u> |
|-----------------------------------------|------------------------------------|--------------|
| <u>Model 121 (continued)</u>            |                                    |              |
| O Takes maximum plug.                   | 1                                  | 1            |
| X Barrel loose in receiver.             | 1                                  | 1            |
| X Sights out of adjustment.             | 2                                  | 2            |
| X Poor finish on barrel.                | 1                                  | 1            |
|                                         | <u>14</u>                          | <u>14</u>    |
| <u>Model 241</u>                        |                                    |              |
| O Does not disconnect.                  | 3                                  | 3            |
| O Barrel take down loose.               | 2                                  | 2            |
| X Not accurate.                         | 2                                  | 2            |
| O Cartridge catch in guide.             | 2                                  | 2            |
|                                         | <u>9</u>                           | <u>9</u>     |
| <u>Model 31. 12 Ga.</u>                 |                                    |              |
| O Stock split.                          | 2                                  | 2            |
| O Fails to feed.                        | 1                                  | 1            |
| X Magazine unloads hard.                | 1                                  | 1            |
| Retractor spring broken.                | 1                                  | 1            |
|                                         | <u>5</u>                           | <u>5</u>     |
| <u>Model 37</u>                         |                                    |              |
| O Takes maximum plug.                   |                                    | 1            |
|                                         |                                    | <u>1</u>     |
| <u>Model 510</u>                        |                                    |              |
| O Jars off.                             | 2                                  | 2            |
| Bolt handle broken.                     | 1                                  | 1            |
| O Misfire.                              | 2                                  | 2            |
| N Not accurate.                         | 2                                  | 2            |
| O Cartridges stem chamber.              | 1                                  | 1            |
| O Stock split.                          | 1                                  | 1            |
|                                         | <u>9</u>                           | <u>9</u>     |
| <u>Model 511</u>                        |                                    |              |
| Magazine lock broken.                   | 1                                  | 1            |
| O Jar off.                              | 1                                  | 1            |
| N Not accurate.                         | 1                                  | 1            |
| O Fails to eject.                       | 1                                  | 1            |
|                                         | <u>4</u>                           | <u>4</u>     |
| <u>Model 512</u>                        |                                    |              |
| O Fails to eject.                       | 2                                  | 2            |
| O Fails to feed.                        | 1                                  | 1            |
| O Cartridge retainer out of adjustment. | 1                                  | 1            |
| Sear broken.                            | 1                                  | 1            |
| O Firing pin follows down.              | 1                                  | 1            |
| Bolt handle broken.                     | 1                                  | 1            |
| Bolt broken at extractor slot.          | 1                                  | 1            |
| O Takes maximum heading plug.           | 1                                  | 1            |
|                                         | <u>9</u>                           | <u>9</u>     |
| <u>Model 550</u>                        |                                    |              |
| O Fails to eject.                       |                                    | 7            |
|                                         |                                    | <u>7</u>     |
| <hr/>                                   |                                    |              |
| TOTAL                                   | 76                                 | 86           |

N Not covered by inspection.  
 # Corrected in recent production.  
 X Oversight in inspection.  
 O Close adjustment not showing up in factory tests,  
 resulting in malfunction through usage.

Sheet No. 3CUSTOMERS' COMPLAINTS ON FIREARMS FOR MONTH ENDED SEPT. 30, 1946

|                                                  |     |
|--------------------------------------------------|-----|
| Total for September, 1946.....                   | 86  |
| Total for September, 1945.....                   | 12  |
| Grand total to date, 1946.....                   | 724 |
| Grand total to date, 1945.....                   | 157 |
| Grand total Oct. 1, 1945, to Sept. 30, 1946..... | 850 |
| Grand total Oct. 1, 1944, to Sept. 30, 1945..... | 216 |
| Last 12 months' running average.....             | 70  |
| 12 Months' running average (one year ago).....   | 18  |
| 12 Months' running average (six months ago)..... | 47  |
| Produced within one year.....                    | 76  |
| Produced within one year (six months ago).....   | 57  |
| Produced within one year (one year ago).....     | 0   |
| Produced within one year (two years ago).....    | 0   |

S. W. Rose/Med.  
Oct. 1, 1946.