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File Consumer Comp.

TOTAL JUSTIFIED COMPLAINTS

OCTOBER 1948	421
OCTOBER 1947	160
TO DATE 1948	2628
TO DATE 1947	1263

FOR 12 MONTHS ENDING OCTOBER 31, 1948	2863
FOR 12 MONTHS ENDING OCTOBER 31, 1947	1439

LAST 12 MONTHS RUNNING AVERAGE	238
LAST 12 MONTHS RUNNING AVERAGE (1 YEAR AGO)	119
LAST 12 MONTHS RUNNING AVERAGE (6 MONTHS AGO)	191

COMPLAINTS ON GUNS PRODUCED WITHIN ONE YEAR

CURRENT MONTH OCTOBER 1948	372
MAY 1948	268
OCTOBER 1947	128
OCTOBER 1946	0

FOR 12 MONTHS ENDING OCTOBER 31, 1948	2437
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LAST 12 MONTHS RUNNING AVERAGE ON GUNS PRODUCED WITHIN ONE YEAR.	203
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SHEET NO. 1.

COMPLAINTS ON FIREARMS FOR MONTH ENDED OCTOBER 31, 1948.

	PRODUCED WITHIN ONE YEAR	TOTAL
<u>MODEL 81</u>		
# JACKET HEAD LOOSE	2	7
O FAILS TO EXTRACT (EXTRACTOR OUT OF ADJ.)	1	1
O FAILS TO EJECT	2	2
O MAGAZINE SIDE SPRING OUT OF ADJUSTMENT	2	2
O MAGAZINE SPRING BROKEN	1	1
O MAGAZINE FOLLOWER BINDS	1	1
O MAGAZINE BOX OUT OF SHAPE	1	1
RUST SPOT IN BARREL	1	1
O JAMS (EXTRACTOR LOOSE)	1	1
DEFECTIVE RECOIL SPRING (HAS SPLIT)	1	1
DEFECTIVE RECEIVER	1	1
MAIN SPRING BROKEN	5	5
TAKE DOWN SCREW THREADS STRIPPED	1	1
INDICATOR BINDS	1	1
	<u>21</u>	<u>26</u>
<u>SPORTSMAN - 12 GA.</u>		
X CARRIER LATCH OUT OF ADJUSTMENT	1	1
X EXTRACTOR PLUNGER BINDS IN BLOCK	1	2
O TRIGGER BINDS		1
STOCK BROKEN	1	1
O TAKE DOWN SCREW HOLES IN MAGAZINE PLUG		1
COUNTER SUNK TOO DEEP.		
TAKE DOWN SCREW THREADS DAMAGED	1	1
BOLT CRACKED	1	1
CARRIER DOG WORN	1	1
	<u>6</u>	<u>9</u>
<u>SPORTSMAN - 16 GA.</u>		
BARREL LOOSE IN RECEIVER		1
<u>SPORTSMAN - 20 GA.</u>		
O FAILS TO EJECT	1	1
TRIGGER DOES NOT RELEASE ON REAR NOTCH	1	1
THREADS STRIPPED ON TAKE DOWN SCREW	1	1
TRIGGER SPRING BROKEN	2	2
	<u>5</u>	<u>5</u>
<u>MODEL 11 - 12 GA.</u>		
O TRIGGER AND HAMMER OUT OF ADJUSTMENT	1	1
O SHELLS STEM CHAMBER	2	2
O FAILS TO EXTRACT	3	3
O FAILS TO EJECT	1	1
BARREL EXTENSION SPLIT	1	1
X SEAMS IN BARREL	2	2
X DEFECTIVE BARREL (TEAR IN CHOKE)	1	1

(CONTINUED)

SHEET NO. 2.

	PRODUCED WITHIN ONE YEAR	TOTAL
MODEL 11 - 12 GA. (CONTINUED)		
STOCK SPLIT	1	2
O JAMS	1	1
X FAILS TO OPERATE	1	1
GUIDE RING LOOSE (POOR BRAZING)	1	2
SEAR SPRING PLUNGER BINDS IN TRIGGER GUARD	1	1
DEFECTIVE SAFETY	1	1
HAMMER FILED THIN	1	1
OPERATING SLIDE CAMS PAST LINK	1	1
	<u>10</u>	<u>21</u>
MODEL 11 - 16 GA.		
X CARRIER DOG FILED TOO MUCH		1
O SHELLS STEM CHAMBER		1
EXTRACTOR BROKEN		1
		<u>3</u>
MODEL 11 - 20 GA.		
O SHELLS STEM CHAMBER	1	2
O FAILS TO FEED	1	1
BARREL DOES NOT FIT	1	1
BARREL EXTENSION LOOSE		1
TRIGGER SPRING BROKEN	5	7
EXTRACTOR SPRING AND PLUNGER STUCK IN BREECH	<u>5</u>	<u>7</u>
	<u>8</u>	<u>13</u>
MODEL 121		
FIRING PIN BROKEN	1	1
X FIRING PIN STRIKES INSIDE RIM	6	6
O STEM CHAMBER	6	6
O RETAINER LOOSE		1
O TAKES MAX. PLUG	1	2
O FAILS TO EJECT	4	4
X NOT ACCURATE	1	1
EXTRACTOR BROKEN		1
O FAILS TO FEED	1	1
O CARRIER OUT OF ADJUSTMENT		1
ACTION BAR BROKEN	1	1
X DEFECTIVE BARREL	1	1
O STEMS RETAINER		1
X JAMS (SHELLS CATCH BY CARTRIDGE STOP)	1	1
O BLOCK UNEVEN AT FACE	2	2
TRIGGER GUARD BROKEN	1	1
WEAK CARRIER DOG SPRING	1	1
O GUARD AND RECEIVER LOOSE	1	1
BURR IN CHAMBER	2	2
CARTRIDGE STOP FALLS OUT	1	1
RECEIVER THIN AT WELL SMALL HOLE		1
BROKEN RETAINER	1	1
FALL OF BREECH BLOCK NOT GOOD	1	1
	<u>33</u>	<u>39</u>

SHEET NO. 3.

	PRODUCED WITHIN ONE YEAR	TOTAL
<u>MODEL 141</u>		
O SEAR AND SEAR LOCK OUT OF ADJUSTMENT	1	1
O SEAR AND TRIGGER OUT OF ADJUSTMENT	1	1
O SHELLS STEM CHAMBER		1
O FAILS TO FEED	1	2
O JARS OFF		1
O UNLOCKS HARD	1	1
O FAILS TO EXTRACT	1	1
CARTRIDGE STOP BROKEN	1	1
X NOT ACCURATE	2	2
ACTION BINDS	1	1
X TRIGGER PULL CREEPY	1	1
X JAMS		1
CARTRIDGE STOP CHIPPED OR BROKEN	1	1
O TAKES MAX. PLUG		1
CARTRIDGE STOP NOT FITTED TO GUN	1	1
ACTION BAR COVER BROKEN	1	1
MAGAZINE PLUG SCREW, THREADS NOT TAPPED OUT		1
	<u>13</u>	<u>19</u>
<u>MODEL 241</u>		
O FAILS TO DISCONNECT	1	2
X POOR NOTCH ON FIRING PIN	22	23
X BARREL LOCK DOES NOT QUALIFY	2	2
O FAILS TO EJECT	6	7
X SIGHTS OUT OF LINE	3	3
X NOT ACCURATE	2	2
O TAKE DOWN LOOSE	1	1
STOCK CHECKED OR BROKEN		1
O ACTION SPRING PLUNGER BINDS	1	1
O FAULTY TRIGGER PULL	1	1
X GUARD LOOSE	1	1
X JAMS (POOR CLAW ON EXTRACTOR)	3	3
TOOL MARKS AROUND BARREL 1" FROM MUZZLE	1	1
DEFECTIVE BARREL	1	1
O FAILS TO COCK	17	18
RECEIVER CRACKED	1	1
CASES SPLIT	1	1
FRONT SIGHT MISSING	1	1
FIRING PIN NOTCH BROKEN OR CHIPPED	4	4
	<u>69</u>	<u>74</u>
<u>MODEL 31 - 12 GA.</u>		
O CARRIER BINDS	1	1
O CARTRIDGE STOP OUT OF ADJUSTMENT	1	1
X BARREL LOOSE (SIDE PLAY IN BUSHING)	1	1
STOCK CHIPPED OR BROKEN	2	2
BARREL BORED OFF CENTER	1	1
	<u>6</u>	<u>6</u>

SHEET NO. 4

	PRODUCED WITHIN ONE YEAR	TOTAL
MODEL 31 - 16 GA.		
O STOCK CHECKED	1	1
O FAILS TO FEED	<u>1</u>	<u>1</u>
MODEL 31 - 20 GA.		
MAGAZINE TUBE LAYS TO THE EXTRACTOR	<u>1</u>	<u>1</u>
MODEL 37		
O REAR SIGHT ELEVATING SCREW NOT ADJUSTED PROPERLY		2
X TRIGGER PULL NOT PROPERLY ADJUSTED		1
O TAKES MAX. PLUG	1	1
X PEEP DISC LOOSE		1
X NOT ACCURATE	5	6
SIGHT BLOCKS OFF CENTER	1	1
POOR BOLT HANDLE	<u>1</u>	<u>1</u>
	<u>8</u>	<u>13</u>
MODEL 510		
N BARREL BENT	1	1
TRIGGER SPRING PLUNGER BROKEN	1	1
X BOLT DOES NOT CLOSE PROPERLY	2	2
O SEAR DAMAGED	1	1
TAKES MAX. PLUG	1	1
X BOLT BROKEN	<u>1</u>	<u>1</u>
	<u>6</u>	<u>7</u>
MODEL 511		
N NOT ACCURATE	2	2
O FAILS TO FEED	1	1
X BARREL NOT STRAIGHT	7	7
O BOLT PULLS OUT	3	3
SMALL HOLE IN REAR SIGHT SCREW HOLE	<u>1</u>	<u>1</u>
	<u>14</u>	<u>14</u>
MODEL 512		
O CARTRIDGE RETAINER OUT OF ADJUSTMENT	7	7
BOLT BROKEN	1	1
BOLT HANDLE BROKEN		2
O FIRING PIN FOLLOWS DOWN		1
O FAILS TO EJECT	4	4
SEAR BROKEN		1
X BARREL BENT	9	9
# BOLT PULLS OUT	14	14
N NOT ACCURATE (SIGHTS OUT OF LINE)	2	2
O DROP SHELLS	3	3
X FIRING PIN CAM PIN OUT OF POSITION	1	1
O OUTER MAGAZINE LOOSE	1	1
O SEAR AND BOLT UPSET	1	1
X BOLT BINDS	1	1
O REAR SIGHT LOOSE	1	1
SEAR STUD BROKEN	<u>1</u>	<u>1</u>
	<u>46</u>	<u>50</u>

SHEET NO. 5

	PRODUCED WITHIN ONE YEAR	TOTAL
MODEL 513		
O FAILS TO EJECT	2	2
X KEY HOLES (POOR RIFLING	7	7
X BOLT HANDLE HITS TOP OF RECEIVER	1	1
BOLT HANDLE BROKEN		1
O BOLT PULLS OUT	1	1
FIRING PIN CAM PIN SHORT		1
	<u>11</u>	<u>13</u>
MODEL 514		
X TRIGGER BENT	5	5
X SAFETY OUT OF ADJUSTMENT	3	3
BOLT HANDLE BROKEN	2	2
X BARREL BENT	3	3
NOT ACCURATE	1	1
TAKE DOWN SCREW TIGHTENS TOO HARD	1	1
FIRING PIN BINDS	1	1
TRIGGER BROKEN AT PIN HOLE	1	1
BOLT AND HANDLE CAME APART	2	2
SIGHTS NOT ALIGNED PROPERLY	1	1
	<u>22</u>	<u>22</u>
MODEL 521		
O FAILS TO EJECT	2	2
X NOT ACCURATE	1	1
STOCK DAMAGED	1	1
X BARREL BENT	3	3
MAGAZINE OUT OF ADJUSTMENT	1	1
BOLT BROKEN	1	1
BOLT PULLS OUT	1	1
RING IN BARREL	1	1
O TAKES MAX. PLUG	1	1
	<u>12</u>	<u>12</u>
MODEL 550-1		
O FAILS TO FED	2	2
X NOT ACCURATE	1	1
X JAMS (INSERT ROUGH)	6	6
O FAILS TO EJECT	6	6
BROKEN EXTRACTOR	1	1
O NO CHAMFER ON FRONT END OF RECOIL CHAMBER	3	3
MISFIRES	1	1
X NO RIFLING IN BARREL	1	1
X CONNECTOR PIN LOOSE	2	2
X TOOL MARKS AROUND RIFLING	1	1
SHELLS STEM CHAMBER	2	2
DEFECTIVE BARREL	1	1
FIRING PIN MISSING	1	1
BROKEN CONNECTOR	1	1
RECOIL CHAMBER BOTTOM SIDE UP	1	1
O CONNECTOR SPRING WEAK	1	1
STOCK SPLIT AT TIP	3	3

(CONTINUED)

SHEET NO. 6.

	PRODUCED WITHIN ONE YEAR	TOTAL
MODEL 550-1 (CONTINUED)		
X THREADS IN MAGAZINE RING HOLE IN BARREL POOR	2	2
X DEFECTIVE BOLT	1	1
X SIGHTS NOT ALIGNED PROPERLY	1	1
O CARRIER AND CARTRIDGE STOP BINDS	1	1
X BARREL BENT	3	3
STOCK MARRED	1	1
X NO NOTCH ON REAR SIGHT	1	1
FRONT SIGHT MISSING (NEVER FITTED)	1	1
O SAFETY GROUP TOO MUCH	1	1
O DEFECTIVE RECOIL CHAMBER	1	1
	<u>49</u>	<u>49</u>
MODEL 721		
# STOCK CRACKED AT GRIP	7	7
O FAILS TO EJECT	1	1
DEFECTIVE BOLT	2	2
O FAILS TO EXTRACT	1	1
FAULTY SAFETY	1	1
X SIGHTS NOT PROPERLY ALIGNED	1	1
BOLT HITS STOCK	1	1
EXTRACTOR STICKS OUT NEAR EJECTOR	1	1
FIRING PIN FOLLOWS THROUGH	1	1
BOLT STOP LOOSE	1	1
BOLT CRACKED NEAR LUGS	2	2
	<u>19</u>	<u>19</u>
MODEL 722		
O FAILS TO FIRE	1	1
X REAR SIGHT CROOKED	1	1
O POOR EXTRACTOR	1	1
	<u>3</u>	<u>3</u>

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

SHEET NO. 7

COMPLAINTS RECEIVED DURING OCTOBER 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	17	4	5		
SPORTSMAN - 12 GA.	4	2	3		
SPORTSMAN - 16 GA.			1		
SPORTSMAN - 20 GA.	3	2			
MODEL 11 - 12 GA.	15	3	3		
MODEL 11 - 16 GA.	8		3		
MODEL 11 - 20 GA.	30		5		
MODEL 121	11	3	6		
MODEL 141	60	9	5		
MODEL 241	6				
MODEL 31 - 12 GA.	2				
MODEL 31 - 16 GA.	1				
MODEL 31 - 20 GA.	3	5	5		
MODEL 37	6		1		
MODEL 510	11	3			
MODEL 511	40	6	4		
MODEL 512	7	4	2		
MODEL 513	22				
MODEL 514	10	2			
MODEL 521	36	13			
MODEL 550-1	19				
MODEL 721	3				
MODEL 722					

H.E. WEKS:FH
11/5/48.