- 4 -EXHIBIT •M/11-48 (410 only) Customer Complaints vs. Shipments - Per Cent of Returns to Date on the Indicated Year's Product T *M/721 Customer Complaints - Per Cent of Returns to date on the Indicated Year's Product J *M/722 Customer Complaints - Per Cent of Returns to Date on the Indicated Year's Product ĸ *M/721-722 Pinished Gun Audit - Ilion Plant *M/870 Customer Complaints vs. Shipments -Cumulative Per Cent of Total Shipments М *M/870 Customer Complaints - Per Cent of Returns to Date on the Indicated Year's Product N •N/870 Finished Gun Audit - Ilion Plant-*N/760 Customer Complaints vs. Shipments -Cumulative Per Cent of Total Shipments P ►M/760 Customer Complaints - Per Cent of Returns to Date on Indicated Year's Product •M/760 Pinished Gum Audit - Ilion Plant •M/740 Customer Complaints vs. Shipments -Cumulative Per Cent of Total Shipments S M/740 Customer Complaints - Per Cent of Returns to Date on the Indicated Year's Product •M/740 Research & Development Pilot Line Tests 11 *M/740 Finished Gun Audit - Ilion Plant V *M/S-58 Customer Complaints vs. Shipments Cumulative Per Cent of Total Shipments W *M/S-58 Customer Complaints - Per Cent of Returns to Date on the Indicated Year's Product *M/S-58 Pinished Oun Audit - Ilion Plant X ◆M/S-58 Research & Development Audit Tests 1958 *M/572 Customer Complaints vs. Shipments -Cumulative Per Cent of Total Shipments AA *M/572 Customer Complaints - Per Cent of Returns to Date on the Indicated Year's Product AB M/572 Quality Audit - Ilion Plant AC. *M/572 Research & Development Audit 1958 AD *M/552 Customer Complaints vs. Shipments -Cumulative Per Cent of Total Shipments ΑE *M/552 Customer Complaints - Functional - Non-Punctional List 1957 AF *M/550 Customer Complaints vs. Shipments -Cumulative Per Cent of Total Shipments AG *M/550 Customer Complaints - Per Cent of Returns to Date on the Indicated Year's Product ▶M/512 Customer Complaints - Per Cent of Returns to Date on the Indicated Year's Product AI *M/513T & S Customer Complaints - Per Cent of Returns to Date on the Indicated Year's Product AJ

^{*}Appendix material not included may be obtained by request