

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

TOTAL JUSTIFIED COMPLAINTS

FEBRUARY 1948	234
FEBRUARY 1947	133
TO DATE 1948	620
TO DATE 1947	275

FOR 12 MONTHS ENDING FEBRUARY 29, 1948	1943
FOR 12 MONTHS ENDING FEBRUARY 28, 1947	1100

LAST 12 MONTHS RUNNING AVERAGE	161
LAST 12 MONTHS RUNNING AVERAGE (1 YEAR AGO)	91
LAST 12 MONTHS RUNNING AVERAGE (6 MONTHS AGO)	116

COMPLAINTS ON GUNS PRODUCED WITHIN ONE YEAR

CURRENT MONTH FEBRUARY 1948	172
SEPTEMBER 1947	99
FEBRUARY 1947	107
FEBRUARY 1946	0

FOR 12 MONTHS ENDING FEBRUARY 29, 1948	1542
--	------

LAST 12 MONTHS RUNNING AVERAGE ON GUNS PRODUCED WITHIN ONE YEAR.	128
---	-----

SHEET NO. 1

CUSTOMERS COMPLAINTS ON FIREARMS FOR MONTH ENDED FEBRUARY 29, 1948.

		PRODUCED WITHIN ONE YEAR	TOTAL
<u>MODEL 81</u>			
#	JACKET HEAD LOOSE	4	10
0	FAILS TO EJECT	2	5
0	MAGAZINE SIDE SPRING OUT OF ADJUSTMENT		1
	EXTRACTOR BROKEN		1
X	NOT ACCURATE	1	1
0	BARREL STICKS BACK	1	1
0	MAGAZINE SPRING BROKEN		2
	SAFE NOT PROPERLY CHAMFERED		1
		<u>8</u>	<u>22</u>
<u>SPORTSMAN - 12 GA.</u>			
X	THREADS STRIPPED IN MAGAZINE PLUG	2	2
X	CARRIER LATCH OUT OF ADJUSTMENT		1
	STOCK SPLIT	1	1
	BARREL RIB NOT STRAIGHT - MATTING RUNS OUT	1	1
0	DEFECTIVE BARREL (WAVY ON OUTSIDE)	1	1
0	HAMMER OUT OF ADJUSTMENT	1	1
X	POOR BLUEING	1	1
		<u>7</u>	<u>8</u>
<u>SPORTSMAN - 16 GA.</u>			
X	CARRIER DOG FILED OUT OF SHAPE	1	1
0	FAILS TO EJECT	1	2
	STOCK CHECKED	3	3
X	CARRIER LATCH AND CARTRIDGE STOP PIN TOO LONG	1	1
0	SHELL STEM CHAMBER	1	1
		<u>7</u>	<u>8</u>
<u>SPORTSMAN - 20 GA.</u>			
0	SHELLS STEM CHAMBER	1	2
0	FAILS TO EJECT		1
0	FAILS TO FEED		1
0	JAMS	1	1
0	FORE-END POORLY FITTED	1	1
	CARRIER DOG OUT OF ADJUSTMENT		1
		<u>3</u>	<u>7</u>
<u>MODEL 11 - 12 GA.</u>			
0	SHELLS STEM CHAMBER	1	1
N	BARREL WALL THIN		1
0	FAILS TO EXTRACT	1	1
0	FAILS TO EJECT		1
0	CARTRIDGE STOP OUT OF ADJUSTMENT		1
	DEFECTIVE STOCK (POORLY FITTED)	1	1
		<u>3</u>	<u>6</u>

SHEET NO. 2

		PRODUCED WITHIN ONE YEAR	TOTAL
MODEL 11 - 16 GA.			
O	CARRIER LATCH OUT OF ADJUSTMENT	1	1
O	SHELLS STEM CHAMBER	1	1
N	FRONT SIGHT CAME OFF	1	1
X	FRONT SIGHT BASE NOT LINED UP PROPERLY	1	1
X	ROUGH ACTION	1	1
X	TRIGGER AND SAFETY BINDS		1
		<u>5</u>	<u>6</u>
MODEL 11 - 20 GA.			
O	SHELLS STEM CHAMBER		2
O	FAILS TO FEED	1	1
	DOES NOT LOCK BACK		1
	FRONT SIGHT MISSING	1	1
		<u>2</u>	<u>5</u>
MODEL 121			
X	FIRING PIN STRIKES INSIDE RIM	2	3
O	SHELLS STEM CHAMBER	1	2
O	TAKES MAX. PLUG		1
O	BARREL LOOSE ON RECEIVER	1	1
O	FAILS TO EJECT	3	3
O	FAILS TO EXTRACT	1	1
X	NOT ACCURATE	1	1
O	FAILS TO FEED	1	2
X	MISFIRES	1	1
	FORE-END SPLIT	1	1
	BARREL CHIPPED ON LEFT SIDE OF CHAMBER		1
	RECEIVER CRACKED ON TOP	1	1
X	FACE OF BLOCK ROUGH	1	1
X	RECEIVER ON TOO FAR (CAUSES SIGHTS TO TIP)		1
O	STEMS RETAINER	1	1
	TOO MUCH PLAY BETWEEN TRIGGER AND SAFETY	1	1
	ACTION DOES NOT LOCK UP	1	1
		<u>17</u>	<u>23</u>
MODEL 141			
X	EJECTOR ROD HOLES OUT OF POSITION		1
O	FAILS TO EJECT	1	3
O	SEAR AND SEAR LOCK OUT OF ADJUSTMENT	1	2
O	FAILS TO FEED	3	5
X	FIRING PIN STRIKES OFF CENTER	1	1
O	UNLOCKS HARD	1	1
O	FAILS TO EXTRACT		1
	CARTRIDGE STOP BROKEN	2	2
	EXTRACTOR BROKEN	1	1
O	ACTION BINDS		1
X	JAMS (CARRIER LEVER IS SHORT)		1
	ACTION BAR LOCK SPRING CASE BROKEN	1	1
	FIRING PIN EXTENSION LOOSE FROM FIRING PIN		1
O	SEAR DAMAGED	1	1
	STOCK SPLIT	1	1
X	EXTRACTOR NOT TO GAUGE	1	1
		<u>14</u>	<u>24</u>

SHEET NO .3

		PRODUCED WITHIN ONE YEAR	TOTAL
MODEL 241			
O	CARTRIDGES STICK IN CARTRIDGE GUIDE FEEDING		1
O	FAILS TO DISCONNECT	2	3
X	POOR NOTCH ON FIRING PIN	2	2
O	FAILS TO EJECT	4	4
O	FAILS TO EXTRACT	1	1
X	SIGHTS OUT OF LINE	2	2
X	NOT ACCURATE (MUZZLE UPSET)	1	1
O	CARTRIDGE STOP PLUNGER TOO SHORT	1	1
O	BARREL TAKE UP IS LOOSE		1
	DEFECTIVE STOCK	1	1
X	JAMS (POOR CLAW ON EXTRACTOR)	3	3
	WEAK SEAR SPRING	1	1
	DEEP DENT ON BARREL	1	1
	TOO MUCH SPACE BETWEEN YOKE AND RECEIVER	1	1
	CARTRIDGE GUIDE BROKEN	1	1
		<u>21</u>	<u>24</u>
MODEL 31 - 12 GA.			
O	REAR CORNER OF LEFT LIP ON MAG. GUIDE IS BENT	1	1
X	BARREL DENTED AND WRINKLED	1	1
	BARREL CRACKED (MATTING RUNS OUT)	1	1
		<u>3</u>	<u>3</u>
MODEL 31 - 16 GA.			
	STOCK CHECKED	1	2
O	FAILS TO FEED	1	1
	STOCK CAST OFF	1	1
		<u>3</u>	<u>4</u>
MODEL 31 - 20 GA.			
O	CARTRIDGE STOP OUT OF ADJUSTMENT	1	1
	CHAMBER OVERSIZE		1
X	FRONT SIGHT LOOSE	1	1
X	RECEIVER CRACKED (SEAM IN RECEIVER RIGHT SIDE)	1	1
		<u>3</u>	<u>4</u>
MODEL 37			
X	NOT ACCURATE	1	1
	SAFE OUT OF ADJUSTMENT	1	1
	RIFLING SCRATCHED BADLY	1	1
		<u>3</u>	<u>3</u>
MODEL 510			
O	FAILS TO EJECT	1	1
O	SAFE OUT OF ADJUSTMENT	1	1
	SEAR PIVOT SCREW OUT OF ADJUSTMENT	1	1
	BOLT BROKEN		2
	LOOSE EJECTOR SCREW	1	1
	NO REAR SIGHT	1	1
X	DEFECTIVE BOLT HANDLE		1
	CUTTER MARKS ON LANDS OF BARREL	1	1
		<u>6</u>	<u>9</u>

SHEET NO. 4

		PRODUCED WITHIN ONE YEAR	TOTAL
<u>MODEL 511</u>			
N	NOT ACCURATE	2	2
N	FAILS TO EJECT		1
X	BARREL NOT STRAIGHT		1
X	SMOOTH BORE BARREL STAMP AS REGULAR	1	1
O	BOLT HANDLE LOOSE	1	1
		<u>4</u>	<u>6</u>
<u>MODEL 512</u>			
O	CARTRIDGE RETAINER OUT OF ADJUSTMENT	3	3
O	FAILS TO FEED	2	2
O	EJECTOR TOO LOW		1
X	BARREL SMOOTH BORE ROLLED REGULAR	1	1
O	BOLT PULLS OUT	4	4
	DROP SHELLS	1	1
	BROKEN LEFT EXTRACTOR	1	1
X	REAR SIGHT SCREW HOLES OUT OF POSITION	1	1
	BOLT UPSET AT STOP	1	1
		<u>14</u>	<u>15</u>
<u>MODEL 513</u>			
O	FAILS TO EJECT	2	3
O	SEAR DAMAGED (FAILS TO COCK)		1
X	KEY HOLES (POOR RIFLING)	22	22
X	BOLT HANDLE HITS TOP OF RECEIVER	1	1
	BOLT HANDLE BROKEN		1
X	BOLT PULLS OUT	1	2
		<u>26</u>	<u>30</u>
<u>MODEL 521</u>			
X	RECEIVER SCREW TOO SHORT	2	2
X	BOLT CATCHES ON RECEIVER IN OPENING	1	1
X	NOT ACCURATE	2	2
X	BOLT HANDLE LOOSE	2	2
	SEAR AND BOLT DAMAGED	1	1
	STOCK CRACKED	1	1
		<u>9</u>	<u>9</u>
<u>MODEL 550</u>			
O	LEFT EXTRACTOR OUT OF ADJUSTMENT		1
	RIGHT EXTRACTOR OUT OF ADJUSTMENT		2
	FIRING PIN BENT		1
			<u>4</u>
<u>MODEL 550-1</u>			
O	RIGHT EXTRACTOR OUT OF ADJUSTMENT	2	2
O	FAILS TO FEED	1	1
X	NOT ACCURATE (SHOOTS TO RIGHT)	1	1
O	FAILS TO COCK	1	1
X	JAMS (INSERT ROUGH)	2	2
	BROKEN EXTRACTOR	1	1
	FAILS TO OPERATE PROPERLY	1	1
O	NO CHAMFER ON FRONT END OF RECOIL CHAMBER	1	1

CONTINUED:

SHEET NO. 5

MODEL 550-1 CONTINUED

X	FAULTY TRIGGER PULL
	LOOSE INSERT
X	NO RIFLING IN BARREL
X	CONNECTOR PIN BECAME LOOSE

<u>PRODUCED WITHIN</u>		<u>TOTAL</u>
<u>ONE</u>	<u>YEAR</u>	
1		1
1		1
1		1
1		1
<u>1</u>		<u>1</u>
14		14

- # - CORRECT 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

COMPLAINTS RECEIVED DURING FEBRUARY 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		8	14		
SPORTSMAN - 12 GA.		7	1		
SPORTSMAN - 16 GA.		7	1		
SPORTSMAN - 20 GA.		3	4		
MODEL 11 - 12 GA.		3	3		
MODEL 11 - 16 GA.		2	1		
MODEL 11 - 20 GA.		2	3		
MODEL 121		17	6		
MODEL 141		14	10		
MODEL 241		21	3		
MODEL 31 - 12 GA.		3			
MODEL 31 - 16 GA.		3	1		
MODEL 31 - 20 GA.	1	2	1		
MODEL 37		3			
MODEL 510		6	3		
MODEL 511		4	2		
MODEL 512		14	1		
MODEL 513		26	4		
MODEL 521		9			
MODEL 550			4		
MODEL 550-1		14			

H.E.WEEKS:FM
3/2/48

SHEET NO. 7