

## COMPLAINTS RECEIVED IN YEAR 1957

TOTAL RETURNS 13421  
 • 12 GUNS 5605  
 % 12 GUNS 41.8%

ON GUNS PRODUCED WITHIN ONE YEAR AND ON TOTAL GUNS PRODUCED

| CATEGORY                                 | M/11-48                                  |                               | M/870     |      | SPORTS 88 |      | M/721-2   |      | M/740     |      | M/760     |      | M/510     |      | M/511     |      | M/512     |      | M/513     |      | M/514     |      | M/550     |      | M/552     |      | M/572     |      |
|------------------------------------------|------------------------------------------|-------------------------------|-----------|------|-----------|------|-----------|------|-----------|------|-----------|------|-----------|------|-----------|------|-----------|------|-----------|------|-----------|------|-----------|------|-----------|------|-----------|------|
|                                          | WITHIN<br>1 YEAR<br>IS IN<br>25 40 65 80 | TOTAL<br>IS IN<br>25 40 65 80 | 1<br>YEAR | TOT. | 1<br>YEAR | TOT. | 1<br>YEAR | TOT. | 1<br>YEAR | TOT. | 1<br>YEAR | TOT. | 1<br>YEAR | TOT. | 1<br>YEAR | TOT. | 1<br>YEAR | TOT. | 1<br>YEAR | TOT. | 1<br>YEAR | TOT. | 1<br>YEAR | TOT. | 1<br>YEAR | TOT. | 1<br>YEAR | TOT. |
| 000<br>EJECTION                          | 16                                       | 875                           | 10        | 37   | 190       | 265  | 1         | 9    | 111       | 925  | 4         | 53   | 0         | 0    | 4         | 5    | 8         | 15   | 1         | 1    | 7         | 13   | 27        | 47   | 32        | 32   | 12        | 34   |
| 100<br>FIRING                            | 24                                       | 75                            | 3         | 14   | 61        | 100  | 11        | 31   | 102       | 416  | 21        | 81   | 2         | 4    | 12        | 18   | 21        | 30   | 0         | 1    | 15        | 26   | 90        | 130  | 55        | 55   | 97        | 180  |
| 200<br>ACCURACY                          | 17                                       | 77                            | 31        | 84   | 57        | 64   | 15        | 65   | 92        | 234  | 22        | 79   | 2         | 13   | 7         | 35   | 11        | 36   | 2         | 11   | 21        | 52   | 114       | 275  | 101       | 101  | 105       | 140  |
| 300<br>EXTRACTION                        | 27                                       | 147                           | 1         | 5    | 81        | 99   | 5         | 43   | 47        | 376  | 4         | 77   | 0         | 0    | 0         | 2    | 0         | 0    | 0         | 1    | 14        | 43   | 33        | 98   | 35        | 35   | 41        | 68   |
| 400<br>FEEDING                           | 46                                       | 130                           | 17        | 56   | 192       | 254  | 6         | 19   | 62        | 245  | 2         | 58   | 0         | 0    | 6         | 9    | 26        | 47   | 0         | 1    | 4         | 6    | 44        | 70   | 93        | 93   | 50        | 84   |
| 500-549<br>LOADING                       | 0                                        | 48                            | 1         | 3    | 40        | 52   | 0         | 0    | 6         | 11   | 2         | 5    | 0         | 0    | 0         | 1    | 0         | 0    | 0         | 0    | 0         | 0    | 0         | 0    | 0         | 0    | 1         | 3    |
| 550<br>LOCK & UNLOCKING                  | 7                                        | 44                            | 3         | 19   | 45        | 61   | 1         | 8    | 12        | 68   | 7         | 51   | 0         | 0    | 0         | 0    | 0         | 0    | 0         | 0    | 0         | 0    | 0         | 0    | 0         | 1    | 30        | 56   |
| 600-649<br>WOOD                          | 70                                       | 190                           | 51        | 101  | 304       | 342  | 8         | 20   | 113       | 240  | 39        | 101  | 1         | 1    | 0         | 1    | 1         | 2    | 2         | 3    | 5         | 5    | 14        | 25   | 59        | 59   | 157       | 235  |
| 650<br>BRAZING                           | 20                                       | 251                           | 4         | 31   | 91        | 128  | 3         | 16   | 3         | 14   | 0         | 2    | 0         | 0    | 0         | 0    | 0         | 0    | 0         | 0    | 0         | 0    | 0         | 0    | 0         | 0    | 0         | 0    |
| 700<br>PARTS BROKEN<br>CRACKED           | 13                                       | 127                           | 4         | 53   | 46        | 95   | 2         | 11   | 6         | 31   | 5         | 20   | 0         | 1    | 2         | 2    | 2         | 4    | 0         | 1    | 9         | 24   | 9         | 17   | 8         | 8    | 8         | 22   |
| 800<br>PARTS DAMAGED,<br>BIND DEFECTIVE  | 47                                       | 214                           | 26        | 70   | 165       | 221  | 10        | 27   | 21        | 74   | 19        | 122  | 1         | 3    | 4         | 6    | 8         | 21   | 0         | 6    | 15        | 19   | 18        | 38   | 43        | 43   | 25        | 49   |
| 900-999<br>VISUAL                        | 16                                       | 47                            | 16        | 37   | 148       | 182  | 4         | 13   | 10        | 44   | 6         | 14   | 0         | 0    | 0         | 0    | 1         | 1    | 0         | 2    | 0         | 0    | 1         | 0    | 8         | 8    | 4         | 7    |
| 998-999<br>JAMS, REPAIR<br>DEFECTIVE GUN | 80                                       | 114                           | 24        | 60   | 247       | 406  | 2         | 13   | 175       | 1143 | 22        | 116  | 1         | 3    | 8         | 14   | 10        | 39   | 0         | 1    | 13        | 24   | 209       | 304  | 208       | 213  | 175       | 377  |
| TOTAL                                    | 100                                      | 2267                          | 346       | 117  | 1704      | 2274 | 68        | 270  | 140       | 569  | 153       | 68   | 7         | 16   | 42        | 43   | 44        | 115  | 5         | 28   | 109       | 112  | 295       | 1127 | 143       | 143  | 105       | 510  |

% TOTAL RETURNS 16.9% 4.6% 16.9% 2.1% 21.5% 3.6% 0.2% 0.7% 1.4% 1.3% 4.1% 4.1% 4.1% 4.1% 4.1% 4.1% 4.1% 4.1% 4.1% 4.1% 4.1% 4.1% 4.1% 4.1% 4.1% 4.1% 4.1% 4.1%

TYPE OF COMPLAINTS  
ALL MODELS - 1957

CHART NO. 30

CONFIDENTIAL