

H.K. Boyle
E.G. Larson
N.S. Olenik
J.E. Preiser
R.B. Sperling

October 30, 1978

TO: J.P. McANDREWS
J.G. WILLIAMS
E. HOOTON
R.A. PARTNOY
FROM: *E.F. Barrett*
E.F. BARRETT

MODEL 600 RECALL - STATUS REPORT

1. Owner Notification

• Toll free message center (National Data Corporation, Atlanta, Ga.) - about 2500 calls have been received through October 27. Approximately 50% of the calls have been from Texas. We are receiving magnetic tape information which will be computer processed to aid our planning for future action.

Owners and dealers have been confused by the serial number listing for the Mohawk 600 and XP-100. This is because the number series on some post 1975 guns is the same as on guns involved in the recall. Where this occurs, the letter A or B is used as a serial number prefix on post 1975 guns. This situation will be clarified in subsequent recall advertisements and customer mailing.

Some owners have expressed concern about the timing of the gun repair and the remoteness of approved gunsmiths. It was decided to handle these complaints by setting up WATS lines in Bridgeport and Ilion, rather than expanding the information now being given by the Atlanta operators.

• Advertisements - Ads are being prepared for Hawaii and Alaska which are not covered by the Atlanta information service. We have three gunsmiths in Alaska and one in Hawaii.

Ads are being prepared for the follow-on owner notification program. Media will be selected early this week.

A dealer mailing which will include a counter poster announcing the recall and listing the guns involved is being prepared.

• Internally Developed Owner Data -

A listing by wholesaler of serial numbers for the guns involved will be complete in mid-November. This listing will cover the period 1968 to 1975. Records exist for the period 1963 to 1967 but are in such a form that their utility is questionable.

Consideration is being given to paralleling this approach by beginning to search the records of major dealers now for owner information.

2. Gunsmiths

Essentially all of the gunsmiths on the recommended list have agreed to participate in the recall program. Initial phone contacts were confirmed by telegram. Cooperation has generally been excellent. Among the gunsmith comments have been concerns about future product liability claims arising from this program, their ability to provide adequate service at this point in the hunting season and the adequacy of the \$5.00 bench charge.

Forms to document the receipt of customer guns and serve as an invoice have been prepared and are being distributed.

An installation procedure for the replacement trigger assemblies is being prepared in Ilion. It appears this will be more complicated than anticipated because some fitting is required in older guns. We will review the proposed procedure and if necessary run a pilot evaluation with selected gunsmiths before making a general mailing.

Arrangement have been made to hand carry the available trigger assemblies to the 10 Texas gunsmiths today. Installation procedures will be discussed. We estimate each Texas gunsmith will receive a minimum of 50 trigger assemblies.

Ilion will be established as a repair station for customers requiring special handling. The gunsmith's reporting procedures will be used to maintain a common input to the record control system being developed by Business Services.

3. Replacement Parts- Mohawk rifle assembly has been suspended to increase trigger housing assembly availability. Production estimates they can start supplying at the rate of 75 per day and reach a rate of 325 per day by the end of November. It was decided to remove the trigger assemblies from approximately 3500 Mohawk 600s now in the warehouse in order to expedite initial shipments.

- 3 -

Export and Canada - Giner, Droge and Millhofer have been notified. Millhofer estimates there are 15,000 of the subject guns in Canada. He will visit Bridgeport Tuesday to review the program established for the domestic market.

NOTE: Attached are copies of press releases, gunsmith correspondence and other materials related to the recall.

FB:jl
attach.

- A. General Press Release
- B. Financial Press Release
- C. Telephone Request to Gunsmiths
- D. Telegram Confirming Gunsmith Participation
- E. Format for Atlanta Information Center
- F. Gunsmith Receipt and Repair Form
- G. Telegram Informing Gunsmiths about Customer Complaint Numbers
- H. Sales Data For 600 Series Rifles
- I. Serial Number Clarification