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SUBJECT: CUSTOMERS' COMPLAINTS ON FIREARMS

Reference is made to "Analytical Report on Rifle and Shotgun Complaints" issued by this office on March 1, 1949. Since the monthly report prepared by the Ilion Plant gives a breakdown showing the distribution of the complaints on guns produced in the immediately preceding years, it was considered advisable to calculate the rates of complaints received in 1948 per 100 guns manufactured in the years 1946 and 1947 and the complaints per 100 guns received during the past twelve months on guns manufactured in 1948 because complaints on the 1948 guns of various models did not start to come in until March or April of that particular year. This is true of guns produced in any one year. The table shown below is interesting in that it portrays the rate of complaints per 100 guns on those manufactured in 1946, 1947 and 1948 which in turn gives us an indicative picture of the customers' acceptance of our products.

<u>MODEL</u>	<u>COMPLAINTS RECEIVED IN 1948 PER HUNDRED GUNS MANUFACTURED IN</u>		<u>COMPLAINTS RECEIVED IN PAST 12 MONTHS PER HUNDRED GUNS MANUFACTURED IN 1948</u>
	<u>1946</u>	<u>1947</u>	
81	1.89	1.19	1.89
121	.42	.61	1.33
141	1.16	1.18	2.10
241	.85	1.46	3.77
37	2.18	1.18	1.09
510	.029	.037	.093
511	.059	.12	.18
512	.13	.36	.82
513	.37	1.92	.48
514	--	--	.23
521	--	.25	.19
550-1	--	3.24	.80
721	--	--	1.02
722	--	--	.69
11	.21	.19	.27
Sportsman(with M/11)	--	.26	.20
31	.12	.18	.22

One important consideration of the above table is the fact that the guns which give the highest rates of complaints, such as the Models 81, 121, 141, 241, are those which will eventually be replaced when present or proposed programs are completed. Another point of interest is the record of the Model 550-1 which started off somewhat poorer than expected but has shown a nice improvement during the past twelve months.

Some complaints on 1949 guns are being received but none of these shows anything of significance up to this writing except the Sportsman-'48. The 12 gauge type already shows a total of 49 complaints in the first four months of this year on guns shipped in the latter part of 1948 and four complaints on guns of 1949 manufacture shipped since the first of the year. Of those complaints, fourteen involved split stocks and twelve were caused by the magazine shooting loose while three were due to front sights coming off. The most embarrassing complaint is one wherein the magazine shoots loose and allows the gun to come apart in the hands of the shooter. We must take active steps to improve the brazing operation to reduce or eliminate failures of this type. This same defect applies to the Sportsman-'48 - 16 gauge, as three of the six complaints received on guns shipped since the first of the year involved magazines shooting loose.

In conclusion, it might be stated that it is too early to calculate the rates of complaints per 100 guns on the 1949 product but a tabulation similar to that presented above will be prepared later in the year for distribution. It is important that we keep close watch on the trend of quality and complaints since we are now in a critical buyers' market.

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WLC:VPD
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