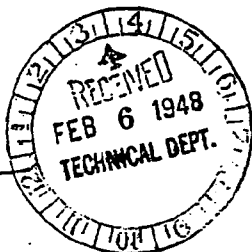


COPIES TO:

C.K. DAVIS
D.F. CARPENTER
W.O. REISINGER
B.E. STRADER
F.J. CRAIG
G.O. CLIFFORD
M.R. WARDEN
G.E. PINCKNEY
A.L. FRENCH
W.L. CLAY
BRIDGEPORT

H.K. FAULKNER
W.H. DAVIS
H.A. BROWN
R.H. GRACE
H.J. HACKMAN (5)
D.S. FOOTE
D.E. MILLER
S.W. ROSE
R.A. WILLIAMSON
A.J. BROWN

File

CUSTOMER'S COMPLAINTS ON FIREARMS FOR MONTH ENDED JANUARY 31, 1948.

	PRODUCED WITHIN ONE YEAR	TOTAL
MODEL 81		
# JACKET HEAD LOOSE	9	16
O FAILS TO EXTRACT (EXTRACTOR OUT OF ADJ.)		2
O FAILS TO EJECT	1	4
O MAGAZINE SIDE SPRING OUT OF ADJ.	5	7
STOCK SPLIT	1	1
O STEMS CHAMBER	1	1
X NOT ACCURATE	1	3
O BARREL EXTENSION LOOSE		2
O FAILS TO FEED	1	1
O BARREL STICKS BACK	2	3
BOLT CARRIER BROKEN AT EXTRACTOR SLOT		1
CAM PIN BROKEN	1	1
RECEIVER TANG SPRUNG	1	1
RUST SPOT IN BARREL	1	1
X ROUGH CHAMBER		1
O JAMS (EXTRACTOR LOOSE)	3	3
O FORE END SCREW STUD BECAME LOOSE (DEFECTIVE)	2	2
FIRING PIN AND SPRING BROKEN		1
NOTCH ON TRIGGER NOT SO GOOD		1
	<u>29</u>	<u>52</u>
SPORTSMAN - 12 GA.		
O CARTRIDGE STOP OUT OF ADJUSTMENT	1	1
O STOCK LOOSE	1	1
X BARREL NOT ALIGNED PROPERLY	2	2
O DOES NOT FEED (CARRIER DOG OUT OF ADJUSTMENT)	1	1
X PULLS HARD WHEN LOADED (POOR HAMMER NOTCH)	1	1
O TRIGGER BINDS	1	1
FORE END SPLIT	1	2
X CANNOT ASSEMBLE (OPERATING SLIDE FILED DAMAGED)	1	1
STOCK BROKEN	1	2
MAGAZINE PLUG THREADS STRIPPED	1	1
N BARREL BORED ECCENTRIC		1
O FAILS TO EJECT	1	1
ROUGH ACTION		1
	<u>12</u>	<u>16</u>

SHEET NO. 1

	PRODUCED WITHIN ONE YEAR	TOTAL
<u>SPORTSMAN - 16 GA.</u>		
O FAILS TO EXTRACT	1	1
O FAILS TO EJECT		3
X CARRIER LATCH POORLY FILED	<u>2</u>	<u>3</u>
	3	7
<u>SPORTSMAN - 20 GA.</u>		
X CARRIER DOG FILED THIN		1
O FAILS TO EJECT		1
DOESN'T ASSEMBLE PROPERLY	<u>1</u>	<u>1</u>
	1	3
<u>MODEL 11 - 12 GA.</u>		
O TRIGGER AND HAMMER OUT OF ADJUSTMENT	1	1
O SHELLS STEM CHAMBER	1	1
X CARRIER LATCH FILED TOO MUCH		1
O CARRIER LATCH OUT OF ADJUSTMENT		1
O FAILS TO EJECT	1	1
X RIB NOT IN LINE WITH BARREL	1	1
X DEFECTIVE BARREL (TEAR IN CHOKE)	1	1
O SAFE NOT RIGHT (JARS OFF)	1	1
X BARREL BENT	1	1
STOCK SPLIT	3	4
O FAILS TO FEED	<u>1</u>	<u>1</u>
	11	14
<u>MODEL 11 - 16 GA.</u>		
O HAMMER AND TRIGGER OUT OF ADJUSTMENT		1
SHELLS STEM CHAMBER	1	1
STOCK CHECKED	1	1
X CARRIER LATCH FILED TOO THIN	<u>1</u>	<u>1</u>
	3	4
<u>MODEL 11 - 20 GA.</u>		
X BARREL ROUGH AND LEADED INSIDE	2	2
STOCK BROKEN		1
X JAMS (CARRIER SPRING SHORT)		1
O FAILS TO EJECT	1	1
O DEFECTIVE TRIGGER SPRING	<u>1</u>	<u>1</u>
	4	6
<u>MODEL 121</u>		
FIRING PIN BROKEN	4	5
X FIRING PIN STRIKES INSIDE RIM	1	1
O STEMS CHAMBER	4	6
O TAKES MAX. PLUG		2
O FAILS TO EJECT	6	6
O FAILS TO FEED	1	1
X FIRING PIN HOLE IN BLOCK OUT OF POSITION	2	3
X GUARD ASSEMBLES HARD IN RECEIVER	2	2
O ACTION BAR DAMAGED	1	1
X DEFECTIVE BARREL (PITTED INSIDE)	<u>1</u>	<u>1</u>
	22	28

		PRODUCED WITHIN ONE YEAR	TOTAL
<u>MODEL 141</u>			
	FORE ENED SPLIT	1	2
O	FAILS TO EJECT	1	3
O	SEAR AND SEAR LOCK OUT OF ADJUSTMENT	2	2
O	SHELLS STEM CHAMBER	1	2
O	FAILS TO FEED	5	7
	STOCK CHECKED	1	4
O	CARRIER LEVER BINDS	1	1
X	FIRING PIN STRIKES OFF CENTER	2	3
	FAILS TO EXTRACT		3
	CARTRIDGE STOP BROKEN	4	5
	BARREL PITTED NEAR CHAMBER	1	2
X	NOT ACCURATE	1	2
O	FEEDING PLUG GOES BY CARTRIDGE STOP (JAMS)	2	2
X	POOR BROWNING	1	1
X	FIRING PIN HOLE OUT OF POSITION	2	2
O	TRIGGER BINDS	1	1
X	BARREL BADLY PITTED BETWEEN LANDS	1	1
X	GUARD AND RECEIVER VERY LOOSE	1	1
O	SHELLS FEED HARD UNDER EXTRACTOR		1
X	CARTRIDGE WAYS IN BAR NOT UP TO STANDARD		1
X	FIRING PIN CATCH LOOSE		2
O	FIRES WHEN LOADED (NOTCHES ON SEAR AND FIRING PIN DAMAGED)		1
O	ACTION BINDS	3	3
O	MAGAZINE TUBE DAMAGED AT MAGAZINE SCREW	2	2
X	MISFIRES		1
X	TRIGGER PULL CREEPY	1	1
X	MAGAZINE LOOSE (THREADS STRIPPED)		1
		<u>34</u>	<u>57</u>
<u>MODEL 241</u>			
O	CARTRIDGES STICK IN CARTRIDGE GUIDE FEEDING	3	3
O	FAILS TO DISCONNECT	5	6
X	POOR NOTCH ON FIRING PIN	3	4
O	FAILS TO EJECT	8	9
O	FAILS TO EXTRACT	2	2
X	SIGHTS OUT OF LINE	3	3
O	ACTION SPRING PLUNGER BINDS	1	1
O	CARTRIDGE STOP PLUNGER TOO SHORT OR TOO LONG	1	1
O	BARREL TAKE UP IS LOOSE	1	1
X	GUARD LOOSE	2	4
	BARREL LOOSE	1	1
	DEFECTIVE STOCK	1	1
	BARREL LOCK BUTTON BROKEN	1	1
X	DISCONNECTOR SHORT	1	1
X	JAMS (POOR CLAW ON EXTRACTOR)	1	1
		<u>34</u>	<u>39</u>

SHEET NO. 3

		PRODUCED WITHIN ONE YEAR	TOTAL
<u>MODEL 31 - 12 GA.</u>			
O	CARTRIDGE STOP OUT OF ADJUSTMENT	2	2
O	TRIGGER PULL OUT OF ADJUSTMENT	1	1
X	BARREL SPLIT (SEAM)	1	1
X	UNEVEN WALL THICKNESS	1	1
	STOCK CHIPPED	1	1
O	FAILS TO FEED	1	1
X	IMPERFECT CROWNING (SLIGHT RIDGE)	1	1
		<u>8</u>	<u>8</u>
<u>MODEL 31 - 16 GA.</u>			
	RECEIVER CRACKED	1	1
O	FAILS TO FEED	1	1
	CARRIER BINDS BETWEEN LEFT CTG. STOP PAD AND RECEIVER	1	1
O	MAGAZINE GUIDE SCREW CANNOT TURN	1	1
		<u>4</u>	<u>4</u>
<u>MODEL 31 - 20 GA.</u>			
O	CARTRIDGE STOP OUT OF ADJUSTMENT	1	1
	STOCK CHECKED	1	1
	NOT CORRECT CLEARANCE BETWEEN SEAR LOCK AND SIDE	1	1
		<u>2</u>	<u>3</u>
<u>MODEL 37</u>			
X	TRIGGER PULL NOT PROPERLY ADJUSTED	1	1
O	NOT ENOUGH CLEARANCE BETWEEN BOLT STOP AND SEAR	1	1
X	SIGHT BLOCKS OFF CENTER (POOR BEDDING)	1	1
X	SLUGS TIGHT AT MUZZLE AND CHAMBER	1	1
		<u>4</u>	<u>4</u>
<u>MODEL 510</u>			
	BOLT HANDLE BROKEN		1
O	FAILS TO EJECT	1	1
O	MISFIRES	1	1
O	BOLT HANDLE LOOSE	1	2
X	TAKE DOWN SCREW ASSEMBLES HARD	1	1
X	EJECTOR TOO LOW	1	1
	SIGHTS NOT PROPERLY ALIGNED	1	1
	BARREL DAMAGED AT CROWN	1	1
	TRIGGER SPRING PLUNGER BROKEN	1	1
X	BOLT DOES NOT CLOSE PROPERLY	2	2
	SEAR PIVOT SCREW OUT OF ADJUSTMENT	2	2
O	SEAR DAMAGED (SAFETY SCREW BROKEN)	1	1
		<u>13</u>	<u>15</u>
<u>MODEL 511</u>			
N	NOT ACCURATE	1	1
N	FAILS TO EJECT	2	3
O	FAILS TO FEED	1	1
	BARREL NOT STRAIGHT	1	1
O	FIRES WHEN COCKING (JARS OFF)		1
O	BOLT PULLS OUT	2	2
	RECEIVER NOT BEDDED PROPERLY		1
O	FIRES WITHOUT PULLING TRIGGER (SEAR WORN)	1	1

CONTINUED

SHEET NO. 4.

		PRODUCED WITHIN		
		ONE	YEAR	TOTAL
<u>MODEL 511 CONTINUED</u>				
N	SIGHT OUT OF POSITION		1	1
	SEAR DAMAGED			1
O	TAKE DOWN SCREW HOLE STRIPPED		1	1
X	BOLT BINDS IN RECEIVER		1	1
O	THREADS IN PEEP SIGHT HOLES IN RECEIVER STRIPPED		1	1
			<u>12</u>	<u>16</u>
<u>MODEL 512</u>				
O	CARTRIDGE RETAINER OUT OF ADJUSTMENT		3	4
O	FAILS TO FEED		1	1
O	FAILS TO EJECT		1	1
N	NOT ACCURATE		1	1
O	FIRING PIN HOLE OUT OF POSITION		1	1
X	CARTRIDGE STOP PLUNGER BINDS		1	1
	SEAR BROKEN		3	3
X	BARREL BENT		1	1
O	SEAR DAMAGED AT NOTCH (JARS OFF)			1
X	DOES NOT FUNCTION PROPERLY		1	1
O	BOLT PULLS OUT		5	5
N	NOT ACCURATE		1	1
	DROP SHELLS		1	1
	BOLT OUT OF LINE WITH HOLDING STUD		1	1
	MAGAZINE RING THREADS BAD		1	1
	BOLT HANDLE LOOSE		1	1
O	STEMS CHAMBER		1	1
X	BARREL CROOKED		1	1
	CARTRIDGE STOP SPLIT		1	1
			<u>26</u>	<u>28</u>
<u>MODEL 513</u>				
X	POOR TRIGGER PULL		1	1
X	ACTION OF BOLT ROUGH		1	1
X	MISFIRES (MAIN SPRING SHORT)		1	1
X	KEY HOLES (POOR RIFLING)		8	8
	DEFECTIVE BOLT HANDLE			1
			<u>11</u>	<u>12</u>
<u>MODEL 521</u>				
X	BOLT CATCHES ON RECEIVER IN OPENING		1	1
O	REAR SIGHT MOUNTING SCREW BROKEN IN RECEIVER		1	1
	BOLT CLOSSES HARD		1	1
X	BAD SPOT IN BLUEING		1	1
X	NOT ACCURATE		1	1
O	TRIGGER BROKEN		1	1
O	FAILS TO EXTRACT		1	1
			<u>7</u>	<u>7</u>
<u>MODEL 550</u>				
N	NOT ACCURATE			1
O	LEFT EXTRACTOR OUT OF ADJUSTMENT			1
	RIGHT EXTRACTOR OUT OF ADJUSTMENT			6
			<u>-</u>	<u>8</u>

SHEET NO. 5

		PRODUCED WITHIN	
		ONE	YEAR
		TOTAL	
<u>MODEL 550-1</u>			
X	RECOIL CHAMBER SHALLOW	1	1
O	RIGHT EXTRACTOR OUT OF ADJUSTMENT	15	15
O	FAILS TO FEED	7	7
X	ROUGH ACTION	1	1
	CARTRIDGE STOP BROKEN	1	1
O	SEAR SPRING DAMAGED	1	1
X	NOT ACCURATE (SHOOT TO RIGHT)	2	2
O	FAILS TO COCK	3	3
X	JAMS (INSERT ROUGH)	2	2
O	SEAR SPRING CASE NOT SCREWED UP TIGHT	1	1
O	FAILS TO EJECT	9	9
	RECOIL CHAMBER IS SPLIT	1	1
	FAILS TO CONNECT	2	2
O	FAILS TO EXTRACT	2	2
	BROKEN EXTRACTOR	2	2
X	BOLT DOES NOT CLOSE TIGHT	1	1
	FAILS TO OPERATE PROPERLY	2	2
O	NO CHAMFER ON FRONT END OF RECOIL CHAMBER	1	1
	EJECTOR BROKEN	1	1
		<u>55</u>	<u>55</u>

- # - CORRECTED IN RECENT PRODUCTION
 X - OVERSIGHT IN INSPECTION
 O - CLOSE ADJUSTMENT NOT SHOWING UP IN FACTORY TEST RESULTING
 IN MALFUNCTION THROUGH USAGE.
 N - NOT COVERED BY INSPECTION.

SHEET NO. 6

TOTAL FOR JANUARY 1948	386
TOTAL FOR JANUARY 1947	142
GRAND TOTAL TO DATE 1948	1984
GRAND TOTAL TO DATE 1947	142
GRAND TOTAL FEBRUARY 1, 1947 TO JANUARY 31, 1948	1842
GRAND TOTAL FEBRUARY 1, 1946 TO JANUARY 31, 1947	1061
LAST 12 MONTHS RUNNING AVERAGE	165
LAST 12 MONTHS RUNNING AVERAGE (1 YEAR AGO)	88
LAST 12 MONTHS RUNNING AVERAGE (6 MONTHS AGO)	113
PRODUCED WITHIN ONE YEAR	295
PRODUCED WITHIN ONE YEAR (6 MONTHS AGO)	66
PRODUCED WITHIN ONE YEAR (1 YEAR AGO)	103
PRODUCED WITHIN ONE YEAR (2 YEARS AGO)	0
GRAND TOTAL GUNS PRODUCED WITHIN ONE YEAR FROM FEBRUARY 1, 1947 TO JANUARY 31, 1948	1477
LAST 12 MONTHS RUNNING AVERAGE ON GUNS PRODUCED WITHIN ONE YEAR.	123

SHEET NO. 7

COMPLAINTS RECEIVED DURING JANUARY 1948 - ON GUNS PRODUCED IN THE
FOLLOWING-YEARS

<u>MODEL</u>	<u>1948</u>	<u>1947</u>	<u>1946</u>	<u>1945</u>	<u>MISC. & PARTS</u>
MODEL 81		29	23		
SPORTSMAN - 12 GA.		12	4		
SPORTSMAN - 16 GA.		3	4		
SPORTSMAN - 20 GA.		1	2		
MODEL 11 - 12 GA.		11	3		
MODEL 11 - 16 GA.		3	1		
MODEL 11 - 20 GA.		4	2		
MODEL 121		22	6		
MODEL 141		34	23		
MODEL 241		34	5		
MODEL 31 - 12 GA.	1	7			
MODEL 31 - 16 GA.		4			
MODEL 31 - 20 GA.		2	1		
MODEL 37		4			
MODEL 510		13	2		
MODEL 511		12	4		
MODEL 512		26	2		
MODEL 513		11	1		
MODEL 521		7			
MODEL 550			8		
MODEL 550-1		55			

H.E. WEEKS: FH
2/5/48.

SHEET NO. 8