

DISTRIBUTION LIST

1	E. O. Fini
1	J. E. Preiser
1	C. A. Riley
1	S. M. Dwyer
1	J. M. Bunting
1	J. R. Ayers
1	D. Findlay
1	J. B. Frey
1	S. K. Kaiser
1	C. S. Davis
1	T. R. Nusz
1	K. Green (Ilion)
1	J. Heath (Rem.)

CC: H. K. Boyle - Ilion
E. O. Fini - B 6242
K. D. Green - Ilion
J. E. Preiser - B 6232
B. W. Rau - B 6240
D. J. Sanita - Ilion
R. F. Ulak - B 3700
L. E. Zeillmann - B 6226

Wilmington, Delaware
April 3, 1986

RECEIVED

APR 04 1986

TO: J. D. GLENN

FROM: J. H. CHAMBERS

J. D. GLENN

ARMS SERVICE SATISFACTION STUDY - 1985

Starting with the 2nd quarter 1984, Arms Service in Ilion started placing a postcard questionnaire in the boxes of all guns repaired prior to shipping the gun back to the consumer (see attached). The purpose of this postcard is to help assess consumer satisfaction with the quality of the repair work.

The returned cards are sent to Teaman/Lehman Research in Norwalk, Ct for data processing. A report is generated each quarter.

During 1984, 935 cards were returned representing a relatively low return rate (6% of the 17M guns repaired in Arms Service in the last three quarters of 1984). In 1985, the return rate increased to 9% (24M guns were repaired in 1985). Since it is felt that those who are dissatisfied with the repair work they received are more likely to return a card than those who are satisfied, the low return rate might bias the data toward those with a negative comment. Therefore, the trends which the data indicate should carry more weight than the levels reported.

Attached are four tables which summarize the larger report and compare 1985 to 1984.

Table 1 shows the incident of satisfaction with the time required for completion of repair work. In 1984, fully three-fourth (76%) indicated they were satisfied; this level dropped to 72% in 1985. The decline in satisfaction with the time required for repair is directly related to an increase in the percent indicating repair took over 8 weeks (23% to 28%). (See Table 2)

-2-

Similarly, the percent indicating they were extremely satisfied with the repair work declined from 44% in 1984 to 40% in 1985. Declines in satisfaction are seen across all product types (shotguns, C. F. rifles, and R. F. rifles). (See Table 3)

Among those who return a card, awareness of Remington warranty gunsmiths is extremely low (36% in 1985). This suggests that a large percentage of the guns being returned to the plant for repair are being sent to the plant due to the lack of warranty gunsmith awareness.

JHC/mfm
Attachments

(Fold Here)



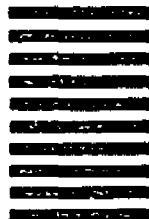
NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST CLASS PERMIT 170 NORWALK CT

POSTAGE WILL BE PAID BY ADDRESSEE

Remington Arms Company, Inc.
94 East Avenue
Norwalk, CT 06851



(0/04 000 DUE 00/00 000000 0101 DUE 00/00)

gummed area

DEAR REMINGTON GUN BUYER:

Enclosed please find your recently serviced Remington firearm. We trust you will find the service has corrected the difficulties you have encountered and apologize for any inconvenience that may have been created. We would very much appreciate obtaining your opinion regarding Remington firearms and our service effort per the following:

- | | | |
|--|--|-----|
| 1. PLEASE INDICATE MODEL SERVICED BELOW: | 5. WAS THE WORK COMPLETED IN: | -13 |
| Model _____ | 2 weeks or less | 1 |
| -6 | 2-4 weeks | 2 |
| -4 | 4-6 weeks | 3 |
| -7 | 6-8 weeks | 4 |
| -8 | Over 8 weeks | 5 |
| 2. WAS THIS FIREARM PURCHASED IN NEW OR USED CONDITION? | 6. HOW SATISFIED ARE YOU WITH THIS REPAIR WORK? | -14 |
| New | Extremely satisfied | 5 |
| Used | Very satisfied | 4 |
| -1 | Somewhat satisfied | 3 |
| -2 | Somewhat dissatisfied | 2 |
| 3. WHAT MONTH AND YEAR DID YOU PURCHASE THIS FIREARM? | 7. ARE YOU AWARE THAT REMINGTON HAS WARRANTY GUNSMITHS LOCATED IN YOUR AREA? | -15 |
| Month _____ Year _____ | Yes | 1 |
| -10 -11 | No | 2 |
| 4. WAS THE WORK COMPLETED IN A SATISFACTORY TIME PERIOD? | 8. WOULD YOU RECOMMEND A REMINGTON GUN TO A FRIEND? | -16 |
| Yes | Yes | 1 |
| No | No | 2 |
| -12 | | |
| -1 | | |
| -2 | | |
| 9. COMMENTS ON SERVICE PERFORMED: | | 17- |
| _____ | | 18- |
| _____ | | 19- |
| _____ | | 20- |
| _____ | | 21- |
| _____ | | 22- |
| 10. WAS THIS GUN PREVIOUSLY REPAIRED? | | -23 |
| Yes | | 1 |
| No | | 2 |

CUSTOMER NAME _____
 ADDRESS _____
 CITY _____ STATE _____ ZIP _____
 SERIAL NUMBER _____ (80-1)

TABLE 1SATISFACTION WITH TIME REQUIRED FOR REPAIR

	<u>Total Remington</u>		<u>Shotguns</u>		<u>C.F. Rifles</u>		<u>R. F. Rifles</u>	
	<u>'84</u>	<u>'85</u>	<u>'84</u>	<u>'85</u>	<u>'84</u>	<u>'85</u>	<u>'84</u>	<u>'85</u>
(Base)	(935)	(2174)	(433)	(1067)	(362)	(832)	(123)	(255)
Completed in Satisfactory Time Period	76%	72%	78%	75%	73%	69%	76%	70%
Not Completed in Satisfactory Time Period	23	25	20	23	25	29	24	28
Don't Know/ No Answer	<u>1</u>	<u>3</u>	<u>2</u>	<u>2</u>	<u>2</u>	<u>2</u>	<u>--</u>	<u>2</u>
TOTAL	100	100	100	100	100	100	100	100

TABLE 2TIME REQUIRED FOR REPAIR

	<u>Total Remington</u>		<u>Shotguns</u>		<u>C. F. Rifles</u>		<u>R. F. Rifles</u>	
	<u>'84</u>	<u>'85</u>	<u>'84</u>	<u>'85</u>	<u>'84</u>	<u>'85</u>	<u>'84</u>	<u>'85</u>
(Base)	(935)	(2174)	(433)	(1067)	(362)	(832)	(123)	(255)
2 Weeks or Less	8%	6%	11%	7%	6%	5%	7%	5%
2-4 Weeks	31	24	33	26	30	20	32	29
4-6 Weeks	21	22	21	21	21	24	18	22
6+ Weeks	15	18	14	17	16	20	18	18
Over 8 Weeks	23	28	21	29	26	30	24	24
Don't Know/ No Answer	<u>2</u>	<u>2</u>	<u>--</u>	<u>--</u>	<u>1</u>	<u>1</u>	<u>1</u>	<u>2</u>
TOTAL	100	100	100	100	100	100	100	100

TABLE 3

OVERALL SATISFACTION WITH REPAIR WORK

	<u>Total</u> <u>Remington</u>		<u>Shotguns</u>		<u>C. F. Rifles</u>		<u>R. F. Rifles</u>	
	<u>'84</u>	<u>'85</u>	<u>'84</u>	<u>'85</u>	<u>'84</u>	<u>'85</u>	<u>'84</u>	<u>'85</u>
(Base)	(935)	(2174)	(433)	(1067)	(362)	(832)	(123)	(255)
Extremely Satisfied	44%	40%	48%	44%	43%	37%	37%	33%
Very Satisfied	25	26	25	27	24	25	24	27
Somewhat Satisfied	8	9	7	7	9	11	7	9
Somewhat Dissatisfied	6	6	5	5	6	7	12	9
Very Dissatisfied	12	13	11	12	13	14	14	16
Don't Know/ No Answer	<u>5</u>	<u>6</u>	<u>4</u>	<u>5</u>	<u>5</u>	<u>6</u>	<u>6</u>	<u>6</u>
TOTAL	100	100	100	100	100	100	100	100

TABLE 4AWARENESS OF WARRANTY GUNSMITHS

	<u>TOTAL REMINGTON</u>	
	<u>1984</u>	<u>1985</u>
(Base)	(935)	(2174)
Aware of Warranty Gunsmiths	46%	36%
<u>Not</u> Aware of Warranty Gunsmiths	52	62
Don't Know/No Answer	<u>2</u>	<u>2</u>
TOTAL	100	100

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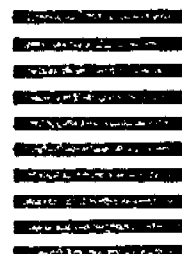
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Norwalk, CT 06851



(wet and to be gummed area and seal here)

gummed area

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_____ -5	2-4 weeks _____
_____ -6	4-6 weeks _____
_____ -7	6-8 weeks _____
_____ -8	Over 8 weeks _____
2. WAS THIS FIREARM PURCHASED IN NEW OR USED CONDITION?	6. HOW SATISFIED ARE YOU WITH THIS REPAIR WORK?
New _____ -9	Extremely satisfied _____
Used _____ -2	Very satisfied _____
	Somewhat satisfied _____
	Somewhat dissatisfied _____
	Very dissatisfied _____
3. WHAT MONTH AND YEAR DID YOU PURCHASE THIS FIREARM?	7. ARE YOU AWARE THAT REMINGTON HAS WARRANTY GUNSMITHS LOCATED IN YOUR AREA?
Month _____ -10 Year _____ -11	Yes _____
	No _____
4. WAS THE WORK COMPLETED IN A SATISFACTORY TIME PERIOD?	8. WOULD YOU RECOMMEND A REMINGTON GUN TO A FRIEND?
Yes _____ -12	Yes _____
No _____ -2	No _____
9. COMMENTS ON SERVICE PERFORMED:	
_____	17-
_____	18-
_____	19-
_____	20-
_____	21-
_____	22-
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Yes _____ -23	
No _____ -2	
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ADDRESS _____	
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teaman-lehman custom research

94 EAST AVENUE
NORWALK, CONNECTICUT 06851
(203) 853-9998
NYC (212) 473-8300

a division of ASI MARKET RESEARCH, INC.

GUN REPAIR STUDY
FOURTH QUARTER 1985
Computer Tables
and Verbatims

Prepared for:
Remington Arms Co, Inc.
February, 1986

QUALITATIVE / QUANTITATIVE

FULL SERVICE

CONSUMER / INDUSTRIAL

CONFIDENTIAL-SUBJECT TO PROTECTIVE ORDER
KINZER V. REMINGTON

BARBER - PRESALE R 0130976
R2531964

TEAMAN/LEHMAN CUSTOM RESEARCH

GUN REPAIR STUDY

(4853032-4)

TABLETABLE TITLE

1	Q.1 MODEL SERVICED
2	Q.2 HOW FIREARM PURCHASED
3	Q.3 WHEN FIREARM PURCHASED
4	Q.4 SATISFACTION WITH TIME REQUIRED FOR REPAIR
5	Q.5 TIME REQUIRED FOR REPAIR
6	Q.6 OVERALL SATISFACTION WITH REPAIR WORK
7	Q.7 AWARENESS OF WARRANTY GUNSMITHS IN AREA
8	Q.8 LIKELIHOOD OF RECOMMENDING TO A FRIEND
9	Q.10 PREVIOUS REPAIRS TO GUN
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18	Q.10 PREVIOUS REPAIRS TO GUN

PAGE 1

TEAMAN/LEHMAN CUSTOM RESEARCH

GUN REPAIR STUDY

(#853032-4)

TABLE 1/1

0.1 MODEL SERVICE

FOURTH QUARTER 1985

	SHOTGUNS															
	REMINGTON			MODEL 870					MODEL 1100				RIFFIRE RIFLES			UNIT- IDENT- IFIED MODELS
	TOTAL	WARR- ANTY	NON- WARR- ANTY	TOTAL	TOTAL	WARR- ANTY	NON- WARR- ANTY	MODEL 12	TOTAL	WARR- ANTY	NON- WARR- ANTY	ALL OTHER	TOTAL	MODEL 552	ALL OTHER	
TOTAL RESPONDENTS	478	164	314	227	48	6	42	-	112	40	72	67	42	11	31	8
RIFLES (NET)	245 51.3	101 61.6	144 45.9	-	-	-	-	-	-	-	-	-	42 100.0	11 100.0	31 100.0	-
CENTERFIRE RIFLES (SUBNET)	203 42.5	85 51.8	118 37.6	-	-	-	-	-	-	-	-	-	-	-	-	-
AUTOLOADING (SUB-SUBNET)	85 17.8	42 25.6	43 13.7	-	-	-	-	-	-	-	-	-	-	-	-	-
742	50 10.5	26 15.9	24 7.6	-	-	-	-	-	-	-	-	-	-	-	-	-
7400	22 4.6	7 4.3	15 4.8	-	-	-	-	-	-	-	-	-	-	-	-	-
FOUR	6 1.3	4 2.4	2 0.6	-	-	-	-	-	-	-	-	-	-	-	-	-
740	4 0.8	4 2.4	-	-	-	-	-	-	-	-	-	-	-	-	-	-
SPORTSMAN 74	2 0.4	-	2 0.6	-	-	-	-	-	-	-	-	-	-	-	-	-
OTHER AUTOLOADING CF RIFLES	1 0.2	1 0.6	-	-	-	-	-	-	-	-	-	-	-	-	-	-
BOLT (SUB-SUBNET)	106 22.2	39 23.8	67 21.3	-	-	-	-	-	-	-	-	-	-	-	-	-
700	61 12.8	24 14.6	37 11.8	-	-	-	-	-	-	-	-	-	-	-	-	-
788	27 5.6	7 4.3	20 6.4	-	-	-	-	-	-	-	-	-	-	-	-	-
721	4 0.8	4 2.4	-	-	-	-	-	-	-	-	-	-	-	-	-	-
SEVEN	5 1.0	1 0.6	4 1.3	-	-	-	-	-	-	-	-	-	-	-	-	-
600, 600 MOHAWK, 660	8 1.7	3 1.8	5 1.6	-	-	-	-	-	-	-	-	-	-	-	-	-
SPORTSMAN 78	1 0.2	-	1 0.3	-	-	-	-	-	-	-	-	-	-	-	-	-
40-XB, 40-XC	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
OTHER BOLT CF RIFLES	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
PUMP (SUB-SUBNET)	12 2.5	4 2.4	8 2.5	-	-	-	-	-	-	-	-	-	-	-	-	-

TEAMAN/LEHMAN CUSTOM RESEARCH

GUN REPAIR STUDY

(R53032-4)

TABLE 1/2

Q.1 MODEL SERVICED

FOURTH QUARTER 1985

	SHOTGUNS															
	REMINGTON			MODEL 870					MODEL 1100			RIFIRE RIFLES			UNI- DENT- IFIED MODEL	
	TOTAL	WARR- ANTY	NON- WARR- ANTY	TOTAL	TOTAL	WARR- ANTY	NON- WARR- ANTY	MODEL 12	TOTAL	WARR- ANTY	NON- WARR- ANTY	ALL OTHER	TOTAL	MODEL 552		ALL OTHER
TOTAL RESPONDENTS	478	164	314	227	48	6	42	-	112	40	72	67	42	11	31	
760	7 1.5	4 2.4	3 1.0	-	-	-	-	-	-	-	-	-	-	-	-	-
7600	3 0.6	-	3 1.0	-	-	-	-	-	-	-	-	-	-	-	-	-
SIX	2 0.4	-	2 0.6	-	-	-	-	-	-	-	-	-	-	-	-	-
SPORTSMAN 76	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
OTHER PUMP CF RIFLES	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
RIFIRE RIFLES (SUBNET)	42 8.8	16 9.8	26 8.3	-	-	-	-	-	-	-	-	-	42 100.0	11 100.0	31 100.0	-
AUTOLOADING (SUB-SUBNET)	22 4.6	7 4.3	15 4.8	-	-	-	-	-	-	-	-	-	22 52.4	11 100.0	11 35.5	-
552	11 2.3	6 3.7	5 1.6	-	-	-	-	-	-	-	-	-	11 26.2	11 100.0	-	-
NYLOW 66	9 1.9	1 0.6	8 2.5	-	-	-	-	-	-	-	-	-	9 21.4	-	9 29.0	-
OTHER AUTOLOADING RF RIFLES	2 0.4	-	2 0.6	-	-	-	-	-	-	-	-	-	2 4.8	-	2 6.5	-
BOLT (SUB-SUBNET)	11 2.3	6 3.7	5 1.6	-	-	-	-	-	-	-	-	-	11 26.2	-	11 35.5	-
580, 581, 582	6 1.3	3 1.8	3 1.0	-	-	-	-	-	-	-	-	-	6 14.3	-	6 19.4	-
541-S	2 0.4	-	2 0.6	-	-	-	-	-	-	-	-	-	2 4.8	-	2 6.5	-
40-XR	1 0.2	1 0.6	-	-	-	-	-	-	-	-	-	-	1 2.4	-	1 3.2	-
OTHER BOLT RF RIFLES	2 0.4	2 1.2	-	-	-	-	-	-	-	-	-	-	2 4.8	-	2 6.5	-
PUMP (SUB-SUBNET)	9 1.9	3 1.8	6 1.9	-	-	-	-	-	-	-	-	-	9 21.4	-	9 29.0	-
572	8 1.7	2 1.2	6 1.9	-	-	-	-	-	-	-	-	-	8 19.0	-	8 25.8	-
OTHER PUMP RF RIFLES	1 0.2	1 0.6	-	-	-	-	-	-	-	-	-	-	1 2.4	-	1 3.2	-
SHOT GUNS (NET)	227 47.5	62 37.8	165 52.5	227 100.0	48 100.0	6 100.0	42 100.0	-	112 100.0	40 100.0	72 100.0	67 100.0	-	-	-	-

TEAMAN/LEHMAN CUSTOM RESEARCH

GUN REPAIR STUDY

(#B53032-4)

TABLE 1/3

0.1 MODEL SERVICED

FOURTH QUARTER 1985

	SHOTGUNS															
	REMINGTON				MODEL 870				MODEL 1100				RIMFIRE RIFLES			UNI- DENT- IFIED MODLS
	TOTAL	WARR-	NON-	TOTAL	TOTAL	WARR-	NON-	MODEL 12	TOTAL	WARR-	NON-	ALL OTHER	TOTAL	MODEL	ALL	
		ANTY	WARR- ANTY			ANTY	ANTY			ANTY	ANTY			552	OTHER	
TOTAL RESPONDENTS	478	164	314	227	48	6	42	-	112	40	72	67	42	11	31	6
AUTLOADING (SUBNET)	115 24.1	42 25.6	73 23.2	115 50.7	-	-	-	-	112 100.0	40 100.0	72 100.0	3 4.5	-	-	-	-
1100	112 23.4	40 24.4	72 22.9	112 49.3	-	-	-	-	112 100.0	40 100.0	72 100.0	-	-	-	-	-
SPORTSMAN-48/11-48	1 0.2	-	1 0.3	1 0.4	-	-	-	-	-	-	-	1 1.5	-	-	-	-
OTHER AUTOLOADING SHOTGUNS	2 0.4	2 1.2	-	2 0.9	-	-	-	-	-	-	-	2 3.0	-	-	-	-
PUMP (SUBNET)	48 10.0	6 3.7	42 13.4	48 21.1	48 100.0	6 100.0	42 100.0	-	-	-	-	-	-	-	-	-
870	48 10.0	6 3.7	42 13.4	48 21.1	48 100.0	6 100.0	42 100.0	-	-	-	-	-	-	-	-	-
SPORTSMAN-12	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
OTHER PUMP SHOTGUNS	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
MISCELLANEOUS SHOTGUNS																
3200	64 13.4	14 8.5	50 15.9	64 28.2	-	-	-	-	-	-	-	64 95.5	-	-	-	-
UNIDENTIFIED GUNS	6 1.3	1 0.6	5 1.6	-	-	-	-	-	-	-	-	-	-	-	-	6 100.0
DK/NA	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

TEAMAN/LEHMAN CUSTOM RESEARCH

GUN REPAIR STUDY

(4853032-4)

TABLE 1/4

0.1 MODEL SERVICED

FOURTH QUARTER 1985																
CENTERFIRE RIFLES																
BOLT																
	MODEL 700								AUTOLOADING				PUMP			
	TOTAL	TOTAL	TOTAL	WARR- ANTY	NON- WARR- ANTY	MODEL SEVEN	MODEL 78	ALL OTHER	TOTAL	MODEL 7400/ FOUR	MODEL 74	ALL OTHER	TOTAL	MODEL 7600 /SIX	MODEL 76	ALL OTHER
TOTAL RESPONDENTS	203	106	61	24	37	5	1	39	85	28	2	55	12	5	-	-
RIFLES (NET)	203	106	61	24	37	5	1	39	85	28	2	55	12	5	-	-
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
CENTERFIRE RIFLES (SUBNET)	203	106	61	24	37	5	1	39	85	28	2	55	12	5	-	-
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
AUTOLOADING (SUB-SUBNET)	85	-	-	-	-	-	-	-	85	28	2	55	-	-	-	-
	41.9	-	-	-	-	-	-	-	100.0	100.0	100.0	100.0	-	-	-	-
742	50	-	-	-	-	-	-	-	50	-	-	50	-	-	-	-
	24.6	-	-	-	-	-	-	-	58.8	-	-	90.9	-	-	-	-
7400	22	-	-	-	-	-	-	-	22	22	-	-	-	-	-	-
	10.8	-	-	-	-	-	-	-	25.9	78.6	-	-	-	-	-	-
FOUR	6	-	-	-	-	-	-	-	6	6	-	-	-	-	-	-
	3.0	-	-	-	-	-	-	-	7.1	21.4	-	-	-	-	-	-
740	4	-	-	-	-	-	-	-	4	-	-	4	-	-	-	-
	2.0	-	-	-	-	-	-	-	4.7	-	-	7.3	-	-	-	-
SPORTSMAN 74	2	-	-	-	-	-	-	-	2	-	2	-	-	-	-	-
	1.0	-	-	-	-	-	-	-	2.4	-	100.0	-	-	-	-	-
OTHER AUTOLOADING CF RIFLES	1	-	-	-	-	-	-	-	1	-	-	1	-	-	-	-
	0.5	-	-	-	-	-	-	-	1.2	-	-	1.8	-	-	-	-
BOLT (SUB-SUBNET)	106	106	61	24	37	5	1	39	-	-	-	-	-	-	-	-
	52.2	100.0	100.0	100.0	100.0	100.0	100.0	100.0	-	-	-	-	-	-	-	-
700	61	61	61	24	37	-	-	-	-	-	-	-	-	-	-	-
	30.0	57.5	100.0	100.0	100.0	-	-	-	-	-	-	-	-	-	-	-
788	27	27	-	-	-	-	-	27	-	-	-	-	-	-	-	-
	13.3	25.5	-	-	-	-	-	69.2	-	-	-	-	-	-	-	-
721	4	4	-	-	-	-	-	4	-	-	-	-	-	-	-	-
	2.0	3.8	-	-	-	-	-	10.3	-	-	-	-	-	-	-	-
SEVEN	5	5	-	-	-	5	-	-	-	-	-	-	-	-	-	-
	2.5	4.7	-	-	-	100.0	-	-	-	-	-	-	-	-	-	-
600, 600 MDHAWK, 660	8	8	-	-	-	-	-	8	-	-	-	-	-	-	-	-
	3.9	7.5	-	-	-	-	-	20.5	-	-	-	-	-	-	-	-
SPORTSMAN 78	1	1	-	-	-	-	1	-	-	-	-	-	-	-	-	-
	0.5	0.9	-	-	-	-	100.0	-	-	-	-	-	-	-	-	-
40-XR, 40-YC	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
OTHER BOLT CF RIFLES	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
PUMP (SUB-SUBNET)	12	-	-	-	-	-	-	-	-	-	-	-	12	5	-	-
	5.9	-	-	-	-	-	-	-	-	-	-	-	100.0	100.0	-	100.0

TEAMAN/LEHMAN CUSTOM RESEARCH

GUN REPAIR STUDY

(R53032-4)

TABLE 1/5

Q.1 MODEL SERVICED

FOURTH QUARTER 1985																
CENTERFIRE RIFLES																
BOLT																
MODEL 700									AUTOLOADING				PUMP			
NON-WARR- WARR- MODEL MODEL ALL									MODEL 7400/ MODEL ALL				MODEL 7600 MODEL ALL			
TOTAL	TOTAL	TOTAL	ANTY	ANTY	SEVEN	78	OTHER	TOTAL	FOUR	74	OTHER	TOTAL	/SIX	76	OTHER	
TOTAL RESPONDENTS	203	106	61	24	37	5	1	39	85	28	2	55	12	5	-	7
760	7	-	-	-	-	-	-	-	-	-	-	-	7	-	-	7
	3.4												58.3			100.0
7600	3	-	-	-	-	-	-	-	-	-	-	-	3	3	-	-
	1.5												25.0	60.0		
SIX	2	-	-	-	-	-	-	-	-	-	-	-	2	2	-	-
	1.0												14.7	40.0		
SPORTSMAN 76	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
OTHER PUMP CF RIFLES	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
RIFLE RIFLES (SUBNET)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
AUTOLOADING (SUB-SUBNET)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
552	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NYLON 66	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
OTHER AUTOLOADING RF RIFLES	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
BOLT (SUB-SUBNET)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
580, 581, 582	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
541-S	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
40-XP	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
OTHER BOLT RF RIFLES	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
PUMP (SUB-SUBNET)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
572	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
OTHER PUMP RF RIFLES	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
SHOT GUNS (NET)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

TEAMAN/LEHMAN CUSTOM RESEARCH

GUN REPAIR STUDY

(4853032-4)

TABLE 1/4

0.1 MODEL SERVICED

FOURTH QUARTER 1985																
CENTERFIRE RIFLES																
B O L T																
MODEL 700									AUTOLOADING				P U M P			
NON- WARR- WARP- MODEL MODEL ALL									MODEL 7400/ MODEL ALL				MODEL 7600 MODEL ALL			
TOTAL	TOTAL	TOTAL	ANTY	ANTY	SEVEN	78	OTHER	TOTAL	FOUR	74	OTHER	TOTAL	/SIX	76	OTHER	
TOTAL RESPONDENTS	203	106	61	24	37	5	1	39	85	28	2	55	12	5	-	7
AUTOLOADING (SUBNET)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
1100	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
SPORTSMAN-48/11-48	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
OTHER AUTOLOADING SHOTGUNS	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
PUMP (SUBNET)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
870	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
SPORTSMAN-12	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
OTHER PUMP SHOTGUNS	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
MISCELLANEOUS SHOTGUNS	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
3200	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UNIDENTIFIED GUNS	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DK/NA	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

TEAMAN/LEHMAN CUSTOM RESEARCH

GUN REPAIR STUDY

(#853032-4)

TABLE 2/1

0.2 HOW FIREARM PURCHASED

FOURTH QUARTER 1985

	SHOTGUNS															
	REMINGTON			MODEL 870				MODEL 1100				RIFLE RIFLES				UNIT- IDENT- IFIED MODLS
	WARR- TOTAL		NON- WARR- TOTAL	WARR- TOTAL		NON- WARR- TOTAL	MODEL 12	WARR- TOTAL		NON- WARR- TOTAL	ALL OTHER	TOTAL		MODEL 552	ALL OTHER	
	ANTY	ANTY	ANTY	ANTY	ANTY	ANTY	ANTY	ANTY	ANTY	ANTY	ANTY	ANTY	ANTY	ANTY	ANTY	
TOTAL RESPONDENTS	478	164	314	227	48	6	42	-	112	40	72	67	42	11	31	6
NEW	356	120	236	165	39	5	34	-	94	32	62	32	32	10	22	5
	74.5	73.2	75.2	72.7	81.3	83.3	81.0		83.9	80.0	86.1	47.8	76.2	90.9	71.0	83.3
USED	111	42	69	53	7	1	6	-	14	8	6	32	10	1	9	1
	23.2	25.6	22.0	23.3	14.6	16.7	14.3		12.5	20.0	8.3	47.8	23.8	9.1	29.0	16.7
DK/NA	11	2	9	9	2	-	2	-	4	-	4	3	-	-	-	-
	2.3	1.2	2.9	4.0	4.2		4.8		3.6		5.6	4.5				

TEAMAN/LEHMAN CUSTOM RESEARCH

GUN REPAIR STUDY

(4853032-4)

TABLE 2/

0.2 HOW FIREARM PURCHASED

	FOURTH QUARTER 1985															
	CENTERFIRE RIFLES															
	B O L T															
	MODEL 700								AUTOLOADING				P U M P			
	NON-								MODEL				MODEL			
	TOTAL	TOTAL	TOTAL	WARR- ANTY	WARR- ANTY	MODEL SEVEN	MODEL 78	ALL OTHER	TOTAL	MODEL 7400/ FOUR	MODEL 74	ALL OTHER	TOTAL	MODEL 7600 /SIX	MODEL 76	ALL OTHER
TOTAL RESPONDENTS	203	106	61	24	37	5	1	39	85	28	2	55	12	5	-	-
NEW	154 75.9	77 72.6	46 75.4	17 70.8	29 78.4	5 100.0	1 100.0	25 44.1	66 77.6	25 89.3	2 100.0	39 70.9	11 91.7	5 100.0	-	85.1
USED	47 23.2	28 26.4	14 23.0	7 29.2	7 18.9	-	-	14 35.9	18 21.2	2 7.1	-	16 29.1	1 8.3	-	-	14.1
DK/NA	2 1.0	1 0.9	1 1.6	-	1 2.7	-	-	-	1 1.2	1 3.6	-	-	-	-	-	-

TEAMAN/LEHMAN CUSTOM RESEARCH

GUN REPAIR STUDY

(#B53032-4)

TABLE 3/1

0.3 WHEN FIREARM PURCHASED

FOURTH QUARTER 1985

	SHOTGUNS																
	REMINGTON			MODEL 870				MODEL 1100				RIMFIRE RIFLES				UNIT- DENT- IFIED MODELS	
	TOTAL	WARR- ANTY	NON- WARR- ANTY	TOTAL	TOTAL	WARR- ANTY	NON- WARR- ANTY	MODEL 12	TOTAL	WARR- ANTY	NON- WARR- ANTY	ALL OTHER	TOTAL	MODEL 552	ALL OTHER		
TOTAL RESPONDENTS	478	164	314	227	48	6	42	-	112	40	72	67	42	11	31	6	
1985 (NET)	109 22.8	29 17.7	80 25.5	47 20.7	14 29.2	2 33.3	12 28.6	-	19 17.0	3 7.5	16 22.2	14 20.9	10 23.8	3 27.3	7 22.6	2 33.3	
DECEMBER	1 0.2	1 0.6	-	1 0.4	-	-	-	-	1 0.9	1 2.5	-	-	-	-	-	-	
NOVEMBER	5 1.0	-	5 1.6	-	-	-	-	-	-	-	-	-	-	-	-	-	
OCTOBER	15 3.1	5 3.0	10 3.2	5 2.2	2 4.2	-	2 4.8	-	3 2.7	1 2.5	2 2.8	-	3 7.1	-	3 9.7	1 16.7	
SEPTEMBER	11 2.3	1 0.6	10 3.2	6 2.6	2 4.2	-	2 4.8	-	3 2.7	-	3 4.2	1 1.5	1 2.4	1 9.1	-	1 16.7	
AUGUST	16 3.3	2 1.2	14 4.5	7 3.1	2 4.2	-	2 4.8	-	4 3.6	-	4 5.6	1 1.5	2 4.8	1 9.1	1 3.2	-	
JULY	14 2.9	3 1.8	11 3.5	8 3.5	4 8.3	1 16.7	3 7.1	-	-	-	-	4 6.0	1 2.4	-	1 3.2	-	
JUNE	6 1.3	1 0.6	5 1.6	3 1.3	-	-	-	-	3 2.7	-	3 4.2	-	-	-	-	-	
MAY	10 2.1	4 2.4	6 1.9	3 1.3	1 2.1	-	1 2.4	-	1 0.9	-	1 1.4	1 1.5	-	-	-	-	
APRIL	5 1.0	1 0.6	4 1.3	2 0.9	-	-	-	-	2 1.8	-	2 2.8	-	-	-	-	-	
MARCH	7 1.5	3 1.8	4 1.3	4 1.8	1 2.1	1 16.7	-	-	1 0.9	1 2.5	-	2 3.0	-	-	-	-	
FEBRUARY	10 2.1	5 3.0	5 1.6	6 2.6	2 4.2	-	2 4.8	-	-	-	-	4 6.0	1 2.4	-	1 3.2	-	
JANUARY	8 1.7	3 1.8	5 1.6	2 0.9	-	-	-	-	1 0.9	-	1 1.4	1 1.5	2 4.8	1 9.1	1 3.2	-	
MONTH NOT GIVEN	1 0.2	-	1 0.3	-	-	-	-	-	-	-	-	-	-	-	-	-	

TEAMAN/LEHMAN CUSTOM RESEARCH

GUN REPAIR STUDY

(4853032-4)

TABLE 3/

0.3 WHEN FIREARM PURCHASED

	FOURTH QUARTER 1985															
	CENTERFIRE RIFLES															
	BOLT															
	MODEL 700								AUTOLOADING				PUMP			
	TOTAL	TOTAL	TOTAL	WARR- ANTY	NON- WARR- ANTY	MODEL SEVEN	MODEL 78	ALL OTHER	TOTAL	MODEL 7400/ FOUR	MODEL 74	ALL OTHER	TOTAL	MODEL 7600 /SIX	MODEL 76	ALL OTHE
TOTAL RESPONDENTS	203	106	61	24	37	5	1	39	85	28	2	55	17	5	-	
1985 (NET)	50 24.6	30 28.3	22 36.1	6 25.0	16 43.2	4 80.0	1 100.0	3 7.7	17 20.0	9 32.1	2 100.0	6 10.9	3 25.0	3 60.0	-	
DECEMBER	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
NOVEMBER	5 2.5	2 1.9	2 3.3	-	2 5.4	-	-	-	3 3.5	1 3.6	2 100.0	-	-	-	-	
OCTOBER	6 3.0	5 4.7	4 6.6	2 8.3	2 5.4	-	1 100.0	-	1 1.2	-	-	1 1.8	-	-	-	
SEPTEMBER	3 1.5	1 0.9	1 1.6	-	1 2.7	-	-	-	2 2.4	2 7.1	-	-	-	-	-	
AUGUST	7 3.4	4 3.8	3 4.9	-	3 8.1	1 20.0	-	-	2 2.4	-	-	2 3.6	1 8.3	1 20.0	-	
JULY	5 2.5	2 1.9	1 1.6	-	1 2.7	-	-	1 2.6	2 2.4	-	-	2 3.6	1 8.3	1 20.0	-	
JUNE	3 1.5	1 0.9	1 1.6	-	1 2.7	-	-	-	1 1.2	1 3.6	-	-	1 8.3	1 20.0	-	
MAY	7 3.4	5 4.7	4 6.6	3 12.5	1 2.7	1 20.0	-	-	2 2.4	2 7.1	-	-	-	-	-	
APRIL	3 1.5	2 1.9	1 1.6	-	1 2.7	-	-	1 2.6	1 1.2	-	-	1 1.8	-	-	-	
MARCH	3 1.5	3 2.8	2 3.3	1 4.2	1 2.7	-	-	1 2.6	-	-	-	-	-	-	-	
FEBRUARY	3 1.5	2 1.9	-	-	-	2 40.0	-	-	1 1.2	1 3.6	-	-	-	-	-	
JANUARY	4 2.0	2 1.9	2 3.3	-	2 5.4	-	-	-	2 2.4	2 7.1	-	-	-	-	-	
MONTH NOT GIVEN	1 0.5	1 0.9	1 1.6	-	1 2.7	-	-	-	-	-	-	-	-	-	-	

TEAMAN/LEHMAN CUSTON RESEARCH

GUN REPAIR STUDY

(#R53032-4)

TABLE 3/3

0.3 WHEN FIREARM PURCHASED

FOURTH QUARTER 1985

	SHOTGUNS															
	REMINGTON			MODEL 870				MODEL 1100				RINFIRE RIFLES			UNIT- DENT- IFIED MODLS	
	TOTAL	WARR- ANTY	NON- WARR- ANTY	TOTAL	TOTAL	WARR- ANTY	NON- WARR- ANTY	MODEL 12	TOTAL	WARR- ANTY	NON- WARR- ANTY	ALL OTHER	TOTAL	MODEL 552		ALL OTHER
TOTAL RESPONDENTS	478	164	314	227	48	6	42	-	112	40	72	67	42	11	31	6
1984 (NET)	69 14.4	19 11.6	50 15.9	33 14.5	11 22.9	1 16.7	10 23.8	-	19 17.0	2 5.0	17 23.6	3 4.5	5 11.9	2 18.2	3 9.7	-
DECEMBER	8 1.7	-	8 2.5	4 1.8	2 4.2	-	2 4.8	-	2 1.8	-	2 2.8	-	1 2.4	1 9.1	-	-
NOVEMBER	7 1.5	2 1.2	5 1.6	3 1.3	1 2.1	-	1 2.4	-	2 1.8	-	2 2.8	-	1 2.4	-	1 3.2	-
OCTOBER	15 3.1	3 1.8	12 3.8	9 4.0	1 2.1	-	1 2.4	-	8 7.1	-	8 11.1	-	1 2.4	1 9.1	-	-
SEPTEMBER	11 2.3	2 1.2	9 2.9	7 3.1	2 4.2	-	2 4.8	-	5 4.5	1 2.5	4 5.6	-	-	-	-	-
AUGUST	8 1.7	3 1.8	5 1.6	3 1.3	2 4.2	-	2 4.8	-	1 0.9	1 2.5	-	-	-	-	-	-
JULY	4 0.8	2 1.2	2 0.6	1 0.4	-	-	-	-	-	-	-	1 1.5	1 2.4	-	1 3.2	-
JUNE	6 1.3	1 0.6	5 1.6	2 0.9	2 4.2	-	2 4.8	-	-	-	-	-	-	-	-	-
MAY	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
APRIL	3 0.6	2 1.2	1 0.3	1 0.4	-	-	-	-	1 0.9	-	1 1.4	-	1 2.4	-	1 3.2	-
MARCH	1 0.2	1 0.6	-	-	-	-	-	-	-	-	-	-	-	-	-	-
FEBRUARY	2 0.4	2 1.2	-	1 0.4	1 2.1	1 16.7	-	-	-	-	-	-	-	-	-	-
JANUARY	2 0.4	-	2 0.6	2 0.9	-	-	-	-	-	-	-	2 3.0	-	-	-	-
MONTH NOT GIVEN	2 0.4	1 0.6	1 0.3	-	-	-	-	-	-	-	-	-	-	-	-	-

TEAHAN/LEHMAN CUSTOM RESEARCH

GUN REPAIR STUDY

(4853032-4)

TABLE 3/4

Q.3 WHEN FIREARM PURCHASED

	FOURTH QUARTER 1985															
	CENTERFIRE RIFLES															
	BOLT															
	MODEL 700								AUTOLOADING				PUMP			
	TOTAL	TOTAL	TOTAL	WARR- ANTY	NON- WARR- ANTY	MODEL SEVEN	MODEL 78	ALL OTHER	TOTAL	MODEL 7400/ FOUR	MODEL 74	ALL OTHER	TOTAL	MODEL 7600 /SIX	MODEL 76	ALL OTHER
TOTAL RESPONDENTS	203	106	61	24	37	5	1	39	85	28	2	55	12	5	-	-
1984 (NET)	31 15.3	14 13.2	11 18.0	6 25.0	5 13.5	1 20.0	-	2 5.1	16 18.8	8 28.6	-	8 14.5	1 8.3	1 20.0	-	-
DECEMBER	3 1.5	1 0.9	1 1.6	-	1 2.7	-	-	-	2 2.4	1 3.6	-	1 1.8	-	-	-	-
NOVEMBER	3 1.5	1 0.9	1 1.6	1 4.2	-	-	-	-	2 2.4	-	-	2 3.6	-	-	-	-
OCTOBER	5 2.5	1 0.9	1 1.6	-	1 2.7	-	-	-	3 3.5	3 10.7	-	-	1 8.3	1 20.0	-	-
SEPTEMBER	4 2.0	1 0.9	-	-	-	-	-	1 2.6	3 3.5	2 7.1	-	1 1.8	-	-	-	-
AUGUST	5 2.5	2 1.9	1 1.6	-	1 2.7	1 20.0	-	-	3 3.5	1 3.6	-	2 3.6	-	-	-	-
JULY	2 1.0	2 1.9	2 3.3	2 8.3	-	-	-	-	-	-	-	-	-	-	-	-
JUNE	4 2.0	3 2.8	2 3.3	1 4.2	1 2.7	-	-	1 2.6	1 1.2	1 3.6	-	-	-	-	-	-
MAY	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
APRIL	1 0.5	-	-	-	-	-	-	-	1 1.2	-	-	1 1.8	-	-	-	-
MARCH	1 0.5	1 0.9	1 1.6	1 4.2	-	-	-	-	-	-	-	-	-	-	-	-
FEBRUARY	1 0.5	-	-	-	-	-	-	-	1 1.2	-	-	1 1.8	-	-	-	-
JANUARY	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
MONTH NOT GIVEN	2 1.0	2 1.9	2 3.3	1 4.2	1 2.7	-	-	-	-	-	-	-	-	-	-	-

TEAMAN/LEHMAN CUSTOM RESEARCH

GUN REPAIR STUDY

(#R53032-4)

TABLE 3/5

Q.3 WHEN FIREARM PURCHASED

FOURTH QUARTER 1985

	SHOTGUNS															
	REMINGTON			MODEL 870				MODEL 1100				RIMFIRE RIFLES			UNIDENTIFIED MODEL	
	TOTAL	WARR- ANTY	NON- WARR- ANTY	TOTAL	TOTAL	WARR- ANTY	NON- WARR- ANTY	MODEL 12	TOTAL	WARR- ANTY	NON- WARR- ANTY	ALL OTHER	TOTAL	MODEL 552		ALL OTHER
TOTAL RESPONDENTS	478	164	314	227	48	6	42	-	112	40	72	67	42	11	31	6
1983	39 8.2	11 6.7	28 8.9	18 7.9	4 8.3	-	4 9.5	-	4 3.6	1 2.5	3 4.2	10 14.9	2 4.8	2 18.2	-	1 16.7
1982	23 4.8	8 4.9	15 4.8	12 5.3	2 4.2	-	2 4.8	-	7 6.3	4 10.0	3 4.2	3 4.5	-	-	-	-
1981	25 5.2	9 5.5	16 5.1	12 5.3	4 8.3	-	4 9.5	-	4 3.6	1 2.5	3 4.2	4 6.0	1 2.4	-	1 3.2	2 33.3
1980	17 3.6	4 2.4	13 4.1	12 5.3	1 2.1	-	1 2.4	-	5 4.5	2 5.0	3 4.2	6 9.0	2 4.8	-	2 6.5	-
1979	19 4.0	8 4.9	11 3.5	7 3.1	2 4.2	-	2 4.8	-	3 2.7	2 5.0	1 1.4	2 3.0	4 9.5	-	4 12.9	-
1978	20 4.2	9 5.5	11 3.5	10 4.4	-	-	-	-	6 5.4	4 10.0	2 2.8	4 6.0	1 2.4	-	1 3.2	-
1977	7 1.5	4 2.4	3 1.0	3 1.3	-	-	-	-	1 0.9	1 2.5	-	2 3.0	-	-	-	-
1976	13 2.7	5 3.0	8 2.5	8 3.5	1 2.1	1 16.7	-	-	3 2.7	2 5.0	1 1.4	4 6.0	-	-	-	-
1970 - 1975	61 12.8	22 13.4	39 12.4	36 15.9	5 10.4	1 16.7	4 9.5	-	21 18.8	8 20.0	13 18.1	10 14.9	4 9.5	-	4 12.9	-
1960 - 1969	31 6.5	19 11.6	12 3.8	11 4.8	1 2.1	1 16.7	-	-	10 8.9	7 17.5	3 4.2	-	5 11.9	-	5 16.1	1 16.7
1959 OR EARLIER	7 1.5	6 3.7	1 0.3	-	-	-	-	-	-	-	-	-	2 4.8	2 18.2	-	-
DK/NA	35 7.3	10 6.1	25 8.0	16 7.0	3 6.3	-	3 7.1	-	9 8.0	3 7.5	6 8.3	4 6.0	6 14.3	2 18.2	4 12.9	-

TEAMAN/LEHMAN CUSTOM RESEARCH

GUN REPAIR STUDY

(4853032-4)

TABLE 3/4

Q.3 WHEN FIREARM PURCHASED

	FOURTH QUARTER 1985															
	CENTERFIRE RIFLES															
	BOLT															
	MODEL 700								AUTOLOADING				PUMP			
	TOTAL	TOTAL	TOTAL	WARR- ANTY	NON- WARR- ANTY	MODEL SEVEN	MODEL 78	ALL OTHER	TOTAL	MODEL 7400/ FOUR	MODEL 74	ALL OTHER	TOTAL	MODEL 7600 /SIX	MODEL 76	ALL OTHER
TOTAL RESPONDENTS	203	106	61	24	37	5	1	39	85	28	2	55	12	5	-	7
1983	18 8.9	9 8.5	5 8.2	3 12.5	2 5.4	-	-	4 10.3	7 8.2	5 17.9	-	2 3.6	2 16.7	-	-	2 28.6
1982	11 5.4	7 6.6	3 4.9	1 4.2	2 5.4	-	-	4 10.3	4 4.7	2 7.1	-	2 3.6	-	-	-	-
1981	10 4.9	4 3.8	3 4.9	2 8.3	1 2.7	-	-	1 2.6	4 4.7	2 7.1	-	2 3.6	2 16.7	-	-	2 28.6
1980	3 1.5	3 2.8	2 3.3	1 4.2	1 2.7	-	-	1 2.6	-	-	-	-	-	-	-	-
1979	8 3.9	4 3.8	3 4.9	-	3 8.1	-	-	1 2.6	4 4.7	-	-	4 7.3	-	-	-	-
1978	9 4.4	7 6.6	2 3.3	1 4.2	1 2.7	-	-	5 12.8	1 1.2	-	-	1 1.8	1 8.3	1 20.0	-	-
1977	4 2.0	-	-	-	-	-	-	-	4 4.7	-	-	4 7.3	-	-	-	-
1976	5 2.5	1 0.9	1 1.6	-	1 2.7	-	-	-	4 4.7	-	-	4 7.3	-	-	-	-
1970 - 1975	21 10.3	11 10.4	5 8.2	2 8.3	3 8.1	-	-	6 15.4	10 11.8	-	-	10 18.2	-	-	-	-
1960 - 1969	14 6.9	8 7.5	4 6.6	2 8.3	2 5.4	-	-	4 10.3	5 5.9	-	-	5 9.1	1 8.3	-	-	1 14.3
1959 OR EARLIER	5 2.5	2 1.9	-	-	-	-	-	2 5.1	1 1.2	-	-	1 1.8	2 16.7	-	-	2 28.6
DK/NA	13 6.4	6 5.7	-	-	-	-	-	6 15.4	7 8.2	2 7.1	-	5 9.1	-	-	-	-

TEAMAN/LEHMAN CUSTOM RESEARCH

GUN REPAIR STUDY

(#B53032-4)

TABLE 4/1

Q.4 SATISFACTION WITH TIME REQUIRED FOR REPAIR

FOURTH QUARTER 1985

	SHOTGUNS															
	REMINGTON			MODEL 870					MODEL 1100				RIFLE RIFLES			UNI- DENT- IFIED MODELS
	TOTAL	WARR- ANTY	NON- WARR- ANTY	TOTAL	TOTAL	WARR- ANTY	NON- WARR- ANTY	MODEL 12	TOTAL	WARR- ANTY	NON- WARR- ANTY	ALL OTHER	TOTAL	MODEL 552	ALL OTHER	
TOTAL RESPONDENTS	478	164	314	227	48	6	42	-	112	40	72	67	42	11	31	6
COMPLETED IN SATISFACTORY TIME PERIOD	315 65.9	97 59.1	218 69.4	161 70.9	34 70.8	4 66.7	30 71.4	-	76 67.9	29 72.5	47 65.3	51 76.1	24 57.1	4 36.4	20 64.5	6 100.0
NOT COMPLETED IN SATISFACTORY TIME PERIOD	152 31.8	65 39.6	87 27.7	59 26.0	14 29.2	2 33.3	12 28.6	-	32 28.6	10 25.0	22 30.6	13 19.4	17 40.5	7 63.6	10 32.3	-
DK/NA	11 2.3	2 1.2	9 2.9	7 3.1	-	-	-	-	4 3.6	1 2.5	3 4.2	3 4.5	1 2.4	-	1 3.2	-

TEAMAN/LEHMAN CUSTOM RESEARCH

GUN REPAIR STUDY

(#B53032-4)

TABLE 4/2

0.4 SATISFACTION WITH TIME REQUIRED FOR REPAIR

	FOURTH QUARTER 1985															
	CENTERFIRE RIFLES															
	B O L T															
	MODEL 700								AUTOLADING				P U M P			
	TOTAL	TOTAL	TOTAL	WARR- ANTY	NON- WARR- ANTY	MODEL SEVEN	MODEL 78	ALL OTHER	TOTAL	MODEL 7400/ FOUR	MODEL 74	ALL OTHER	TOTAL	MODEL 7600 /SIX	MODEL 76	ALL OTHER
TOTAL RESPONDENTS	203	106	61	24	37	5	1	39	85	28	2	55	12	5	-	7
COMPLETED IN SATISFACTORY TIME PERIOD	124 61.1	64 60.4	32 52.5	10 41.7	22 59.5	2 40.0	1 100.0	29 74.4	52 61.2	16 57.1	1 50.0	35 63.6	8 66.7	3 60.0	-	5 71.4
NOT COMPLETED IN SATISFACTORY TIME PERIOD	76 37.4	40 37.7	27 44.3	13 54.2	14 37.8	3 60.0	-	10 25.6	32 37.6	11 39.3	1 50.0	20 36.4	4 33.3	2 40.0	-	2 28.6
DK/NA	3 1.5	2 1.9	2 3.3	1 4.2	1 2.7	-	-	-	1 1.2	1 3.6	-	-	-	-	-	-

TEAMAN/LEHMAN CUSTOM RESEARCH

GUN REPAIR STUDY

(#B53032-4)

TABLE 5/1

0.5 TIME REQUIRED FOR REPAIR

FOURTH QUARTER 1985

	SHOTGUNS															
	REMINGTON			MODEL 870				MODEL 1100				RIFIFIRE RIFLES			UNI- DENT- IFIEI MODLS	
	TOTAL	WARR- ANTY	NON- WARR- ANTY	TOTAL	WARR- ANTY	NON- WARR- ANTY	MODEL 12	TOTAL	WARR- ANTY	NON- WARR- ANTY	ALL OTHER	TOTAL	MODEL 552	ALL OTHER		
TOTAL RESPONDENTS	478	164	314	227	48	6	42	-	112	40	72	67	42	11	31	6
2 WEEKS OR LESS	18 3.8	6 3.7	12 3.8	10 4.4	2 4.2	-	2 4.8	-	6 5.4	4 10.0	2 2.8	2 3.0	1 2.4	-	1 3.2	-
2 - 4 WEEKS	107 22.4	23 14.0	84 26.8	50 22.0	8 16.7	-	8 19.0	-	29 25.9	6 15.0	23 31.9	13 19.4	7 16.7	1 9.1	6 19.4	2 50.0
4 - 6 WEEKS	93 19.5	21 12.8	72 22.9	49 21.6	16 33.3	2 33.3	14 33.3	-	21 18.8	5 12.5	16 22.2	12 17.9	9 21.4	2 18.2	7 22.6	2 33.3
6 - 8 WEEKS	87 18.2	33 20.1	54 17.2	40 17.6	5 10.4	1 16.7	4 9.5	-	26 23.2	10 25.0	16 22.2	9 13.4	10 23.8	3 27.3	7 22.6	-
OVER 8 WEEKS	167 34.9	79 48.2	88 28.0	76 33.5	16 33.3	3 50.0	13 31.0	-	30 26.8	15 37.5	15 20.8	30 44.8	15 35.7	5 45.5	10 32.3	1 16.7
DK/NA	6 1.3	2 1.2	4 1.3	2 0.9	1 2.1	-	1 2.4	-	-	-	-	1 1.5	-	-	-	-

TEAMAN/LEHMAN CUSTOM RESEARCH

GUN REPAIR STUDY

(4853032-4)

TABLE 5/2

0.5 TIME REQUIRED FOR REPAIR

	FOURTH QUARTER 1985															
	CENTERFIRE RIFLES															
	B O L T															
	MODEL 700								AUTOLOADING				P U M P			
	TOTAL	TOTAL	TOTAL	NON-WARR- ANTY	WARR- ANTY	MODEL SEVEN	MODEL 78	ALL OTHER	TOTAL	MODEL 7400/ FOUR	MODEL 74	ALL OTHER	TOTAL	MODEL 7600 /SIX	MODEL 76	ALL OTHER
TOTAL RESPONDENTS	203	106	61	24	37	5	1	39	85	28	2	55	12	5	-	7
2 WEEKS OR LESS	7 3.4	3 2.8	1 1.6	1 4.2	-	-	-	2 5.1	4 4.7	1 3.6	1 50.0	2 3.6	-	-	-	-
2 - 4 WEEKS	47 23.2	23 21.7	13 21.3	1 4.2	12 32.4	1 20.0	-	9 23.1	21 24.7	7 25.0	-	14 25.5	3 25.0	-	-	42.5
4 - 6 WEEKS	33 16.3	16 15.1	10 16.4	2 8.3	8 21.6	-	-	6 15.4	15 17.6	5 17.9	1 50.0	9 16.4	2 16.7	1 20.0	-	14.5
6 - 8 WEEKS	37 18.2	20 18.9	10 16.4	5 20.8	5 13.5	1 20.0	-	9 23.1	14 16.5	7 25.0	-	7 12.7	3 25.0	3 60.0	-	-
OVER 8 WEEKS	75 36.9	41 38.7	25 41.0	15 62.5	10 27.0	3 60.0	1 100.0	12 30.8	31 36.5	8 28.6	-	23 41.8	3 25.0	1 20.0	-	28.0
DK/NA	4 2.0	3 2.8	2 3.3	-	2 5.4	-	-	1 2.6	-	-	-	-	1 8.3	-	-	14.5

TEAMAN/LEHMAN CUSTOM RESEARCH

GUN REPAIR STUDY

(#B53032-4)

TABLE 6/1

9.6 OVERALL SATISFACTION WITH REPAIR WORK

FOURTH QUARTER 1985

	SHOTGUNS															
	REMINGTON			MODEL 870				MODEL 1100				RIMFIRE RIFLES			UNIT- IDENT- IFIED MODELS	
	TOTAL	WARR- ANTY	NON- WARR- ANTY	TOTAL	TOTAL	WARR- ANTY	NON- WARR- ANTY	MODEL 12	TOTAL	WARR- ANTY	NON- WARR- ANTY	ALL OTHER	TOTAL	MODEL 552		ALL OTHER
TOTAL RESPONDENTS	478	164	314	227	48	6	42	-	112	40	72	67	42	11	31	6
EXTREMELY/VERY SATISFIED	320 66.9	99 60.4	221 70.4	166 73.1	37 77.1	5 83.3	32 76.2	-	76 67.9	29 72.5	47 65.3	53 79.1	28 66.7	5 45.5	23 74.2	6 100.0
5- EXTREMELY SATISFIED	188 39.3	50 30.5	138 43.9	101 44.5	21 43.8	3 50.0	18 42.9	-	46 41.1	18 45.0	28 38.9	34 50.7	13 31.0	1 9.1	12 38.7	4 66.7
4- VERY SATISFIED	132 27.6	49 29.9	83 26.4	65 28.6	16 33.3	2 33.3	14 33.3	-	30 26.8	11 27.5	19 26.4	19 28.4	15 35.7	4 36.4	11 35.5	2 33.3
3- SOMEWHAT SATISFIED	52 10.9	25 15.2	27 8.6	15 6.6	2 4.2	-	2 4.8	-	8 7.1	3 7.5	5 6.9	5 7.5	7 16.7	3 27.3	4 12.9	-
2- SOMEWHAT DISSATISFIED	27 5.6	8 4.9	19 6.1	12 5.3	2 4.2	-	2 4.8	-	6 5.4	2 5.0	4 5.6	4 6.0	2 4.8	-	2 6.5	-
1- VERY DISSATISFIED	52 10.9	17 10.4	35 11.1	26 11.5	6 12.5	1 16.7	5 11.9	-	17 15.2	2 5.0	15 20.8	3 4.5	2 4.8	1 9.1	1 3.2	-
DK/NA	27 5.6	15 9.1	12 3.8	8 3.5	1 2.1	-	1 2.4	-	5 4.5	4 10.0	1 1.4	2 3.0	3 7.1	2 18.2	1 3.2	-
MEANS	3.84	3.72	3.89	3.93	3.94	4.00	3.93	.00	3.77	4.14	3.58	4.18	3.90	3.44	4.03	4.67
STD. ERR.	.063	.106	.078	.091	.198	.632	.211	.000	.141	.192	.186	.138	.175	.377	.195	.211

TEAMAN/LEHMAN CUSTOM RESEARCH

GUN REPAIR STUDY

(#B53032-4)

TABLE 6/2

Q.6 OVERALL SATISFACTION WITH REPAIR WORK

FOURTH QUARTER 1985																
CENTERFIRE RIFLES																
B O L T																
MODEL 700																
AUTOLOADING																
P U M P																
TOTAL	TOTAL	TOTAL	WARR- ANTY	WARR- ANTY	MODEL SEVEN	MODEL 78	ALL OTHER	TOTAL	MODEL 7400/ FOUR	MODEL 74	ALL OTHER	TOTAL	MODEL 7600 /SIX	MODEL 76	ALL OTHER	
TOTAL RESPONDENTS	203	106	61	24	37	5	1	39	85	28	2	55	12	5	-	7
EXTREMELY/VERY SATISFIED	120 59.1	65 61.3	36 59.0	15 62.5	21 56.8	3 60.0	1 100.0	25 64.1	50 58.8	11 39.3	2 100.0	37 67.3	5 41.7	1 20.0	-	4 57.1
5- EXTREMELY SATISFIED	70 34.5	37 34.9	17 27.9	4 16.7	13 35.1	2 40.0	-	18 46.2	30 35.3	4 14.3	2 100.0	24 43.6	3 25.0	1 20.0	-	2 28.6
4- VERY SATISFIED	50 24.6	28 26.4	19 31.1	11 45.8	8 21.6	1 20.0	1 100.0	7 17.9	20 23.5	7 25.0	-	13 23.6	2 16.7	-	-	2 28.6
3- SOMEWHAT SATISFIED	30 14.8	17 16.0	11 18.0	5 20.8	6 16.2	-	-	6 15.4	9 10.6	7 25.0	-	2 3.6	4 33.3	4 80.0	-	-
2- SOMEWHAT DISSATISFIED	13 6.4	5 4.7	3 4.9	1 4.2	2 5.4	-	-	2 5.1	7 8.2	2 7.1	-	5 9.1	1 8.3	-	-	1 14.3
1- VERY DISSATISFIED	24 11.8	12 11.3	9 14.8	3 12.5	6 16.2	2 40.0	-	1 2.6	10 11.8	5 17.9	-	5 9.1	2 16.7	-	-	2 28.6
DK/NA	16 7.9	7 6.6	2 3.3	-	2 5.4	-	-	5 12.8	9 10.6	3 10.7	-	6 10.9	-	-	-	-
MEANS	3.69	3.74	3.54	3.50	3.57	3.20	4.00	4.15	3.70	3.12	5.00	3.94	3.25	3.40	.00	3.14
STD. ERR.	.100	.134	.178	.248	.250	.917	.000	.189	.162	.273	.000	.197	.411	.400	.000	.670

TEAMAN/LEHMAN CUSTOM RESEARCH

GUN REPAIR STUDY

(#B53032-4)

TABLE 7/1

Q.7 AWARENESS OF WARRANTY GUNSMITHS IN AREA

FOURTH QUARTER 1985

	SHOTGUNS															
	REMINGTON			MODEL 870					MODEL 1100				RIFLE RIFLES			UNIT- DENT- IFIED MODELS
	TOTAL	WARR- ANTY	NON- WARR- ANTY	TOTAL	TOTAL	WARR- ANTY	NON- WARR- ANTY	MODEL 12	TOTAL	WARR- ANTY	NON- WARR- ANTY	ALL OTHER	TOTAL	MODEL 552	ALL OTHER	
TOTAL RESPONDENTS	478	164	314	227	48	6	42	-	112	40	72	67	42	11	31	
AWARE OF WARRANTY GUNSMITHS	160 33.5	56 34.1	104 33.1	75 33.0	19 39.6	3 50.0	16 38.1	-	37 33.0	14 35.0	23 31.9	19 28.4	15 35.7	4 36.4	11 35.5	50.0
NOT AWARE OF WARRANTY GUNSMITHS	307 64.2	105 64.0	202 64.3	145 63.9	28 58.3	3 50.0	25 59.5	-	71 63.4	26 65.0	45 62.5	46 68.7	26 61.9	7 63.6	19 61.3	50.0
DK/NA	11 2.3	3 1.8	8 2.5	7 3.1	1 2.1	-	1 2.4	-	4 3.6	-	4 5.6	2 3.0	1 2.4	-	1 3.2	

TEAMAN/LEHMAN CUSTOM RESEARCH

GUN REPAIR STUDY

(#R53032-4)

TABLE 7/2

Q.7 AWARENESS OF WARRANTY GUNSMITHS IN AREA

	FOURTH QUARTER 1985																
	CENTERFIRE RIFLES																
	BOLT																
	MODEL 700								AUTOLOADING				PUMP				
	NON- WARR- ANTY								MODEL 7400/ FOUR				MODEL 7600 /SIX				
	TOTAL	TOTAL	TOTAL	ANTY	ANTY	MODEL SEVEN	MODEL 78	ALL OTHER	TOTAL	MODEL 74	ALL OTHER	TOTAL	MODEL 76	ALL OTHER	TOTAL	MODEL 76	ALL OTHER
TOTAL RESPONDENTS	203	106	61	24	37	5	1	39	85	28	2	55	12	5	-	7	
AWARE OF WARRANTY GUNSMITHS	67 33.0	41 38.7	25 41.0	6 25.0	19 51.4	3 60.0	-	13 33.3	23 27.1	12 42.9	1 50.0	10 18.2	3 25.0	2 40.0	-	1 14.3	
NOT AWARE OF WARRANTY GUNSMITHS	133 65.5	64 60.4	35 57.4	17 70.8	18 48.6	2 40.0	1 100.0	26 66.7	61 71.8	15 53.6	1 50.0	45 81.8	8 66.7	3 60.0	-	1 71.4	
DK/NA	3 1.5	1 0.9	1 1.6	1 4.2	-	-	-	-	1 1.2	1 3.6	-	-	1 8.3	-	-	1 14.3	

TEAMAN/LEHMAN CUSTOM RESEARCH

GUN REPAIR STUDY

(#B53032-4)

TABLE 8/

Q.8 LIKELIHOOD OF RECOMMENDING TO A FRIEND

FOURTH QUARTER 1985

	SHOTGUNS															
	REMINGTON			MODEL 870					MODEL 1100				RIMFIRE RIFLES			UNI- DENT- IFIED MODELS
	TOTAL	WARR- ANTY	NON- WARR- ANTY	TOTAL	TOTAL	WARR- ANTY	NON- WARR- ANTY	MODEL 12	TOTAL	WARR- ANTY	NON- WARR- ANTY	ALL OTHER	TOTAL	MODEL 552	ALL OTHER	
TOTAL RESPONDENTS	478	164	314	227	48	6	42	-	112	40	72	67	42	11	31	
WOULD RECOMMEND	403	134	269	199	41	5	36	-	95	36	59	63	35	7	28	
	84.3	81.7	85.7	87.7	85.4	83.3	85.7		84.8	90.0	81.9	94.0	83.3	63.6	90.3	100.0
WOULD NOT RECOMMEND	51	24	27	17	5	-	5	-	12	2	10	-	3	2	1	
	10.7	14.6	8.6	7.5	10.4		11.9		10.7	5.0	13.9		7.1	18.2	3.2	
DK/NA	24	6	18	11	2	1	1	-	5	2	3	4	4	2	2	
	5.0	3.7	5.7	4.8	4.2	16.7	2.4		4.5	5.0	4.2	6.0	9.5	18.2	6.5	

TEAMAN/LEHMAN CUSTOM RESEARCH

GUN REPAIR STUDY

(#B53032-4)

TABLE 8/2

Q.8 LIKELIHOOD OF RECOMMENDING TO A FRIEND

	FOURTH QUARTER 1985															
	CENTERFIRE RIFLES															
	B O L T															
	MODEL 700								AUTOLOADING				P U M P			
	MODEL 700								MODEL 7400/74				MODEL 7600/76			
	TOTAL	TOTAL	TOTAL	WARR- ANTY	NON- WARR- ANTY	MODEL SEVEN	MODEL 78	ALL OTHER	TOTAL	MODEL FOUR	MODEL 74	ALL OTHER	TOTAL	MODEL /SIX	MODEL 76	ALL OTHER
TOTAL RESPONDENTS	203	106	61	24	37	5	1	39	85	28	2	55	12	5	-	7
WOULD RECOMMEND	163 80.3	92 86.8	52 85.2	21 87.5	31 83.8	4 80.0	1 100.0	35 89.7	62 72.9	16 57.1	2 100.0	44 80.0	9 75.0	3 60.0	-	6 85.7
WOULD NOT RECOMMEND	31 15.3	10 9.4	7 11.5	3 12.5	4 10.8	1 20.0	-	2 5.1	21 24.7	11 39.3	-	10 18.2	-	-	-	-
DK/NA	9 4.4	4 3.8	2 3.3	-	2 5.4	-	-	2 5.1	2 2.4	1 3.6	-	1 1.8	3 25.0	2 40.0	-	1 14.3

TEAMAN/LEHMAN CUSTOM RESEARCH

GUN REPAIR STUDY

(#R53032-4)

TABLE 9/

Q.10 PREVIOUS REPAIRS TO GUN

FOURTH QUARTER 1985

	SHOTGUNS															
	REMINGTON			MODEL 870					MODEL 1100				RIFFIRE RIFLES			UNI- DENT- IFIEI MODLS
	TOTAL	WARR- ANTY	NON- WARR- ANTY	TOTAL	TOTAL	WARR- ANTY	NON- WARR- ANTY	MODEL 12	TOTAL	WARR- ANTY	NON- WARR- ANTY	ALL OTHER	TOTAL	MODEL 552	ALL OTHER	
TOTAL RESPONDENTS	478	164	314	227	48	6	42	-	112	40	72	67	42	11	31	
GUN PREVIOUSLY REPAIRED	117 24.5	35 21.3	82 26.1	73 32.2	10 20.8	-	10 23.8	-	28 25.0	15 37.5	13 18.1	35 52.2	5 11.9	-	5 16.1	
GUN NOT PREVIOUSLY REPAIRED	345 72.2	125 76.2	220 70.1	146 64.3	36 75.0	6 100.0	30 71.4	-	82 73.2	25 62.5	57 79.2	28 41.8	36 85.7	11 100.0	25 80.6	
DK/NA	16 3.3	4 2.4	12 3.8	8 3.5	2 4.2	-	2 4.8	-	2 1.8	-	2 2.8	4 6.0	1 2.4	-	1 3.2	

TEAMAN/LEHMAN CUSTOM RESEARCH

GUN REPAIR STUDY

(#B53032-4)

TABLE 9/2

Q.10 PREVIOUS REPAIRS TO GUN

FOURTH QUARTER 1985																
CENTERFIRE RIFLES																
B O L T																
</																

TEAMAN/LEHMAN CUSTOM RESEARCH

GUN REPAIR STUDY

(#B53032-4)

TABLE 10/1

0.1 MODEL SERVICED

FIRST-FOURTH QUARTERS 1985

	SHOTGUNS																
	REMINGTON			MODEL 870					MODEL 1100				RIFIRE RIFLES			UNIT- IDENT- IFIED MODLS	
	TOTAL	WARR- ANTY	NON- WARR- ANTY	TOTAL	TOTAL	WARR- ANTY	NON- WARR- ANTY	MODEL 12	TOTAL	WARR- ANTY	NON- WARR- ANTY	ALL OTHER	TOTAL	MODEL 552	ALL OTHER		
TOTAL RESPONDENTS	2174	1007	1167	1067	237	103	134	7	572	264	308	251	255	58	197		19
RIFLES (NET)	1087	513	574	-	-	-	-	-	-	-	-	-	-	255	58	197	-
	50.0	50.9	49.2										100.0	100.0	100.0		
CENTERFIRE RIFLES (SUBNET)	832	411	421	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	38.3	40.8	36.1														
AUTOLOADING (SUB-SUBNET)	327	175	152	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	15.0	17.4	13.0														
742	190	103	87	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	8.7	10.2	7.5														
7400	78	43	35	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	3.6	4.3	3.0														
FOUR	34	19	15	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	1.6	1.9	1.3														
740	19	8	11	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	0.9	0.8	0.9														
SPORTSMAN 74	4	1	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	0.2	0.1	0.3														
OTHER AUTOLOADING CF RIFLES	2	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	0.1	0.1	0.1														
BOLT (SUB-SUBNET)	430	200	230	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	19.8	19.9	19.7														
700	253	118	135	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	11.6	11.7	11.6														
788	104	44	60	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	4.8	4.4	5.1														
721	11	10	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	0.5	1.0	0.1														
SEVEN	22	11	11	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	1.0	1.1	0.9														
600, 600 MOHAWK, 660	33	14	19	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	1.5	1.4	1.6														
SPORTSMAN 78	4	2	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	0.2	0.2	0.2														
40-XB, 40-XC	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	0	0.1															
OTHER BOLT CF RIFLES	2	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	0.1		0.2														
PUMP (SUB-SUBNET)	75	36	39	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	3.4	3.6	3.3														

TEAMAN/LEHMAN CUSTOM RESEARCH

GUN REPAIR STUDY

(4853032-4)

TABLE 10/2

Q.1 MODEL SERVICED

FIRST-FOURTH QUARTERS 1985

	SHOTGUNS															
	REMINGTON			MODEL 870				MODEL 1100				RIMFIRE RIFLES				UNIDENTIFIED MODEL
	TOTAL	WARR- ANTY	NON- WARR- ANTY	TOTAL	TOTAL	WARR- ANTY	NON- WARR- ANTY	MODEL 12	TOTAL	WARR- ANTY	NON- WARR- ANTY	ALL OTHER	TOTAL	MODEL 552	ALL OTHER	
TOTAL RESPONDENTS	2174	1007	1167	1067	237	103	134	7	572	264	308	251	255	58	197	19
760	46 2.1	27 2.7	19 1.6	-	-	-	-	-	-	-	-	-	-	-	-	-
7600	14 0.6	5 0.5	9 0.8	-	-	-	-	-	-	-	-	-	-	-	-	-
SIX	12 0.6	4 0.4	8 0.7	-	-	-	-	-	-	-	-	-	-	-	-	-
SPORTSMAN 76	2 0.1	-	2 0.2	-	-	-	-	-	-	-	-	-	-	-	-	-
OTHER PUMP CF RIFLES	1 ?	-	1 0.1	-	-	-	-	-	-	-	-	-	-	-	-	-
RIMFIRE RIFLES (SUBNET)	255 11.7	102 10.1	153 13.1	-	-	-	-	-	-	-	-	-	255 100.0	58 100.0	197 100.0	-
AUTOLOADING (SUB-SUBNET)	144 6.6	50 5.0	94 8.1	-	-	-	-	-	-	-	-	-	144 56.5	58 100.0	86 43.7	-
552	58 2.7	22 2.2	36 3.1	-	-	-	-	-	-	-	-	-	58 22.7	58 100.0	-	-
NYLON 66	74 3.4	26 2.6	48 4.1	-	-	-	-	-	-	-	-	-	74 29.0	-	74 37.6	-
OTHER AUTOLOADING RF RIFLES	12 0.6	2 0.2	10 0.9	-	-	-	-	-	-	-	-	-	12 4.7	-	12 6.1	-
BOLT (SUB-SUBNET)	53 2.4	24 2.4	29 2.5	-	-	-	-	-	-	-	-	-	53 20.8	-	53 26.9	-
580, 581, 582	30 1.4	10 1.0	20 1.7	-	-	-	-	-	-	-	-	-	30 11.8	-	30 15.2	-
541-S	14 0.6	6 0.6	8 0.7	-	-	-	-	-	-	-	-	-	14 5.5	-	14 7.1	-
40-XR	2 0.1	1 0.1	1 0.1	-	-	-	-	-	-	-	-	-	2 0.8	-	2 1.0	-
OTHER BOLT RF RIFLES	7 0.3	7 0.7	-	-	-	-	-	-	-	-	-	-	7 2.7	-	7 3.6	-
PUMP (SUB-SUBNET)	58 2.7	28 2.8	30 2.6	-	-	-	-	-	-	-	-	-	58 22.7	-	58 29.4	-
572	52 2.4	25 2.5	27 2.3	-	-	-	-	-	-	-	-	-	52 20.4	-	52 26.4	-
OTHER PUMP RF RIFLES	6 0.3	3 0.3	3 0.3	-	-	-	-	-	-	-	-	-	6 2.4	-	6 3.0	-
SHOT GUNS (NET)	1067 49.1	484 48.1	583 50.0	1067 100.0	237 100.0	103 100.0	134 100.0	7 100.0	572 100.0	264 100.0	308 100.0	251 100.0				

TEAMAN/LEHMAN CUSTOM RESEARCH

GUN REPAIR STUDY

(4853032-4)

TABLE 10/

Q.1 MODEL SERVICED

FIRST-FOURTH QUARTERS 1985

	SHOTGUNS															
	REMINGTON			MODEL 870				MODEL 1100				RIMFIRE RIFLES			UNIDENTIFIED MODELS	
	TOTAL	WARR-ANTY	NON-WARR-ANTY	TOTAL	TOTAL	WARR-ANTY	NON-WARR-ANTY	MODEL 12	TOTAL	WARR-ANTY	NON-WARR-ANTY	ALL OTHER	TOTAL	552		ALL OTHER
TOTAL RESPONDENTS	2174	1007	1167	1067	237	103	134	7	572	264	308	251	255	58	197	15
AUTOLOADING (SUBNET)	595	278	317	595	-	-	-	-	572	264	308	23	-	-	-	-
	27.4	27.6	27.2	55.8					100.0	100.0	100.0	9.2				
1100	572	264	308	572	-	-	-	-	572	264	308	-	-	-	-	-
	26.3	26.2	26.4	53.6					100.0	100.0	100.0					
SPORTSMAN-48/11-48	11	6	5	11	-	-	-	-	-	-	-	11	-	-	-	-
	0.5	0.6	0.4	1.0								4.4				
OTHER AUTOLOADING SHOTGUNS	12	8	4	12	-	-	-	-	-	-	-	12	-	-	-	-
	0.6	0.8	0.3	1.1								4.8				
PUMP (SUBNET)	244	106	138	244	237	103	134	7	-	-	-	-	-	-	-	-
	11.2	10.5	11.8	22.9	100.0	100.0	100.0	100.0								
870	237	103	134	237	237	103	134	-	-	-	-	-	-	-	-	-
	10.9	10.2	11.5	22.2	100.0	100.0	100.0									
SPORTSMAN-12	7	3	4	7	-	-	-	7	-	-	-	-	-	-	-	-
	0.3	0.3	0.3	0.7				100.0								
OTHER PUMP SHOTGUNS	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
MISCELLANEOUS SHOTGUNS																
3200	228	100	128	228	-	-	-	-	-	-	-	228	-	-	-	-
	10.5	9.9	11.0	21.4								90.8				
UNIDENTIFIED GUNS	19	10	9	-	-	-	-	-	-	-	-	-	-	-	-	19
	0.9	1.0	0.8													100.0
DK/NA	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-
	*		0.1													

TEAMAN/LEHMAN CUSTOM RESEARCH

GUN REPAIR STUDY

(#853032-4)

TABLE 10/4

Q.1 MODEL SERVICED

FIRST-FOURTH QUARTERS 1985																
CENTERFIRE RIFLES																
BOLT																
	MODEL 700								AUTOLOADING				PUMP			
	TOTAL	TOTAL	TOTAL	WARR- ANTY	WARR- ANTY	MODEL SEVEN	MODEL 78	ALL OTHER	MODEL 7400/ FOUR	MODEL 74	ALL OTHER	TOTAL	MODEL 7600 /SIX	MODEL 76	ALL OTHER	
TOTAL RESPONDENTS	832	430	253	118	135	22	4	151	327	112	4	211	75	26	2	47
RIFLES (NET)	832	430	253	118	135	22	4	151	327	112	4	211	75	26	2	47
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
CENTERFIRE RIFLES (SUBNET)	832	430	253	118	135	22	4	151	327	112	4	211	75	26	2	47
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
AUTOLOADING (SUB-SUBNET)	327	-	-	-	-	-	-	-	327	112	4	211	-	-	-	-
	39.3	-	-	-	-	-	-	-	100.0	100.0	100.0	100.0	-	-	-	-
742	190	-	-	-	-	-	-	-	190	-	-	190	-	-	-	-
	22.8	-	-	-	-	-	-	-	58.1	-	-	90.0	-	-	-	-
7400	78	-	-	-	-	-	-	-	78	78	-	-	-	-	-	-
	9.4	-	-	-	-	-	-	-	23.9	69.6	-	-	-	-	-	-
FOUR	34	-	-	-	-	-	-	-	34	34	-	-	-	-	-	-
	4.1	-	-	-	-	-	-	-	10.4	30.4	-	-	-	-	-	-
740	19	-	-	-	-	-	-	-	19	-	-	19	-	-	-	-
	2.3	-	-	-	-	-	-	-	5.8	-	-	9.0	-	-	-	-
SPORTSMAN 74	4	-	-	-	-	-	-	-	4	-	4	-	-	-	-	-
	0.5	-	-	-	-	-	-	-	1.2	-	100.0	-	-	-	-	-
OTHER AUTOLOADING CF RIFLES	2	-	-	-	-	-	-	-	2	-	-	2	-	-	-	-
	0.2	-	-	-	-	-	-	-	0.6	-	-	0.9	-	-	-	-
BOLT (SUB-SUBNET)	430	430	253	118	135	22	4	151	-	-	-	-	-	-	-	-
	51.7	100.0	100.0	100.0	100.0	100.0	100.0	100.0	-	-	-	-	-	-	-	-
700	253	253	253	118	135	-	-	-	-	-	-	-	-	-	-	-
	30.4	58.8	100.0	100.0	100.0	-	-	-	-	-	-	-	-	-	-	-
788	104	104	-	-	-	-	-	104	-	-	-	-	-	-	-	-
	12.5	24.2	-	-	-	-	-	68.9	-	-	-	-	-	-	-	-
721	11	11	-	-	-	-	-	11	-	-	-	-	-	-	-	-
	1.3	2.6	-	-	-	-	-	7.3	-	-	-	-	-	-	-	-
SEVEN	22	22	-	-	-	22	-	-	-	-	-	-	-	-	-	-
	2.6	5.1	-	-	-	100.0	-	-	-	-	-	-	-	-	-	-
600, 600 MOHAWK, 660	33	33	-	-	-	-	-	33	-	-	-	-	-	-	-	-
	4.0	7.7	-	-	-	-	-	21.9	-	-	-	-	-	-	-	-
SPORTSMAN 78	4	4	-	-	-	-	4	-	-	-	-	-	-	-	-	-
	0.5	0.9	-	-	-	-	100.0	-	-	-	-	-	-	-	-	-
40-XB, 40-XC	1	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-
	0.1	0.2	-	-	-	-	-	0.7	-	-	-	-	-	-	-	-
OTHER BOLT CF RIFLES	2	2	-	-	-	-	-	2	-	-	-	-	-	-	-	-
	0.2	0.5	-	-	-	-	-	1.3	-	-	-	-	-	-	-	-
PUMP (SUB-SUBNET)	75	-	-	-	-	-	-	-	-	-	-	75	26	2	47	
	9.0	-	-	-	-	-	-	-	-	-	-	100.0	100.0	100.0	100.0	

TEAMAN/LEHMAN CUSTOM RESEARCH

GUN REPAIR STUDY

(#853032-4)

TABLE 10/5

0.1 MODEL SERVICED

	FIRST-FOURTH QUARTERS 1985															
	CENTERFIRE RIFLES															
	B O L T															
	M O D E L 7 0 0								A U T O L O A D I N G				P U M P			
			M O D E L 7 0 0		M O D E L 7 0 0		M O D E L 7 0 0		M O D E L 7 0 0		M O D E L 7 0 0		M O D E L 7 0 0		M O D E L 7 0 0	
	TOTAL	TOTAL	TOTAL	WARR- ANTY	WARR- ANTY	MODEL SEVEN	MODEL 78	ALL OTHER	TOTAL	MODEL 7400/ FOUR	MODEL 74	ALL OTHER	TOTAL	MODEL 7600 /SIX	MODEL 76	ALL OTHER
TOTAL RESPONDENTS	832	430	253	118	135	22	4	151	327	112	4	211	75	26	2	4
760	46 5.5	-	-	-	-	-	-	-	-	-	-	-	46 61.3	-	-	46 97.1
7600	14 1.7	-	-	-	-	-	-	-	-	-	-	-	14 18.7	14 53.8	-	-
SIX	12 1.4	-	-	-	-	-	-	-	-	-	-	-	12 16.0	12 46.2	-	-
SPORTSMAN 76	2 0.2	-	-	-	-	-	-	-	-	-	-	-	2 2.7	-	2 100.0	-
OTHER PUMP CF RIFLES	1 0.1	-	-	-	-	-	-	-	-	-	-	-	1 1.3	-	-	1 2.7
RIMFIRE RIFLES (SUBNET)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
AUTOLOADING (SUB-SUBNET)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
552	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NYLON 66	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
OTHER AUTOLOADING RF RIFLES	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
BOLT (SUB-SUBNET)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
580, 581, 582	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
541-S	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
40-XR	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
OTHER BOLT RF RIFLES	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
PUMP (SUB-SUBNET)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
572	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
OTHER PUMP RF RIFLES	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
SHOT GUNS (NET)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

TEAMAN/LEHMAN CUSTOM RESEARCH

GUN REPAIR STUDY

(#B53032-4)

TABLE 10/

0.1 MODEL SERVICED

FIRST-FOURTH QUARTERS 1985																
CENTERFIRE RIFLES																
BOLT																
MODEL 700									AUTOLOADING				PUMP			
TOTAL	TOTAL	TOTAL	NON-		MODEL SEVEN	MODEL 78	ALL OTHER	TOTAL	MODEL 7400/FOUR	MODEL 74	ALL OTHER	TOTAL	MODEL 7600/SIX	MODEL 76	ALL OTHER	
			WARR-ANTY	WARR-ANTY												
TOTAL RESPONDENTS	832	430	253	118	135	22	4	151	327	112	4	211	75	26	2	4
AUTOLOADING (SUBNET)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
1100	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
SPORTSMAN-48/11-48	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
OTHER AUTOLOADING SHOTGUNS	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
PUMP (SUBNET)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
870	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
SPORTSMAN-12	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
OTHER PUMP SHOTGUNS	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
MISCELLANEOUS SHOTGUNS	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
3200	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UNIDENTIFIED GUNS	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DK/NA	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

TEAMAN/LEHMAN CUSTOM RESEARCH

GUN REPAIR STUDY

(4853032-4)

TABLE 11/1

Q.2 HOW FIREARM PURCHASED

FIRST-FOURTH QUARTERS 1985

SHOTGUNS

	REMINGTON			MODEL 870				MODEL 1100				RIMFIRE RIFLES			UNI- DENT- IFIED MODLS	
	TOTAL	WARR- ANTY	NON- WARR- ANTY	TOTAL	TOTAL	WARR- ANTY	NON- WARR- ANTY	MODEL 12	TOTAL	WARR- ANTY	NON- WARR- ANTY	ALL OTHER	TOTAL	MODEL 552		ALL OTHER
TOTAL RESPONDENTS	2174	1007	1167	1067	237	103	134	7	572	264	308	251	255	58	197	19
NEW	1633	784	849	804	186	89	97	6	473	223	250	139	199	52	147	16
	75.1	77.9	72.8	75.4	78.5	86.4	72.4	85.7	82.7	84.5	81.2	55.4	78.0	89.7	74.6	84.2
USED	403	179	224	201	37	13	24	-	69	33	36	95	42	3	39	2
	18.5	17.8	19.2	18.8	15.6	12.6	17.9		12.1	12.5	11.7	37.8	16.5	5.2	19.8	10.5
DK/NA	138	44	94	62	14	1	13	1	30	8	22	17	14	3	11	1
	6.3	4.4	8.1	5.8	5.9	1.0	9.7	14.3	5.2	3.0	7.1	6.8	5.5	5.2	5.6	5.3

TEAHAN/LEHMAN CUSTOM RESEARCH

GUN REPAIR STUDY

(B53032-4)

TABLE 11/2

0.2 NOW FIREARM PURCHASED

	FIRST-FOURTH QUARTERS 1985																
	CENTERFIRE RIFLES																
	B O L T																
	MODEL 700								AUTOLOADING					P U M P			
	TOTAL	TOTAL	TOTAL	NON- WARR- ANTY	WARR- ANTY	MODEL SEVEN	MODEL 78	ALL OTHER	TOTAL	MODEL 7400/ FOUR	MODEL 74	ALL OTHER	TOTAL	MODEL 7600 /SIX	MODEL 76	ALL OTHER	
TOTAL RESPONDENTS	832	430	253	118	135	22	4	151	327	112	4	211	75	26	2	47	
NEW	613 73.7	308 71.6	192 75.9	92 78.0	100 74.1	17 77.3	3 75.0	96 63.6	245 74.9	99 88.4	3 75.0	143 67.8	60 80.0	22 84.6	-	38 80.9	
USED	158 19.0	83 19.3	33 13.0	17 14.4	16 11.9	1 4.5	-	49 32.5	66 20.2	3 2.7	-	63 29.9	9 12.0	-	1 50.0	8 17.0	
DK/NA	61 7.3	39 9.1	28 11.1	9 7.6	19 14.1	4 18.2	1 25.0	6 4.0	16 4.9	10 8.9	1 25.0	5 2.4	6 8.0	4 15.4	1 50.0	1 2.1	

TEANAN/LEHMAN CUSTOM RESEARCH

GUN REPAIR STUDY

(#B53032-4)

TABLE 12/1

Q.3 WHEN FIREARM PURCHASED

FIRST-FOURTH QUARTERS 1985

	SHOTGUNS															
	REMINGTON			MODEL 870					MODEL 1100				RIMFIRE RIFLES			UNI- DENT- IFIEI MODLS
	TOTAL	WARR- ANTY	NON- WARR- ANTY	TOTAL	TOTAL	WARR- ANTY	NON- WARR- ANTY	MODEL 12	TOTAL	WARR- ANTY	NON- WARR- ANTY	ALL OTHER	TOTAL	MODEL 552	ALL OTHER	
TOTAL RESPONDENTS	2174	1007	1167	1067	237	103	134	7	572	264	308	251	255	58	197	19
1985 (NET)	223 10.3	64 6.4	159 13.6	92 8.6	24 10.1	3 2.9	21 15.7	1 14.3	40 7.0	8 3.0	32 10.4	27 10.8	24 9.4	6 10.3	18 9.1	3 15.8
DECEMBER	1 #	1 0.1	-	1 0.1	-	-	-	-	1 0.2	1 0.4	-	-	-	-	-	-
NOVEMBER	5 0.2	-	5 0.4	-	-	-	-	-	-	-	-	-	-	-	-	-
OCTOBER	15 0.7	5 0.5	10 0.9	5 0.5	2 0.8	-	2 1.5	-	3 0.5	1 0.4	2 0.6	-	3 1.2	-	3 1.5	1 5.3
SEPTEMBER	12 0.6	2 0.2	10 0.9	6 0.6	2 0.8	-	2 1.5	-	3 0.5	-	3 1.0	1 0.4	1 0.4	1 1.7	-	1 5.3
AUGUST	17 0.8	2 0.2	15 1.3	8 0.7	2 0.8	-	2 1.5	-	4 0.7	-	4 1.3	2 0.8	2 0.8	1 1.7	1 0.5	-
JULY	20 0.9	5 0.5	15 1.3	12 1.1	5 2.1	1 1.0	4 3.0	-	1 0.2	-	1 0.3	6 2.4	2 0.8	-	2 1.0	-
JUNE	20 0.9	3 0.3	17 1.5	7 0.7	3 1.3	-	3 2.2	-	3 0.5	-	3 1.0	1 0.4	3 1.2	-	3 1.5	-
MAY	21 1.0	6 0.6	15 1.3	8 0.7	2 0.8	-	2 1.5	-	5 0.9	1 0.4	4 1.3	1 0.4	2 0.8	2 3.4	-	-
APRIL	26 1.2	8 0.8	18 1.5	10 0.9	1 0.4	-	1 0.7	-	7 1.2	2 0.8	5 1.6	2 0.8	1 0.4	1 1.7	-	1 5.3
MARCH	26 1.2	9 0.9	17 1.5	11 1.0	2 0.8	1 1.0	1 0.7	-	3 0.5	1 0.4	2 0.6	6 2.4	2 0.8	-	2 1.0	-
FEBRUARY	31 1.4	12 1.2	19 1.6	13 1.2	3 1.3	1 1.0	2 1.5	-	5 0.9	1 0.4	4 1.3	5 2.0	4 1.6	-	4 2.0	-
JANUARY	25 1.1	11 1.1	14 1.2	8 0.7	1 0.4	-	1 0.7	-	4 0.7	1 0.4	3 1.0	3 1.2	4 1.6	1 1.7	3 1.5	-
MONTH NOT GIVEN	4 0.2	-	4 0.3	3 0.3	1 0.4	-	1 0.7	1 14.3	1 0.2	-	1 0.3	-	-	-	-	-

TEAMAN/LEHMAN CUSTOM RESEARCH

GUN REPAIR STUDY

(4853032-4)

TABLE 12/2

9.3 WHEN FIREARM PURCHASED

	FIRST-FOURTH QUARTERS 1985															
	CENTERFIRE RIFLES															
	B O L T															
	M O D E L 7 0 0								A U T O L O A D I N G				P U M P			
	TOTAL	TOTAL	TOTAL	WARR- ANTY	NON- WARR- ANTY	MODEL SEVEN	MODEL 78	ALL OTHER	TOTAL	MODEL 7400/ FOUR	MODEL 74	ALL OTHER	TOTAL	MODEL 7600 /SIX	MODEL 76	ALL OTHER
TOTAL RESPONDENTS	832	430	253	118	135	22	4	151	327	112	4	211	75	26	2	47
1985 (NET)	104 12.5	65 15.1	48 19.0	14 11.9	34 25.2	7 31.8	2 50.0	8 5.3	31 9.5	18 16.1	3 75.0	10 4.7	8 10.7	7 26.9	1 50.0	-
DECEMBER	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NOVEMBER	5 0.6	2 0.5	2 0.8	-	2 1.5	-	-	-	3 0.9	1 0.9	2 50.0	-	-	-	-	-
OCTOBER	6 0.7	5 1.2	4 1.6	2 1.7	2 1.5	-	1 25.0	-	1 0.3	-	-	1 0.5	-	-	-	-
SEPTEMBER	4 0.5	2 0.5	2 0.8	1 0.8	1 0.7	-	-	-	2 0.6	2 1.8	-	-	-	-	-	-
AUGUST	7 0.8	4 0.9	3 1.2	-	3 2.2	1 4.5	-	-	2 0.6	-	-	2 0.9	1 1.3	1 3.8	-	-
JULY	6 0.7	3 0.7	1 0.4	-	1 0.7	1 4.5	-	1 0.7	2 0.6	-	-	2 0.9	1 1.3	1 3.8	-	-
JUNE	10 1.2	7 1.6	6 2.4	-	6 4.4	-	1 25.0	-	2 0.6	2 1.8	-	-	1 1.3	1 3.8	-	-
MAY	11 1.3	8 1.9	5 2.0	4 3.4	1 0.7	2 9.1	-	1 0.7	2 0.6	2 1.8	-	-	1 1.3	1 3.8	-	-
APRIL	14 1.7	8 1.9	7 2.8	3 2.5	4 3.0	-	-	1 0.7	3 0.9	2 1.8	-	1 0.5	3 4.0	2 7.7	1 50.0	-
MARCH	13 1.6	11 2.6	8 3.2	3 2.5	5 3.7	1 4.5	-	2 1.3	2 0.6	-	1 25.0	1 0.5	-	-	-	-
FEBRUARY	14 1.7	8 1.9	4 1.6	-	4 3.0	2 9.1	-	2 1.3	6 1.8	5 4.5	-	1 0.5	-	-	-	-
JANUARY	13 1.6	6 1.4	5 2.0	1 0.8	4 3.0	-	-	1 0.7	6 1.8	4 3.6	-	2 0.9	1 1.3	1 3.8	-	-
MONTH NOT GIVEN	1 0.1	1 0.2	1 0.4	-	1 0.7	-	-	-	-	-	-	-	-	-	-	-

TEAMAN/LEHMAN CUSTOM RESEARCH

GUN REPAIR STUDY

(#853032-4)

TABLE 12/3

Q.3 WHEN FIREARM PURCHASED

FIRST - FOURTH QUARTERS 1985

	SHOTGUNS															
	REMINGTON			MODEL 870				MODEL 1100				RIFFIRE RIFLES			UNI- DENT- IFIEI MODELS	
	TOTAL	WARR- ANTY	NON- WARR- ANTY	TOTAL	TOTAL	WARR- ANTY	NON- WARR- ANTY	MODEL 12	TOTAL	WARR- ANTY	NON- WARR- ANTY	ALL OTHER	TOTAL	MODEL 552		ALL OTHER
TOTAL RESPONDENTS	2174	1007	1167	1067	237	103	134	7	572	264	308	251	255	58	197	19
1984 (NET)	491	236	255	217	60	30	30	6	115	53	62	36	69	22	47	4
	22.6	23.4	21.9	20.3	25.3	29.1	22.4	85.7	20.1	20.1	20.1	14.3	27.1	37.9	23.9	21.1
DECEMBER	59	18	41	22	8	3	5	1	10	3	7	3	11	7	4	-
	2.7	1.8	3.5	2.1	3.4	2.9	3.7	14.3	1.7	1.1	2.3	1.2	4.3	12.1	2.0	-
NOVEMBER	64	33	31	21	6	2	4	1	10	4	6	4	7	2	5	1
	2.9	3.3	2.7	2.0	2.5	1.9	3.0	14.3	1.7	1.5	1.9	1.6	2.7	3.4	2.5	5.3
OCTOBER	98	47	51	51	11	5	6	2	34	16	18	4	8	3	5	2
	4.5	4.7	4.4	4.8	4.6	4.9	4.5	28.6	5.9	6.1	5.8	1.6	3.1	5.2	2.5	10.5
SEPTEMBER	58	29	29	22	6	3	3	-	14	5	9	2	12	4	8	-
	2.7	2.9	2.5	2.1	2.5	2.9	2.2	-	2.4	1.9	2.9	0.8	4.7	6.9	4.1	-
AUGUST	51	27	24	30	9	6	3	-	17	9	8	4	4	1	3	1
	2.3	2.7	2.1	2.8	3.8	5.8	2.2	-	3.0	3.4	2.6	1.6	1.6	1.7	1.5	5.3
JULY	28	16	12	13	4	3	1	-	7	4	3	2	5	1	4	-
	1.3	1.6	1.0	1.2	1.7	2.9	0.7	-	1.2	1.5	1.0	0.8	2.0	1.7	2.0	-
JUNE	31	14	17	13	5	3	2	-	7	4	3	1	3	1	2	-
	1.4	1.4	1.5	1.2	2.1	2.9	1.5	-	1.2	1.5	1.0	0.4	1.2	1.7	1.0	-
MAY	12	5	7	5	2	-	2	-	2	1	1	1	2	-	2	-
	0.6	0.5	0.6	0.5	0.8	-	1.5	-	0.3	0.4	0.3	0.4	0.8	-	1.0	-
APRIL	18	10	8	7	3	2	1	1	1	-	1	2	6	1	5	-
	0.8	1.0	0.7	0.7	1.3	1.9	0.7	14.3	0.2	-	0.3	0.8	2.4	1.7	2.5	-
MARCH	14	6	8	2	-	-	-	-	1	-	1	1	4	-	4	-
	0.6	0.6	0.7	0.2	-	-	-	-	0.2	-	0.3	0.4	1.6	-	2.0	-
FEBRUARY	18	13	5	9	1	1	-	-	6	3	3	2	2	1	1	-
	0.8	1.3	0.4	0.8	0.4	1.0	-	-	1.0	1.1	1.0	0.8	0.8	1.7	0.5	-
JANUARY	18	10	8	11	3	1	2	-	2	2	-	6	2	-	2	-
	0.8	1.0	0.7	1.0	1.3	1.0	1.5	-	0.3	0.8	-	2.4	0.8	-	1.0	-
MONTH NOT GIVEN	22	8	14	11	2	1	1	1	4	2	2	4	3	1	2	-
	1.0	0.8	1.2	1.0	0.8	1.0	0.7	14.3	0.7	0.8	0.6	1.6	1.2	1.7	1.0	-

TEAMAN/LEHMAN CUSTOM RESEARCH

GUN REPAIR STUDY

(#B53032-4)

TABLE 12/4

Q.3 WHEN FIREARM PURCHASED

	FIRST-FOURTH QUARTERS 1985															
	CENTERFIRE RIFLES															
	B O L T															
	MODEL 700								AUTOLOADING				P U M P			
	TOTAL	TOTAL	TOTAL	WARR- MANTY	NON- WARR- MANTY	MODEL SEVEN	MODEL 78	ALL OTHER	TOTAL	MODEL 7400/ FOUR	MODEL 74	ALL OTHER	TOTAL	MODEL 7600 /SIX	MODEL 76	ALL OTHER
TOTAL RESPONDENTS	832	430	253	118	135	22	4	151	327	112	4	211	75	26	2	47
1984 (NET)	201	106	72	41	31	10	2	22	78	50	1	27	17	12	-	5
	24.2	24.7	28.5	34.7	23.0	45.5	50.0	14.6	23.9	44.6	25.0	12.8	22.7	46.2	-	10.4
DECEMBER	26	16	9	3	6	2	-	5	7	4	-	3	3	3	-	-
	3.1	3.7	3.6	2.5	4.4	9.1	-	3.3	2.1	3.6	-	1.4	4.0	11.5	-	-
NOVEMBER	35	14	12	10	2	2	-	-	17	11	-	6	4	3	-	1
	4.2	3.3	4.7	8.5	1.5	9.1	-	-	5.2	9.8	-	2.8	5.3	11.5	-	2.1
OCTOBER	37	16	10	4	6	2	1	3	19	13	-	6	2	2	-	-
	4.4	3.7	4.0	3.4	4.4	9.1	25.0	2.0	5.8	11.6	-	2.8	2.7	7.7	-	-
SEPTEMBER	24	9	6	4	2	1	-	2	13	10	1	2	2	-	-	1
	2.9	2.1	2.4	3.4	1.5	4.5	-	1.3	4.0	8.9	25.0	0.9	2.7	-	-	4.0
AUGUST	16	9	5	1	4	2	-	2	6	4	-	2	1	1	-	-
	1.9	2.1	2.0	0.8	3.0	9.1	-	1.3	1.8	3.6	-	0.9	1.3	3.8	-	-
JULY	10	8	6	5	1	-	-	2	2	1	-	1	-	-	-	-
	1.2	1.9	2.4	4.2	0.7	-	-	1.3	0.6	0.9	-	0.5	-	-	-	-
JUNE	15	11	7	3	4	1	-	3	3	1	-	2	1	-	-	1
	1.8	2.6	2.8	2.5	3.0	4.5	-	2.0	0.9	0.9	-	0.9	1.3	-	-	2.0
MAY	5	4	3	2	1	-	-	1	1	1	-	-	-	-	-	-
	0.6	0.9	1.2	1.7	0.7	-	-	0.7	0.3	0.9	-	-	-	-	-	-
APRIL	5	1	1	1	-	-	-	-	3	1	-	2	1	-	-	1
	0.6	0.2	0.4	0.8	-	-	-	-	0.9	0.9	-	0.9	1.3	-	-	2.0
MARCH	8	6	4	4	-	-	-	2	1	1	-	-	1	1	-	-
	1.0	1.4	1.6	3.4	-	-	-	1.3	0.3	0.9	-	-	1.3	3.8	-	-
FEBRUARY	7	4	3	1	2	-	-	1	3	2	-	1	-	-	-	-
	0.8	0.9	1.2	0.8	1.5	-	-	0.7	0.9	1.8	-	0.5	-	-	-	-
JANUARY	5	3	2	1	1	-	1	-	1	-	-	1	1	1	-	-
	0.6	0.7	0.8	0.8	0.7	-	25.0	-	0.3	-	-	0.5	1.3	3.8	-	-
MONTH NOT GIVEN	8	5	4	2	2	-	-	1	2	1	-	1	1	1	-	-
	1.0	1.2	1.6	1.7	1.5	-	-	0.7	0.6	0.9	-	0.5	1.3	3.8	-	-

TEAMAN/LEHMAN CUSTOM RESEARCH

GUN REPAIR STUDY

(B53032-4)

TABLE 12/5

Q.3 WHEN FIREARM PURCHASED

FIRST-FOURTH QUARTERS 1985

	SHOTGUNS															
	REMINGTON			MODEL 870				MODEL 1100				RIFLE RIFLES			UNI- DENT- IFIED MODELS	
	TOTAL	WARR- ANTY	NON- WARR- ANTY	TOTAL	TOTAL	WARR- ANTY	NON- WARR- ANTY	MODEL 12	TOTAL	WARR- ANTY	NON- WARR- ANTY	ALL OTHER	TOTAL	MODEL 552		ALL OTHER
TOTAL RESPONDENTS	2174	1007	1167	1067	237	103	134	7	572	264	308	251	255	58	197	19
1983	242 11.1	136 13.5	106 9.1	112 10.5	30 12.7	15 14.6	15 11.2	-	59 10.3	37 14.0	22 7.1	23 9.2	33 12.9	10 17.2	23 11.7	2 10.5
1982	153 7.0	75 7.4	78 6.7	75 7.0	16 6.8	10 9.7	6 4.5	-	44 7.7	22 8.3	22 7.1	15 6.0	10 3.9	3 5.2	7 3.6	3 15.6
1981	117 5.4	64 6.4	53 4.5	61 5.7	14 5.9	8 7.8	6 4.5	-	33 5.8	17 6.4	16 5.2	14 5.6	8 3.1	-	8 4.1	2 10.5
1980	88 4.0	41 4.1	47 4.0	57 5.3	8 3.4	4 3.9	4 3.0	-	34 5.9	20 7.6	14 4.5	15 6.0	13 5.1	3 5.2	10 5.1	-
1979	63 2.9	32 3.2	31 2.7	30 2.8	5 2.1	1 1.0	4 3.0	-	20 3.5	11 4.2	9 2.9	5 2.0	8 3.1	1 1.7	7 3.6	-
1978	86 4.0	38 3.8	48 4.1	49 4.6	5 2.1	-	5 3.7	-	27 4.7	10 3.8	17 5.5	17 6.8	6 2.4	-	6 3.0	1 5.2
1977	49 2.3	21 2.1	28 2.4	32 3.0	4 1.7	2 1.9	2 1.5	-	17 3.0	6 2.3	11 3.6	11 4.4	6 2.4	-	6 3.0	-
1976	56 2.6	22 2.2	34 2.9	30 2.8	6 2.5	1 1.0	5 3.7	-	14 2.4	5 1.9	9 2.9	10 4.0	4 1.6	-	4 2.0	-
1970 - 1975	251 11.5	126 11.9	131 11.2	145 13.6	20 8.4	10 9.7	10 7.5	-	81 14.2	37 14.0	44 14.3	44 17.5	17 6.7	4 6.9	13 6.6	-
1960 - 1969	123 5.7	57 5.7	66 5.7	58 5.4	13 5.5	6 5.8	7 5.2	-	38 6.6	18 6.8	20 6.5	7 2.8	19 7.5	2 3.4	17 8.6	1 5.2
1959 OR EARLIER	41 1.9	22 2.2	19 1.6	16 1.5	8 3.4	3 2.9	5 3.7	-	-	-	-	8 3.2	10 3.9	3 5.2	7 3.6	1 5.2
DK/NA	181 8.3	74 7.3	107 9.2	88 8.2	23 9.7	9 8.7	14 10.4	-	47 8.2	19 7.2	28 9.1	18 7.2	28 11.0	4 6.9	24 12.2	2 10.5

TEAMAN/LEHMAN CUSTOM RESEARCH

GUN REPAIR STUDY

(R53032-4)

TABLE 12/6

0.3 WHEN FIREARM PURCHASED

	FIRST - FOURTH QUARTERS 1985															
	CENTERFIRE RIFLES															
	B O L T															
	MODEL 700								AUTOLOADING				P U M P			
	TOTAL	TOTAL	TOTAL	WARR- ANTY	NON- WARR- ANTY	MODEL SEVEN	MODEL 78	ALL OTHER	TOTAL	MODEL 7400/ FOUR	MODEL 74	ALL OTHER	TOTAL	MODEL 7600 /SIX	MODEL 76	ALL OTHER
TOTAL RESPONDENTS	832	430	253	118	135	22	4	151	327	112	4	211	75	26	2	47
1983	95 11.4	45 10.5	28 11.1	19 16.1	9 6.7	2 9.1	-	15 9.9	36 11.0	25 22.3	-	11 5.2	14 18.7	5 19.2	-	9 19.1
1982	65 7.8	29 6.7	10 4.0	3 2.5	7 5.2	-	-	19 12.6	30 9.2	10 8.9	-	20 9.5	6 8.0	1 3.8	-	5 10.6
1981	46 5.5	26 6.0	17 6.7	7 5.9	10 7.4	-	-	9 6.0	15 4.6	4 3.6	-	11 5.2	5 6.7	-	-	5 10.6
1980	18 2.2	11 2.6	6 2.4	2 1.7	4 3.0	-	-	5 3.3	5 1.5	-	-	5 2.4	2 2.7	-	-	2 4.3
1979	25 3.0	7 1.6	4 1.6	-	4 3.0	-	-	3 2.0	14 4.3	-	-	14 6.6	4 5.3	-	-	4 8.5
1978	30 3.6	17 4.0	8 3.2	5 4.2	3 2.2	-	-	9 6.0	12 3.7	-	-	12 5.7	1 1.3	1 3.8	-	-
1977	11 1.3	3 0.7	2 0.8	2 1.7	-	-	-	1 0.7	8 2.4	-	-	8 3.8	-	-	-	-
1976	22 2.6	10 2.3	6 2.4	3 2.5	3 2.2	-	-	4 2.6	11 3.4	-	-	11 5.2	1 1.3	-	-	1 2.1
1970 - 1975	89 10.7	49 11.4	28 11.1	11 9.3	17 12.6	-	-	21 13.9	37 11.3	-	-	37 17.5	3 4.0	-	1 50.0	3 4.3
1960 - 1969	45 5.4	20 4.7	11 4.3	5 4.2	6 4.4	-	-	9 6.0	20 6.1	-	-	20 9.5	5 6.7	-	-	5 10.6
1959 OR EARLIER	14 1.7	5 1.2	-	-	-	-	-	5 3.3	6 1.8	-	-	6 2.8	3 4.0	-	-	3 6.4
DK/NA	62 7.5	34 7.9	11 4.3	4 3.4	7 5.2	3 13.6	-	20 13.2	22 6.7	5 4.5	-	17 8.1	6 8.0	-	-	6 12.8

TEAMAN/LEHMAN CUSTOM RESEARCH

GUN REPAIR STUDY

(#B53032-4)

TABLE 13/1

0.4 SATISFACTION WITH TIME REQUIRED FOR REPAIR

FIRST-FOURTH QUARTERS 1985

	SHOTGUNS															
	REMINGTON			MODEL 870					MODEL 1100				RIMFIRE RIFLES			UNI- DENT- IFIED MODELS
	TOTAL	WARR- ANTY	NON- WARR- ANTY	TOTAL	TOTAL	WARR- ANTY	NON- WARR- ANTY	MODEL 12	TOTAL	WARR- ANTY	NON- WARR- ANTY	ALL OTHER	TOTAL	MODEL 552	ALL OTHER	
TOTAL RESPONDENTS	2174	1007	1167	1067	237	103	134	7	572	264	308	251	255	58	197	19
COMPLETED IN SATISFACTORY TIME PERIOD	1564 71.9	714 70.9	850 72.8	798 74.8	182 76.8	79 76.7	103 76.9	4 57.1	426 74.5	198 75.0	228 74.0	186 74.1	179 70.2	35 60.3	144 73.1	15 78.9
NOT COMPLETED IN SATISFACTORY TIME PERIOD	553 25.4	265 26.3	288 24.7	241 22.6	50 21.1	22 21.4	28 20.9	3 42.9	131 22.9	60 22.7	71 23.1	57 22.7	70 27.5	22 37.9	48 24.4	4 21.1
DK/NA	57 2.6	28 2.8	29 2.5	28 2.6	5 2.1	2 1.9	3 2.2	- 2.6	15 2.6	6 2.3	9 2.9	8 3.2	6 2.4	1 1.7	5 2.5	-

TEAMAN/LEHMAN CUSTOM RESEARCH

GUN REPAIR STUDY

(4853032-4)

TABLE 13/

Q.4 SATISFACTION WITH TIME REQUIRED FOR REPAIR

	FIRST-FOURTH QUARTERS 1985															
	CENTERFIRE RIFLES															
	B O L T															
	MODEL 700								AUTLOADING				P U M P			
	TOTAL	TOTAL	TOTAL	WARR- ANTY	NON- WARR- ANTY	MODEL SEVEN	MODEL 78	ALL OTHER	TOTAL	MODEL 7400/ FOUR	MODEL 74	ALL OTHER	TOTAL	MODEL 7600 /SIX	MODEL 76	ALL OTHER
TOTAL RESPONDENTS	832	430	253	118	135	22	4	151	327	112	4	211	75	26	2	4
COMPLETED IN SATISFACTORY TIME PERIOD	572 68.8	304 70.7	172 68.0	81 68.6	91 67.4	11 50.0	4 100.0	117 77.5	219 67.0	72 64.3	1 25.0	146 69.2	49 65.3	16 61.5	2 100.0	3 66.7
NOT COMPLETED IN SATISFACTORY TIME PERIOD	237 28.5	115 26.7	73 28.9	33 28.0	40 29.6	10 45.5	-	32 21.2	99 30.3	37 33.0	3 75.0	59 28.0	23 30.7	10 38.5	-	1 27.3
DK/NA	23 2.8	11 2.6	8 3.2	4 3.4	4 3.0	1 4.5	-	2 1.3	9 2.8	3 2.7	-	6 2.8	3 4.0	-	-	6 6.6

TEAMAN/LEHMAN CUSTOM RESEARCH

GUN REPAIR STUDY

(4853032-4)

TABLE 14/1

0.5 TIME REQUIRED FOR REPAIR

FIRST-FOURTH QUARTERS 1985

	SHOTGUNS															
	REMINGTON			MODEL 870				MODEL 1100				RIMFIRE RIFLES			UNIDENTIFIED MODELS	
	TOTAL	WARR-ANTY	NON-WARR-ANTY	TOTAL	TOTAL	WARR-ANTY	NON-WARR-ANTY	MODEL 12	TOTAL	WARR-ANTY	NON-WARR-ANTY	ALL OTHER	TOTAL	MODEL 552		ALL OTHER
TOTAL RESPONDENTS	2174	1007	1167	1067	237	103	134	7	572	264	308	251	255	58	197	19
2 WEEKS OR LESS	127 5.8	58 5.8	69 5.9	74 6.9	18 7.6	7 6.8	11 8.2	-	40 7.0	22 8.3	18 5.8	16 6.4	12 4.7	1 1.7	11 5.6	1 5.2
2 - 4 WEEKS	523 24.1	244 24.2	279 23.9	279 26.1	70 29.5	33 32.0	37 27.6	1 14.3	161 28.1	79 29.9	82 26.6	47 18.7	73 28.6	12 20.7	61 31.0	5 26.3
4 - 6 WEEKS	484 22.3	196 19.5	288 24.7	219 20.5	54 22.8	23 22.3	31 23.1	2 28.6	117 20.5	48 18.2	69 22.4	46 18.3	57 22.4	12 20.7	45 22.8	7 36.8
6 - 8 WEEKS	391 18.0	187 18.6	204 17.5	180 16.9	35 14.8	15 14.6	20 14.9	2 28.6	107 18.7	44 16.7	63 20.5	36 14.3	47 18.4	15 25.9	32 16.2	-
OVER 8 WEEKS	618 28.4	306 30.4	312 26.7	304 28.5	58 24.5	24 23.3	34 25.4	2 28.6	141 24.7	70 26.5	71 23.1	103 41.0	62 24.3	18 31.0	44 22.3	6 31.6
DK/NA	31 1.4	16 1.6	15 1.3	11 1.0	2 0.8	1 1.0	1 0.7	-	6 1.0	1 0.4	5 1.6	3 1.2	4 1.6	-	4 2.0	-

TEAMAN/LEHMAN CUSTOM RESEARCH

GUN REPAIR STUDY

(#B53032-4)

TABLE 14/2

0.5 TIME REQUIRED FOR REPAIR

	FIRST-FOURTH QUARTERS 1985																
	CENTERFIRE RIFLES																
	BOLT																
	MODEL 700								AUTOLOADING				PUMP				
	TOTAL	TOTAL	TOTAL	WARR- ANTY	NON- WARR- ANTY	MODEL SEVEN	MODEL 78	ALL OTHER	TOTAL	MODEL 7400/ FOUR	MODEL 74	ALL OTHER	TOTAL	MODEL 7600 /SIX	MODEL 76	ALL OTHER	
TOTAL RESPONDENTS	832	430	253	118	135	22	4	151	327	112	4	211	75	26	2	47	
2 WEEKS OR LESS	40 4.8	25 5.8	15 5.9	8 6.8	7 5.2	1 4.5	-	9 6.0	12 3.7	6 5.4	1 25.0	5 2.4	3 4.0	1 3.8	1 50.0	1 2.1	
2 - 4 WEEKS	166 20.0	85 19.8	46 18.2	20 16.9	26 19.3	2 9.1	-	37 24.5	67 20.5	25 22.3	1 25.0	41 19.4	14 18.7	2 7.7	-	11 25.5	
4 - 6 WEEKS	201 24.2	103 24.0	58 22.9	21 17.8	37 27.4	6 27.3	2 50.0	37 24.5	84 25.7	27 24.1	1 25.0	56 26.5	14 18.7	4 15.4	1 50.0	9 19.1	
6 - 8 WEEKS	164 19.7	91 21.2	55 21.7	32 27.1	23 17.0	4 18.2	1 25.0	31 20.5	57 17.4	23 20.5	1 25.0	33 15.6	16 21.3	9 34.6	-	7 14.9	
OVER 8 WEEKS	246 29.6	118 27.4	74 29.2	35 29.7	39 28.9	8 36.4	1 25.0	35 23.2	102 31.2	29 25.9	-	73 34.6	26 34.7	9 34.6	-	17 36.5	
DK/NA	15 1.8	8 1.9	5 2.0	2 1.7	3 2.2	1 4.5	-	2 1.3	5 1.5	2 1.8	-	3 1.4	2 2.7	1 3.8	-	1 2.1	

TEAMAN/LEHMAN CUSTOM RESEARCH

GUN REPAIR STUDY

(4853032-4)

TABLE 15/1

R.6 OVERALL SATISFACTION WITH REPAIR WORK

FIRST-FOURTH QUARTERS 1985																
SHOTGUNS																
	REMINGTON			MODEL 870				MODEL 1100				RIMFIRE RIFLES			UNIT-DENT-IFIED	
	TOTAL	WARR-ANTY	NON-WARR-ANTY	TOTAL	TOTAL	WARR-ANTY	NON-WARR-ANTY	MODEL 12	TOTAL	WARR-ANTY	NON-WARR-ANTY	ALL OTHER	TOTAL	MODEL 552	ALL OTHER	MODLS
TOTAL RESPONDENTS	2174	1007	1167	1067	237	103	134	7	572	264	308	251	255	58	197	10
EXTREMELY/VERY SATISFIED	1444	660	784	763	183	77	106	3	394	181	213	183	153	30	123	10
	66.4	65.5	67.2	71.5	77.2	74.8	79.1	42.9	68.9	68.6	69.2	72.9	60.0	51.7	62.4	73.0
5- EXTREMELY SATISFIED	869	389	480	471	116	47	69	-	234	110	124	121	84	10	74	8
	40.0	38.6	41.1	44.1	48.9	45.6	51.5	-	40.9	41.7	40.3	48.2	32.9	17.2	37.6	42.1
4- VERY SATISFIED	575	271	304	292	67	30	37	3	160	71	89	62	69	20	49	6
	26.4	26.9	26.0	27.4	28.3	29.1	27.6	42.9	28.0	26.9	28.9	24.7	27.1	34.5	24.9	31.0
3- SOMEWHAT SATISFIED	193	103	90	77	10	4	6	2	43	27	16	22	24	5	19	1
	8.9	10.2	7.7	7.2	4.2	3.9	4.5	28.6	7.5	10.2	5.2	8.8	9.4	8.6	9.6	15.1
2- SOMEWHAT DISSATISFIED	138	63	75	56	12	7	5	1	23	12	11	20	24	3	21	-
	6.3	6.3	6.4	5.2	5.1	6.8	3.7	14.3	4.0	4.5	3.6	8.0	9.4	5.2	10.7	-
1- VERY DISSATISFIED	292	124	168	125	25	13	12	1	78	26	52	21	41	14	27	1
	13.4	12.3	14.4	11.7	10.5	12.6	9.0	14.3	13.6	9.8	16.9	8.4	16.1	24.1	13.7	10.0
DK/NA	107	57	50	46	7	2	5	-	34	18	16	5	13	6	7	-
	4.9	5.7	4.3	4.3	3.0	1.9	3.7	-	5.9	6.8	5.2	2.0	5.1	10.3	3.6	-
MEANS	3.77	3.78	3.76	3.91	4.03	3.90	4.13	3.00	3.83	3.92	3.76	3.98	3.54	3.17	3.64	3.91
STD. ERR.	.031	.045	.043	.043	.087	.139	.110	.436	.060	.083	.086	.083	.095	.210	.105	.29

TEAMAN/LEHMAN CUSTOM RESEARCH

GUN REPAIR STUDY

(#853032-4)

TABLE 15/2

Q.6 OVERALL SATISFACTION WITH REPAIR WORK

	FIRST-FOURTH QUARTERS 1985															
	CENTERFIRE RIFLES															
	B O L T															
	M O D E L 7 0 0								A U T O L O A D I N G				P U M P			
	TOTAL	TOTAL	TOTAL	WARR- ANTY	NON- WARR- ANTY	MODEL SEVEN	MODEL 78	ALL OTHER	TOTAL	MODEL 7400/ FOUR	MODEL 74	ALL OTHER	TOTAL	MODEL 7600 /SIX	MODEL 76	ALL OTHER
TOTAL RESPONDENTS	832	430	253	118	135	22	4	151	327	112	4	211	75	26	2	47
EXTREMELY/VERY SATISFIED	514 61.8	284 66.0	163 64.4	74 62.7	89 65.9	11 50.0	3 75.0	107 70.9	185 56.6	45 40.2	2 50.0	138 65.4	45 60.0	6 23.1	2 100.0	3 78.1
5- EXTREMELY SATISFIED	306 36.8	174 40.5	93 36.8	36 30.5	57 42.2	6 27.3	2 50.0	73 48.3	105 32.1	22 19.6	2 50.0	81 38.4	27 36.0	4 15.4	1 50.0	2 46.1
4- VERY SATISFIED	208 25.0	110 25.6	70 27.7	38 32.2	32 23.7	5 22.7	1 25.0	34 22.5	80 24.5	23 20.5	-	57 27.0	18 24.0	2 7.7	1 50.0	1 31.1
3- SOMEWHAT SATISFIED	89 10.7	47 10.9	27 10.7	14 11.9	13 9.6	3 13.6	-	17 11.3	34 10.4	17 15.2	-	17 8.1	8 10.7	6 23.1	-	4 10.6
2- SOMEWHAT DISSATISFIED	58 7.0	28 6.5	18 7.1	9 7.6	9 6.7	1 4.5	-	9 6.0	24 7.3	5 4.5	-	19 9.0	6 8.0	4 15.4	-	4 10.6
1- VERY DISSATISFIED	123 14.8	56 13.0	38 15.0	17 14.4	21 15.6	6 27.3	1 25.0	11 7.3	55 16.8	34 30.4	1 25.0	20 9.5	12 16.0	7 26.9	-	10 21.9
DK/NA	48 5.8	15 3.5	7 2.8	4 3.4	3 2.2	1 4.5	-	7 4.6	29 8.9	11 9.8	1 25.0	17 8.1	4 5.3	3 11.5	-	2 4.3
MEANS	3.66	3.77	3.66	3.59	3.72	3.19	3.75	4.03	3.52	2.94	3.67	3.82	3.59	2.65	4.50	4.00
STD. ERR.	.052	.069	.092	.131	.128	.356	.946	.104	.087	.158	1.333	.096	.177	.305	.500	.197

TEAMAN/LEHMAN CUSTOM RESEARCH

GUN REPAIR STUDY

(#B53032-4)

TABLE 16/1

0.7 AWARENESS OF WARRANTY GUNSMITHS IN AREA

FIRST-FOURTH QUARTERS 1985

	SHOTGUNS															
	REMINGTON			MODEL 870				MODEL 1100				RIFFIRE RIFLES			UNI- DENT- IFIED MODLS	
	TOTAL	WARR- ANTY	NON- WARR- ANTY	TOTAL	TOTAL	WARR- ANTY	NON- WARR- ANTY	MODEL 12	TOTAL	WARR- ANTY	NON- WARR- ANTY	ALL OTHER	TOTAL	MODEL 552		ALL OTHER
TOTAL RESPONDENTS	2174	1007	1167	1067	237	103	134	7	572	264	308	251	255	58	197	19
AWARE OF WARRANTY GUNSMITHS	772 35.5	375 37.2	397 34.0	391 36.6	80 33.8	40 38.8	40 29.9	5 71.4	215 37.6	104 39.4	111 36.0	91 36.3	86 33.7	24 41.4	62 31.5	5 26.3
NOT AWARE OF WARRANTY GUNSMITHS	1355 62.3	615 61.1	740 63.4	656 61.5	154 65.0	63 61.2	91 67.9	2 28.6	345 60.3	158 59.8	187 60.7	155 61.8	161 63.1	33 56.9	128 65.0	14 73.7
DK/NA	47 2.2	17 1.7	30 2.6	20 1.9	3 1.3	-	3 2.2	-	12 2.1	2 0.8	10 3.2	5 2.0	8 3.1	1 1.7	7 3.6	-

TEAMAN/LEHMAN CUSTOM RESEARCH

GUN REPAIR STUDY

(#B53032-4)

TABLE 16/2

Q.7 AWARENESS OF WARRANTY GUNSMITHS IN AREA

	FIRST-FOURTH QUARTERS 1985															
	CENTERFIRE RIFLES															
	B O L T															
	MODEL 700								AUTOLOADING				P U M P			
	TOTAL	TOTAL	TOTAL	WARR- ANTY	NON- WARR- ANTY	MODEL SEVEN	MODEL 78	ALL OTHER	TOTAL	MODEL 7400/ FOUR	MODEL 74	ALL OTHER	TOTAL	MODEL 7600 /SIX	MODEL 76	ALL OTHER
TOTAL RESPONDENTS	832	430	253	118	135	22	4	151	327	112	4	211	75	26	2	47
AWARE OF WARRANTY GUNSMITHS	290 34.9	164 38.1	107 42.3	49 41.5	58 43.0	9 40.9	1 25.0	47 31.1	105 32.1	44 39.3	3 75.0	58 27.5	21 28.0	11 42.3	-	10 21.3
NOT AWARE OF WARRANTY GUNSMITHS	524 63.0	257 59.8	139 54.9	63 53.4	76 56.3	11 50.0	3 75.0	104 68.9	215 65.7	65 58.0	1 25.0	149 70.6	52 69.3	15 57.7	2 100.0	35 74.5
DK/NA	18 2.2	9 2.1	7 2.8	6 5.1	1 0.7	2 9.1	-	-	7 2.1	3 2.7	-	4 1.9	2 2.7	-	-	2 4.3

TEAMAN/LENHAN CUSTOM RESEARCH

GUN REPAIR STUDY

(4953032-4)

TABLE 17/1

0.8 LIKELIHOOD OF RECOMMENDING TO A FRIEND

FIRST - FOURTH QUARTERS 1985

	SHOTGUNS															
	REMINGTON			MODEL 870				MODEL 1100				RIMFIRE RIFLES				UNI-
	TOTAL	WARR- ANTY	NON- WARR- ANTY	TOTAL	TOTAL	WARR- ANTY	NON- WARR- ANTY	MODEL 12	TOTAL	WARR- ANTY	NON- WARR- ANTY	ALL OTHER	TOTAL	MODEL 552	ALL OTHER	DENT- IFIEI MODLS
TOTAL RESPONDENTS	2174	1007	1167	1067	237	103	134	7	572	264	308	251	255	58	197	19
WOULD RECOMMEND	1827	849	978	933	207	91	116	5	483	223	260	238	204	44	160	17
	84.0	84.3	83.8	87.4	87.3	88.3	86.6	71.4	84.4	84.5	84.4	94.8	80.0	75.9	81.2	89.5
WOULD NOT RECOMMEND	214	97	117	75	17	6	11	2	52	21	31	4	31	10	21	2
	9.8	9.6	10.0	7.0	7.2	5.8	8.2	28.6	9.1	8.0	10.1	1.6	12.2	17.2	10.7	10.5
DK/NA	133	61	72	59	13	6	7	-	37	20	17	9	20	4	16	-
	6.1	6.1	6.2	5.5	5.5	5.8	5.2	-	6.5	7.6	5.5	3.6	7.8	6.9	8.1	-

TEAMAN/LEHMAN CUSTOM RESEARCH

GUN REPAIR STUDY

(4853032-4)

TABLE 17

Q.8 LIKELIHOOD OF RECOMMENDING TO A FRIEND

	FIRST-FOURTH QUARTERS 1985															
	CENTERFIRE RIFLES															
	BOLT															
	MODEL 700								AUTOLOADING				PUMP			
	TOTAL	TOTAL	TOTAL	WARR- ANTY	NON- WARR- ANTY	MODEL SEVEN	MODEL 78	ALL OTHER	TOTAL	MODEL 7400/ FOUR	MODEL 74	ALL OTHER	TOTAL	MODEL 7600 /SIX	MODEL 76	ALL OTHER
TOTAL RESPONDENTS	832	430	253	118	135	22	4	151	327	112	4	211	75	26	2	1
WOULD RECOMMEND	673 80.9	362 84.2	207 81.8	96 81.4	111 82.2	16 72.7	3 75.0	136 90.1	256 78.3	75 67.0	2 50.0	179 84.8	55 73.3	13 50.0	2 100.0	1 85.7
WOULD NOT RECOMMEND	106 12.7	43 10.0	28 11.1	12 10.2	16 11.9	4 18.2	1 25.0	10 6.6	52 15.9	26 23.2	2 50.0	24 11.4	11 14.7	6 23.1	-	10.0
DK/NA	53 6.4	25 5.8	18 7.1	10 8.5	8 5.9	2 9.1	-	5 3.3	19 5.8	11 9.8	-	8 3.8	9 12.0	7 26.9	-	4.0

TEAMAN/LEHMAN CUSTOM RESEARCH

GUN REPAIR STUDY

(4B53032-4)

TABLE 18/1

9.10 PREVIOUS REPAIRS TO GUN

FIRST - FOURTH QUARTERS 1985

	SHOTGUNS															
	REMINGTON			MODEL 870				MODEL 1100				RIMFIRE RIFLES			UNI- DENT- IFIED MODLS	
	TOTAL	WARR- ANTY	NON- WARR- ANTY	TOTAL	TOTAL	WARR- ANTY	NON- WARR- ANTY	MODEL 12	TOTAL	WARR- ANTY	NON- WARR- ANTY	ALL OTHER	TOTAL	MODEL 552		ALL OTHER
TOTAL RESPONDENTS	2174	1007	1167	1067	237	103	134	7	572	264	308	251	255	58	197	19
GUN PREVIOUSLY REPAIRED	473 21.8	208 20.7	265 22.7	309 29.0	44 18.6	17 16.5	27 20.1	-	154 26.9	72 27.3	82 26.6	111 44.2	44 17.3	9 15.5	35 17.8	2 10.5
GUN NOT PREVIOUSLY REPAIRED	1632 75.1	765 76.0	867 74.3	724 67.9	188 79.3	86 83.5	102 76.1	7 100.0	403 70.5	187 70.8	216 70.1	126 50.2	208 81.6	49 84.5	159 80.7	15 78.9
DK/NA	69 3.2	34 3.4	35 3.0	34 3.2	5 2.1	-	5 3.7	-	15 2.6	5 1.9	10 3.2	14 5.6	3 1.2	-	3 1.5	2 10.5

TEAMAN/LEHMAN CUSTOM RESEARCH

GUN REPAIR STUDY

(#R53032-4)

TABLE 18/2

0.10 PREVIOUS REPAIRS TO GUN

	FIRST-FOURTH QUARTERS 1985																
	CENTERFIRE RIFLES																
	B O L T																
	MODEL 700								AUTOLOADING				P U M P				
	TOTAL	TOTAL	TOTAL	WARR- ANTY	NON- WARR- ANTY	MODEL SEVEN	MODEL 78	ALL OTHER	TOTAL	MODEL 7400/ FOUR	MODEL 74	ALL OTHER	TOTAL	MODEL 7600 /SIX	MODEL 76	ALL OTHER	
TOTAL RESPONDENTS	832	430	253	118	135	22	4	151	327	112	4	211	75	26	2	47	
GUN PREVIOUSLY REPAIRED	117 14.1	41 9.5	22 8.7	8 6.8	14 10.4	1 4.5	-	18 11.9	65 19.9	25 22.3	-	40 19.0	11 14.7	5 19.2	1 50.0	5 10.6	
GUN NOT PREVIOUSLY REPAIRED	685 82.3	371 86.3	222 87.7	105 89.0	117 86.7	19 86.4	4 100.0	126 83.4	253 77.4	85 75.9	4 100.0	164 77.7	61 81.3	20 76.9	1 50.0	40 85.1	
DK/NA	30 3.6	18 4.2	9 3.6	5 4.2	4 3.0	2 9.1	-	7 4.6	9 2.8	2 1.8	-	7 3.3	3 4.0	1 3.8	-	2 4.3	

GUN REPAIR STUDY - FOURTH QUARTER 1985Q9: COMMENTS ON SERVICE PERFORMEDRESP #

- 5301 788 - "I thought that I could have replaced the broken bolt stop myself, but the part is restricted."
- 5302 700 BDL - "Good job. Take too long."
- 5303 742 Woodsmaster 30.06 - "I took this gun to Lehman's Gun Shop in Potosi, WI, Feb. 15, 1985. I got it back Sept. 23, 1985. This gun was sent to the factory ib 4-7-85."
- 5304 7600 30.06 - "To do a single task it took a long time. Shot it one time and it broke. Should have been tested better."
- 5306 513S - "Very nice."
- 5308 581 - "The weapon had been misused. Repairs had been performed locally. Barrel needed replacement. Excellent repairs had exceeded my high expectations. Well done!! Thank you."
- 5309 66 - "I thought price of repair \$33 was a little steep. The gun cost \$65 new, but that was about 20 years ago."
- 5310 742 - "Very good work, but very slow service."
- 5311 7400 - "I would recommend your guns, but not your service department. No one could give any definite info on the status of my weapon. It took nearly 4 months to get the weapon back for only a barrel replacement."
- 5312 700 - "I am pleased with the work. I haven't had time to shoot the gun, but feel it will be all right. This was not warranty work, but was special ordered set of sights. Again, I am pleased. I love to see iron sights on a rifle. They can be very useful as well as improve the looks of the rifle."
- 5313 700 BDL - "I was under the impression that the stock refinish would have been shiny duPont finish as original; but it came back with a satin finish as on the classic model. Blue job was excellent!"

(Continued)

Q9. COMMENTS ON SERVICE PERFORMED

(Continued)

RESP #

- 5314 741 - "A-1 job. I am extremely pleased with a company such as yours that stands behind its product with prompt, efficient service. As a consumer I am sold on Remington Firearms and will purchase more of your products in the future. I also will not hesitate to pass on this information to friends and fellow hunters. Thanks for your help on my rifle."
- 5315 Nylon 66 - "You did just what the warranty said you would do. Thank you."
- 5316 788 - "Service excellent. Local dealers and gunsmiths are idiots. Must rely on factory for quality workmanship."
- 5317 700 - "Took way too long for a simple modification of extractor of the old style to a new style."
- 5318 742 Auto - "It couldn't have been better. I am a dealer and I sell nothing but Remington guns. Winchesters I wouldn't have in the place. Remington is my sole line and always will be."
- 5319 788 - "Excellent. I didn't expect it free. Thank you! I run small gunshop and I'm a gunsmith. Would like information on warranty gunsmiths."
- 5320 742 BDL - "Gun was sent in 12-1-84. Received 9-23-85. I would definitely recommend a Remington gun to a friend. I own 6 other Remingtons."
- 5321 700 ADL - "I am extremely pleased. I've never wrote a thank you note to anyone doing service work for me; however, I'm so pleased I've got my gun back in plenty of time to zero my scope and do a little practicing before gun season. My hat's off to everyone at Remington."
- 5322 700 BDL - "Was sent to you by Walker Arms of Selma, AL. Headspace checked and found within factory specs., even though Walker Arms found that it would close on a 'no-go' gauge by Forrester. I was concerned about case life due to the long chamber. The rifle shoots great! I have gotten 5/8 to 1-1/8 groups with it."

(Continued)

Q9. COMMENTS ON SERVICE PERFORMED

(Continued)

RESP #

- 5323 788 - "I would like more info on why the firearm failed."
- 5324 600 - "I saw recall list with my serial range on it. I sent gun to you to check and see if OK and safe. I wish to thank you very much for your service. I own also a Remington 700 (.308), a Remington 1100 (12 ga. mag.), a 870 (12 ga. mag.), one extra barrel for 870 and 1100. I would not trade any Remington gun I own for any other guns I have ever shot. I am very pleased with all my Remingtons."
- 5326 Nylon 66 - "Gun came back very promptly, but dirty."
- 5329 700 BDL - "I certainly cannot complain about a new barreled action. Thanks for the no-nonsense service."
- 5330 742 - "Good shape!"
- 5331 740 - "I am very glad to be a Remington customer and would recommend Remington firearms to anyone."
- 5332 572 - "The rear sight had a white triangle below the opening. When it came back it did not have one."
- 5333 788 - Work was promised in two weeks. Delivery was 9 weeks."
- 5335 Nylon 66 - "It took too long for what had to be done."
- 5336 760 - "The kind of service you would like to have in everything you buy."
- 5337 600 - "Model 600 trigger safety recall. Gun 'turned around' in prompt, professional manner and service staff very informative/helpful!!"
- 5338 7400 - "The extractor broke. I expect that the repairs are satisfactory; however, I just received the rifle and have not had an opportunity to fire it."

(Continued)

Q9. COMMENTS ON SERVICE PERFORMED

(Continued)

RESP #

- 5323 788 - "I would like more info on why the firearm failed."
- 5324 600 - "I saw recall list with my serial range on it. I sent gun to you to check and see if OK and safe. I wish to thank you very much for your service. I own also a Remington 700 (.308), a Remington 1100 (12 ga. mag.), a 870 (12 ga. mag.), one extra barrel for 870 and 1100. I would not trade any Remington gun I own for any other guns I have ever shot. I am very pleased with all my Remingtons."
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- 5335 Nylon 66 - "It took too long for what had to be done."
- 5336 760 - "The kind of service you would like to have in everything you buy."
- 5337 600 - "Model 600 trigger safety recall. Gun 'turned around' in prompt, professional manner and service staff very informative/helpful!!"
- 5338 7400 - "The extractor broke. I expect that the repairs are satisfactory; however, I must received the rifle and have not had an opportunity to fire it."

(Continued)

Q9: COMMENTS ON SERVICE PERFORMED

(Continued)

RESP #

- 5339 700 ADL - "The rifle came back in as good as if it were just bought new. I am very happy with its look. Best weapon I have owned."
- 5340 7400 - "I purchased 3 new guns on this day. Wasn't able to use gun at all during season Oct. 20 '84 through Jan. 10 '85. Was told that distributor was sending new replacement (dealer closed) 1-11-85. Part omitted at factory. Should check before selling."
- 5341 788 - "Very good service. Quite fast considering the distance to and from the Remington Company, and extremely well repaired."
- 5342 700 ADL - "Satisfactory."
- 5343 Seven - "The cosmetic appeal of the replacement barrel is not what I expected from a company like Remington. However, the new barrel will shoot a target like a true .222 Remington."
- 5344 Seven - "Replaced ejector. Works great. Thanks."
- 5346 Four - "Your extractors are weak and it is a poor design. I sold after having it fixed five times. It cost me \$100 for repairs."
- 5347 742 Woodsmaster - "Completely satisfied with work and time it took. Thanks."
- 5348 742 - "I would not have any of my Remington guns repaired anywhere but the factory. This 742 is as good as new. The only thing that doesn't look new is the clip and the wood. These guns are extremely accurate. I have been using Remington guns for 60 years. My first was a 12A .22 pump. I traded a pig for it. I sent it in and had it repaired. It came back in new condition. In 60 years I have never had a failure with guns or ammo."
- 5349 788 - "Appears to be working fine now. Nice to find a company that backs its product."
- 5350 742 - "Very poorly packaged when returned."
- 5351 700 BDL - "Thank you very much!"

(Continued)

Q9. COMMENTS ON SERVICE PERFORMED

(Continued)

RESP #

- 5353 742 - "I was extremely satisfied with the repair work and the letters informing me what the problem was, and the fast service I received on repairing the gun. I own three Remingtons and will continue to buy Remingtons because of the service and quality."
- 5354 742 - "I'm very happy with the service performed. I'm particularly impressed with the cost of repairs and the personal service given by Ms Worthman in your service department."
- 5355 788 - "What was asked to be done was done. The refinished stock looked better than the original finish."
- 5356 742 Woodsmaster - "I was very satisfied."
- 5357 742 - "For sure it doesn't shoot around corners any more. Looks like it will shoot as good as only a Remington can. Please thank everyone."
- 5359 540XR - "The weapon was in this condition for 4 years, because I tried to replace this 50¢ piece myself and the factory would not send me the part."
- 5360 742 - "I am very satisfied with the service I have received."
- 5361 700 BDL - "Repair by replacing damaged bolt."
- 5362 600 - "Factory trigger repair could have been fixed by local dealer if parts available. Inadequate packing damaged stock finish on return. No packing slip confirming work completed."
- 5363 700 - "Repair work is OK, but time required from time you received gun until I received repaired gun was excessive."
- 5364 7400 - "This was the third time I have had the gun repaired for the same problem. I only hope that the problem is now solved. So far I have shot around 20 rounds with no problems. Thank you."
- 5365 7400 - "It seems to work fine, but it was returned in a very dirty condition. Thank you."

(Continued)

Q9. COMMENTS ON SERVICE PERFORMED

(Continued)

RESP #

- 5366 552 BDL - "Gun was mailed for repair in 6-85 and we received gun on 10-11-85."
- 5368 742 - "I am quite pleased with the quick service and quality of work. Thank you again. I am considering buying a 700 Remington bolt action."
- 5372 788 - "I am confident that the work performed is excellent for the original equipment. I guess that the internal locking lands have too large an I.O. which allows the bolt to cock and bind up when being homed."
- 5375 700 - "Barreled action B6507089 had a defective barrel and was replaced with barreled action B6683390. I feel the amount of time, 90 days, to replace a defective product is excessive. The replacement barreled action was shipped in a cardboard box without any packing material. Fortunately it arrived undamaged. I bring this to your attention so you can serve your customers better in the future. Thank you."
- 5376 742 - "Very good. I love my Remington 742 30.06. I feel I have got my money's worth out of my gun. Thank you, Remington!"
- 5377 66 - "New barrel and spring set 1982. Satisfactory."
- 5378 581 - "Work performed was satisfactory in all respects."
- 5379 742 Woodsmaster - "I don't shoot the gun very often. So far I am satisfied with the repair. I don't think I should of had to pay for a manufacturer's defect."
- 5380 742 - "I took this gun to Allen Hutchins at Graham Hardware and Marine Sales in Graham, NC, in December of 1984. I've just received it back today, September, 24, 1985. There appears to have been a tremendous amount of negligence on someone's part. Also, I can't see how this gun just all of a sudden stopped ejecting the shells. I went on a trip out west the first part of November in 1984, and when I left home the gun was shooting fine. When

(Continued)

Q9. COMMENTS ON SERVICE PERFORMED

(Continued)

RESP #

5380 I got back home it wouldn't eject the shell. I
Cont. didn't even take the gun out of the hard shell
case out west because I hunted with my Browning
270. I stated earlier that I bought the gun in
1979 and have been nothing but satisfied with its
performance up till now. But it doesn't seem to
me that after only five years of use with no more
than 10 or 12 boxes of shells shot through it that
it would have as many problems with it as was
stated in the invoice that your company sent back
to Mr. Hutchins at Graham Hardware. It appears to
me that Remington should stand behind their prod-
ucts a little better than this and not charge the
customer for something he had absolutely no con-
trol over. I assure you that this gun has never
been dropped or damaged in any way, other than the
normal scratches and bumps from a normal day's
hunt. I just hope that Remington will take a look
at this matter and give me some consideration. If
they cannot back their products any better than
this, then I would never own another product of
theirs. I'm no tight person with money, and I pay
my bills and don't mind paying for this if it is
the proper thing to do. But I'm just not convin-
ced that I should have to pay for something that I
have no control over. Please take the time to
write back to me and inform me as to why I'm
liable for this as I've stated when I have no con-
trol over a defected barrel. Thank you."

5381 582 - "I have a Remington Mod. 582. Some time ago
I tried to remove the front sight. I use a scope
only and the front sight gets caught on brush
sometimes. I thought I might have bent the bar-
rel, so I sent to you folks to have the following
work done: 1) straighten barrel if needed; 2)
clean and oil trigger; 3) remove front sight and
replace with a filler plug. I also mentioned that
I removed the rear sight so I could mount a scope.
Instead of replacing the front sight with a plug,
a new front sight was installed. A new rear sight
was installed. It took a little over six weeks to
be returned. This is not really a letter of com-
plaint, just that the repairman never bothered to
read my instructions. I was not charged for any
of the work, for which I was pleased, but I felt
they could have read my request. The work was
done well. I will still recommend Remington prod-
ucts. I just wanted to expand on your service
card."

(Continued)

Q9. COMMENTS ON SERVICE PERFORMED

(Continued)

RESP #

- 5382 742 - "Would not recommend this model. I was very unhappy to learn this rifle had to have a new receiver and that Remington wouldn't replace it.
- 5383 552 BDL - "The first time this gun was fired was over Memorial Day weekend and misfired the very first time. This rifle has been in a good carrying case. I feel the rifle misfired due to poor workmanship and I should not have to pay for the repairs."
- 5384 700 - "It took 11 weeks to be sent out from the factory and when it came back it had scratches and nicks on the stock."
- 5385 700 BDL - "The rifle is .17 Rem cal. I sent a target and a long letter explaining accuracy problem where 4 of 12 shots went through the target sideways. The rifle needs a new barrel. Your service department mounted open sights free of charge! I have the original open sights. This is a varmint gun. I use a 4x12 scope. I hate open sights. I don't like holes in the barrel for open sights. Why does Remington put open sights on varmint cal. rifles?"
- 5386 700 BDL - "Only that in my case I feel I should not have had to pay anything. I was more or less blamed for scratch marks in the chamber I did not do. The gun was sent from the factory with these scratches. I am a NRA member, and on my honor I am telling the truth. I like Remington. I feel personally I was not given a fair shake. As a little guy I was made to feel very little indeed."
- 5387 742 30-06 Carbine - The gun was gone for 9 months and your company sent only a summary of parts for repair. The company was to return all replaced parts and only sent the barrel, not the old forearm which makes the checkering even harder to do without the pattern. Gun was sent Jan. '85 and was not returned until September 17 '85."
- 5388 Seven - "Rifle had cracked stock. Returned for service. New stock unacceptable. Returned again. Required two phone calls to your service department to get the rifle back after 3 months plus. Rifle a shabby piece of crap made by people that don't care. Have traded it for a Ruger.

(Continued)

Q9. COMMENTS ON SERVICE PERFORMED

(Continued)

RESP #

- 5389 788 - "Pleased with company attitude. Also pleased with previous repair. This time, however, my rifle was returned with 1-1/2 in. crack in the forearm and floor plate was attached 1/4 in. off center. Tape was left on the metal when the action was bedded. I was not charged for the repair of bolt stop. I thought repair serviceman could show more professionalism. Previous repair the service personnel made the repair and improved the trigger pull, which I was very pleased with."
- 5390 7400 - "In the last two years I purchased a Model 1100, 7400 and a Model Four. The Model 1100 and 7400 have mechanical problems. The Model Four has not been field tested. I think I will sell my Remingtons. Are you interested?"
- 5391 700 LH - "I was not satisfied with the length of time required for the repair to be made. I was not satisfied with the service I received at the dealership, Ace Hardware, Sauk City, WI."
- 5392 742 .243 - "Took too long for repair, and don't think a gun this new should have this problem. Less than 150 rounds fired through weapon. Have 10 guns, 7 are Remington. This may be my last Remington."
- 5395 742 - "I have owned only Remington guns in the past and would (in fact have) recommended them to friends, but due to the extremely poor service I've recieved, I will not recommend them in the future."
- 5394 742 7mm. - "According to letter, no real repair was made. This gun has never worked properly since it was purchased. I truly assumed that the trigger assembly would be completely replaced or a new gun sent to us. That is what I expected from Remington!"
- 5395 742 ADL - "Restricted parts. Important - please send copy of owner's manual. I will pay for it. Cannot locate one anywhere in Atlanta. Thank you!"

(Continued)

Q9. COMMENTS ON SERVICE PERFORMED

(Continued)

RESP #

5396 700 Classic - "I am satisfied, with reservation, as to your work or service. I returned a M/700 Classic 22-250 that went sour after 1700 rounds were fired through it. Your test could not identify the problem or, if you did, I haven't been informed. At my request you rebarreled the rifle with new receiver, bold and .243 W barrel (caliber). I have been shooting this rifle very limitedly due to various limitations for time. Using standard loading books, etc., I tried seating the bullets to have a COAL of approximately 2.65 inches. Although no marks could be detected on the bullet, the rounds caused tight closing of the bolt. All test rounds fired satisfactory. After my first excursion to the range, I measured the chamber by inserting a bullet into the lead so as to just touch the lands and measured it with a cleaning rod. Then I measured to the bolt face and found the distance from the lands to the bolt face to be 2.5335 inches -- considerably shorter than any listed COAL for this cartridge. My conclusion is the 'lead' is shorter than named. Any correction of this will be appreciated. My current COAL for loads next to try is 2.6345 inches. I am an admirer of your rifles and have advised many shooters to buy your products. I personally feel that your rifles are the most accurate 'out-of-the-box' product on the market. At the time I sent my 22-250 back to you, I was undergoing problems with a Custom 6 mm - 284 on a commercial Mauser action. It turned out that the gunsmith, at my request, installed a military Mauser 98 receiver. It so happened to be of Spanish origin and after 67 rounds (not hot loads) is is ringed and useless. I was wondering if such could have happened with my original M/700 Classic? I recently purchased your M/788 in a .223 and I am extremely pleased with its accuracy. Am sorry you discontinued this model as I know of several rifles of this model and they are all exceptionally accurate. If one of your engineers could see fit to reply to my comments and observations on the .243, I would greatly appreciate it."

5397 7400 - "Good work. I have been loading shotguns, handguns and rifles for 13 years, and never have I had one blow up except for this one. But I got stuck with the bill, even though the gun was still under warranty."

(Continued)

Q9. COMMENTS ON SERVICE PERFORMED
(Continued)

RESP-#

- 5398 742 - "It took better than 9 months to put a new barrel on. Correspondence had my money on hand for 7 months and no interest. Trigger guard housing was worn and nicked, and the small black cap on the butt was loose and detached. Barrel bluing worn! Will there be a response?"
- 5399 700 LH 7mm Mag. - "I own a Weatherby, Seiko, Winchester and Ferlach (different calibers), all of which lock bolt handle down when on safe. On 9/27/84 I purchased a Remington Model 700 LH 7mm Magnum bolt-action rifle DBL (#B6532467). This appeared to be a very fine-looking weapon. However, initially a defect existed, in that the bolt failed to extract either fired or unfired rounds. This was a faulty extractor and was replaced and rectified through an authorized repair shop in Bellefontaine, Ohio. Thereafter, it became apparent that the bolt would not remain in the locked down position when the safety was on. During hunting conditions, while carrying the rifle on a sling, the bolt would gradually open up and the round would slip out and become lost, until rubber bands were used over the trigger guard and bolt handle to keep it in locked down position. I complained about this to the gun dealer through whom I purchased the weapon and he was completely surprised about this and it was sent back to the plant for rectification. However, I discovered that this was not done. The rifle was returned with the same problem. Since this is a weapon purchased for hunting and is heavy, it cannot be expected to be carried with both hands. I would intend to use it in the Southwest, in rugged terrain, and it will be carried in a sling. I am very unhappy about this situation and I feel it is quite ridiculous to have to use rubber bands to secure the bolt. Had I known in advance that such a peculiarity existed on this weapon, I'm quite certain to have elected to have purchased from a different manufacturer with conventional bolt lock down in the safe position. Incidentally, I have spoken with many hunters and weapons experts about this situation and we have checked a good number of Remington 7mm magnum firearms, none of which revealed such a peculiarity, that is when the safety is on remains in the locked down position. Therefore, I must assume that I received a faulty weapon and I am concerned about the safety of the weapon. I would appreciate hearing from you about this matter and your recommendations.

(Continued)

Q9. COMMENTS ON SERVICE PERFORMED

(Continued)

RESP #

- 5400 700 BDL - "I talked to several people there and they said that a new barrel and action would be \$120. I sent you all \$120, but before this I wrote you a letter stating what I wanted. I received two letters later from you saying that you would have to have money first and even on the check you cashed it said for barrel and action. And there wasn't any questions. I waited 4 months and didn't hear from you. I called you all again and someone told me that wouldn't buy both. I understood what he was saying, but before I was told different."
- 5401 742 30-06 - "Pleased with repair work, but took too long, and I thought the cost of repair was too much - \$148.95. Could buy a new gun for \$300."
- 5402 Seven - "My rifle was returned to correct factory defects in stock. It was returned to me in a stock displaying much poorer quality/workmanship than the one I originally returned. Service manager D. J. Senita refused to answer certified mail correspondence or my telephone calls."
- 5403 742 - "After rebuilding this rifle I received it with the following flaw: When the bolt went forward into battery it locked so tight that the only way the gun could be operated was to use a mall and beat the operating handle out of battery."
- 5404 788 - "You did not send the guard screws that I ordered. Please send them."
- 5405 700 BDL - "Service time was 12 weeks instead of quoted 6 weeks, and service was incomplete. Rust spots not completely removed and reblued."
- 5406 700 Classic - "I returned the rifle with seven defects. Four were repaired to my satisfaction. The quality of workmanship exhibited on this arm makes it functional, but not the work of art as is present on the other limited edition Classics I own. I purchased this arm as an investment and as it was returned in the non-original box, I would appreciate the yellow information tag for the end of the box to help regain some of the gun's collector value. Closer attention to detail is needed by craftsmen to turn out a top rate product."

(Continued)

Q9. COMMENTS ON SERVICE PERFORMED

(Continued)

RESP #

- 5407 760 ADL - "Restocked due to excessive splitting of wood. Where new stock joins action (metal) the stock is larger on top and sides than the frame. Also, when you put the sling stud back in stock the white spacer was split apart and flattened out!"
- 5408 700 Classic - "I have a question. Why was I given a new or different action? The barrel also is supposed to be 24 in., but it is only 22 in. I like to know the answers to these two questions. Also, is this action new or used?"
- 5409 742 Auto. - "Barrel was replaced. Before replacing I could hold 2-1/4 in. group at 100 yards. Now I'm getting 6 in. groups with different types of ammo. I have purchased a new 700 ADL to use this season. I hope you will correct this. Please return messages about repairs soon, for this has been very costly to me."
- 5410 742 Bushmaster 30-06 - "Neglected to return all parts. Sight on barrel was not returned."
- 5411 572 - "This rifle was repaired first in May. Sent back in March. Sent back a second time in July. Rifle was requested to be replaced. Has or had a total of 100 rounds fired and broke twice. Everyone has a bad piece of merchandise and I believe this one is a lemon. The next one might not be."
- 5412 7400 - "Jammed every shot sent. Sent it to company and you fixed it. It was new and jammed from the beginning. It shoots OK now, but noticed a vice dent in the forearm and the plastic part over the chamber is cracked. Please send one free of charge and money for gunsmith to install it. Please rush."
- 5413 700 ADL - "Trigger reworked and bolt."
- 5414 788 - "Took too long to repair a gun that is put on the market with a defective safety and is a very dangerous weapon. Could have caused someone's death or serious injury."
- 5415 7400 30-06 - "Would have liked to have had it back sooner, but am very satisfied with the work performed. Thank you!"

(Continued)

Q9. COMMENTS ON SERVICE PERFORMED

(Continued)

RESP #

- 5416 700 BDL Custom - "This gun was sent as a replacement for a Model Four that never worked properly even after two trips to a warranty gunsmith and one return to the factory. Mr. Dennis Sanita resolved the problem to my complete satisfaction and I will continue to buy and recommend Remington guns."
- 5417 742 30-06 - "I had to make about 10 calls to get for elk hunting Oct. 22. The front sight was lost in shipping. I have under scope. Otherwise the gun work good after two trips to you and two before to gunsmiths on one case of trouble. P.S., I got my elk."
- 5418 742 30-06 Woodsmaster - "Remington makes the best guns I have ever used at any time and I will continue to buy them as long as I hunt."
- 5419 742 30-06 - "Won't know until next hunting season."
- 5421 7400 Auto - "Remington rifles are some of the best shooting guns made. Keep making fine arms."
- 5422 7400 - "I like the way this rifle fits me in the bush and in the field. What I don't like is the clip is so tinny and it don't fit the rifle very well. It is too sloppy when the rifle is cold. You can't be sure that the clip is in place or not because the notches in the clip os too small. I used this rifle two buck seasons and this year Remington had it for repair."
- 5423 552 BDL - "The work done on the rifle was fine, but it seemed to take more time than it should."
- 5425 572 - "1) Not only was the mechanical fault cured, but a new forearm was installed - extra effort on your part. 2) I shoot Remington guns exclusively and prefer repair done at factory. 3) When are you going to begin manufacture of a bolt-action .22 again? I'm waiting."
- 5427 700 BDL - "It was a joke. It took you people 13 weeks to replace a barrel on a bolt action rifle. Just long enough for me to miss deer season."

(Continued)

Q9. COMMENTS ON SERVICE PERFORMED

(Continued)

RESP #

- 5428 742 - "Service was satisfactory. Would of liked it sooner than when I received it. Repair work looks good. Have not fired the rifle yet, so I really don't know how it will perform."
- 5431 Nylon 76 - "I am happy that the rifle is repaired in such a complete manner, but a little surprised at the cost and at the length of time it took. Thank you."
- 5433 788 .22-250 - "Repairs look all right. Sure as hell took long enough to get it fixed."
- 5434 700 BDL LH - "I sent rifle 7-24-85. Received 10-31-85."
- 5435 74 Automatic - "After sending the original gun for repairs, it was returned to me with the same problem. However, I am satisfied that the first gun was replaced with this one -- a new one. I thank you for your cooperation."
- 5436 742 BDL - "Front sight not tight. Also rear sight loose. Had to write letters to repair department. Also call on phone Dec. 11. Very unhappy with sights out of adjustment when they were tight when rifle was sent in for repairs."
- 5437 700 Classic - "Would like to know just what work was done. Was barrel bedded? Trigger seems to let off heavier. Safety is right."
- 5438 700 BDL LH - "Service was surprisingly quick, but the warranty card and instruction manuals were not returned."
- 5439 Four Autoloder 7mm Express - "I feel as if the Remington Arms Co. should have paid the bill. The gun has never been mistreated, always kept clean. Servicemen didn't take care of gun too well. Scratches all over stock of gun."
- 5440 788 - "Upon receipt the safety on/off finger control was broken in shipment. Please send a replacement M/N788 .243 cal."

(Continued)

Q9. COMMENTS ON SERVICE PERFORMED

(Continued)

RESP #

- 5441 7400 - "Could you tell me what was wrong with my gun? How long is a Remington gun in warranty? Where is the gunsmith located in my area? Thanks for repairing my gun."
- 5442 7600 - "Metal on side of barrel was scratched causing loss of bluing. Tube under barrel was also notably scratched."
- 5443 788 22-250 - "This gun had less than 20 rounds fired when bolt separated. My son bought it just before transferring to Germany in army. I did not know this until this summer when I sent same for repair (noting above). This is definitely a factory defect, regardless of time. There should be no charge for this service. I know someone else who paid \$100 plus for a repair with one round fired. Apparently you have a repair-nothing warranty."
- 5444 700 ADL - "A man named Fran Cole finally helped me get all straightened out on this problem. He was pleasant, helpful and, in fact, one of the finest company representatives I've dealt with in a long time. He is to be commended for his good spirit and conscientious work!"
- 5445 Exchange Model 542 for Model Six - "Fantastic. Terry in customer service at the Ilion, NY, facility has my highest commendations that a customer could possibly give to a company representative. Keep up the good work."
- 5446 788 22-250 - "I liked my old safety button instead of this one. The one that's in it now is hard to get the safe on. It also took about 16 weeks to get the work done."
- 5447 30 Six - Thank you very much and I'm well pleased with your service. Where is your gunsmith located in this area?
- 5448 742 BDL - This work was performed on mechanic malfunctions that were most likely present since the original purchase and should have been repaired at no cost. The fit on the forearm to receiver is terrible."

(Continued)

Q9. COMMENTS ON SERVICE PERFORMED

(Continued)

RESP #

- 5449 Six 30-06 - "The rifle was inaccurate and the bluing scraped off the action bars the first time the pump was used. The muzzle was counterbored, but not reblued and neither was the action bars. The rifle shoots great, though. I got a line group at 100 yards with my own reloads - 165 gr SPBT 250 CCI primer 56.4 gr IMR 4350 O.L. 3.248 in."
- 5450 760 .270 Win. - "The action still closes too hard. The firing pin should dent the primer more. Why was it sent back this way? I don't believe it was thoroughly checked, as I have several guns and know better. It was this way when new. Why charged? I have a Model 141 .35 Rem. never in shop - 44 years old. I had to send a Model 870 to you all the second time before it was repaired right."
- 5451 7400 30-06 - "Lost chances at big game aren't replaced by repairs. My rifle now works. I received a form letter. I wasn't reimbursed for shipping, insurance or a ruined black bear hunt. The rifle cost me close to \$700. For this kind of money I didn't expect performance like a Mossberg. I would appreciate a little token, a belt buckle, a hat or something, a catalogue of hunting goods."
- 5452 700 Classic - "This rifle has scope mounting holes leaning 8° to the left sent in October 23, 1985; returned December 23, 1985. Nothing done."
- 5453 742 30.06 - "The service work seemed to be OK, but the service life of the gun wasn't even close to being satisfactory because it only had approximately 250 rounds through it. If some of the cost had been covered by warranty it might be different."
- 5454 742 - "I asked for Sportsman 74 (dull finish) wood, but ended up with M 7400 shiny white-line wood -- yuck. It's not what I wanted, but I'm not eager to part with my gun for another 12 weeks."
- 5455 700 Classic - "When I got it back from manufacturer the bolt of the gun didn't close all the way."

(Continued)

Q9. COMMENTS ON SERVICE PERFORMED

(Continued)

RESP #

- 5456 660 - "Gun was received 6/27/85 and returned 12/13/85. I'm happy with the work performed, but not the length of time it took. I asked for all used parts to be returned and received none. Would appreciate if you would look into this matter."
- 5457 Nylon 66 - "Please send warranty gunsmith's address."
- 5458 552 Speedmaster - "Why should I have to pay just to have gun repaired when the trigger pull is so hard it can't be sighted in? Also, the ejector port cover screw was stripped when purchased."
- 5459 541-S - "I want this gun repaired with assurance that I can use it for thousands of shots without the shell casing sticking in the barrel!! Each repair has resulted in 60-70 trouble-free shots!! Several years ago a friend of mine bought a Marlin Glenfield 22 rifle. Since then he has shot in excess of 20,000 rounds through it, and it still performs acceptably. During my life, my father has always collected Remington arms. He is the only customer that you have had who bought a matched pair of your finesses sesquicentennial models (870 and 1100) custom made. He buys and admires your arms for their quality. It was with the same admiration of beauty and expectation of quality that I purchased a Remington Model 541-S to use. To date it has not worked satisfactorily. It is a noble gesture that your service department has twice attempted to repair it free of charge. However, that noble gesture is inadequate to make me satisfied with unacceptable performance. If you cannot make my 541-S perform flawlessly through thousands of round, I am considering purchasing either a Anschutz or Ruger 22 sporter to replace it. When I buy another arm I will sell this one, and if the buyer comes back to me because it won't work, I will do everything possible to include you in any legal action he may take against me, as you have 'repaired' it. As I have said, my friend has shot in excess of 20,000 rounds through his \$40.00 Marlin and it has performed acceptably. My expensive Remington, on the other hand, has failed to perform acceptably for one-tenth that amount of usage. You can imagine the comments my friend has made to me about spending too much for a rifle. It is with great hopes that I anticipate your final repair attempt! Sincerely and disgruntledly."

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Q9. COMMENTS ON SERVICE PERFORMED

(Continued)

RESP #

- 5460 700 Slide Rifle 30-06 - "Rifle was returned in extremely dangerous condition that did not exist when it was sent in. There is not way gun repair was ever checked. Rifle is on way back for proper repair. (Ryler's Ace Hardware will return.)"
- 5461 742 Carbine - "Work was completed only after phoning Ken Green. When gun was repaired I requested a service or owner's manual. Could you please send one? Thank you."
- 5462 700 Var - "Original rifle replaced. New rifle will not feed from magazine (not enough 'lip' on sheet metal); small burr in chamber; beautiful bedding on 'so-so' wood. Shoots great!"
- 5463 700 cal. 2506 - "I got the runaround for 5 months. I sent you one 2506 and you all lost it, so you replaced it, but you didn't send me the 2 screws that go on the barrel which holds the back sight."
- 5464 742 - "The rifle had the wrong clip in it because the right clip wouldn't work. I have 2 clips that came with the rifle that would work. Nov. 17 I fired the rifle about 10 times and it is hitting the top back corner of the clip. What should I do with it?"
- 5465 7400 - "We need two different sets of tap screws for 2 7400s we have in stock. I'm calling your customer service division; they told us they had not way of billing us for the screws. Also, #8234358 was late for a customer going hunting. To satisfy him we had to give him a new one and are now stuck with his repaired gun. It had been out twice for repair."
- 5466 788 6mm - "Sent gun to be rebarreled and after a very long wait I was sent a new barreled action covered with rust and with a shorter barrel that looks awful in the old stock. I have many Remingtons, 5 of which are 788s. But I am wondering what happened to the name I raved about. This gun was shipped through Bob Racine Sports in Putnam, CT."

(Continued)

Q9. COMMENTS ON SERVICE PERFORMED

(Continued)

RESP #

- 5467 Four 308 cal. - "I have one of your guns. I think it is a lemon. I bought the gun at a gun show at Jackson, MS. It looked almost new and was the kind of gun I wanted and needed to hunt deer in the brush. While firing the gun I found it would not semi-automatic. It will eject the brass, but will not pick up a new round. I took it to my gunsmith. He cleaned the gas port and gave me a new clip. When none of this helped, he suggested I send it to your company for repair. I called Ilion and talked to Mr. Sanita. He told me to send it to them. I did. I received the gun back in about five weeks. After firing it I found it still would not semi-automatic. I again called Mr. Sanita and told him it was doing the same thing as before. He sent a new clip. After three new clips I still have the same problem. Gentlemen, I am stuck with a gun that won't perform as it was designed. Hunting season is upon me and I am in a mess. I can't sell or trade the gun when it doesn't work right. What do you suggest I do?"
- 5468 742 - "Thank you very much!!!"
- 5469 572 Pump - "Good service, but too slow. I think you could do the work faster. I bought the 572 new and had to send it back because it wouldn't work and over 8 weeks later got it back. Too slow on work."
- 5470 700 8mm mag. - "It's OK."
- 5471 788 .222 cal. - "Thank you very much."
- 5472 788 .308 cal. - "It's fantastic! My favorite rifle is now back in action and the PA bear season is only 4 days away."
- 5473 600 6.5 mag. - "Good job!"
- 5474 572 - "Real slow. No warranty. Just another way to make money."
- 5476 572 Fieldmaster - "Receiver was replaced because of faulty dovetail grooves. I am pleased that it was repaired free of charge. The gun was sent Sept. 6th and it was returned Nov. 22nd. Eleven weeks to the day. As of today I haven't fired it since repaired."

(Continued)

Q9. COMMENTS ON SERVICE PERFORMED

(Continued)

RESP #

5477 600 Mohawk - "I was extremely satisfied with the repair and service. Years ago I had the safety replaced on a recall account. Very fine gun. Remington is my kind of gun. Thank you."

5478 700 BDL - "Too much time between receipt of gun and quotation of repair. Then too much time between payment being sent and actual repair, with no explanation of any kind."

5479 572 - "Quality workmanship."

5481 552 .22 cal. - "July '85 - Nov. '85 from time of shipment to time of return. Service is too slow."

5482 842 30-06 - "I find that the Remington service is extremely satisfactory. AA-1 as for this gun shop."

5483 788 - "Gun performs better than before."

5484 74 - "Very good."

5485 700 ADL - "I am satisfied with the work performed and the way the entire problem was handled."

5486 788 - "Gun was repaired satisfactorily. Thanks!"

5487 742 cal. 308 - "This gun was misfiring and sticking shells in the chamber. It still won't shoot spitzer bullets. I have learned to load spire points only for it. I am very pleased with it. Thanks."

5488 552 - "Repairs were OK, but took 5 months to complete."

5489 541-S - "Work was very good. No marks on steel or wood. I was in no hurry and your warranty was the best ever. I am thinking about another Model Seven. I already have one in .243."

5490 700 - "[Would not recommend a Remington gun to a friend] if warranty work takes 6 months to get done."

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09. COMMENTS ON SERVICE PERFORMED

(Continued)

RESP #

- 5491 Seven .223 - "The work was done OK, but sat somewhere 2 or 3 weeks after it was done. When I called they said they didn't know why it was still there and said they would send it and did."
- 5492 742 - "Service was great, but don't think I should have encountered this problem in one deer hunting year."
- 5493 721 30-06 - "The lady with whom I spoke to on the phone was extremely friendly and helpful."
- 5494 788 LH - "My rifle works like new again. Looks like it will go another 12,000 rounds. I'm happy with it."
- 5495 Four - "Rifle operated OK first time at the range after repairs were made."
- 5496 Nylon 66 - "Exceptionally expert quality of repair. I own 5 Remingtons of different models and am well satisfied with them and, in this instance, your warranty work! Thanks for having such a great company!!"
- 5497 700 BDL Varmint - "I don't understand why you couldn't adjust the trigger pull below 3-1/2 pounds. I've had several below this with safe and reliable results."
- 5498 760 .243 - "You did a good job on stock assembly and cleaned."
- 5499 Nylon 66 - "Thank you very much. I really expected the 'typical' system of big corp. would surely overlook this small 'only one' consumer, but it didn't happen. You really cared, and I am impressed. Thank you."
- 5500 760 - "Have not used gun in competition at this time. Sighting in it looks very good."
- 5501 700 ADL - "A fine job. Thank you very much, people."

(Continued)

09. COMMENTS ON SERVICE PERFORMED

(Continued)

RESP #

- 5502 552 - "My main complaint is I bought the gun 8/31/85 for squirrel season. The gun misfired. The dealer called the company. They said it would be back to me in three weeks, plenty of time for hunting. Sent in the first week of Sept. I got it back end of November. A long 3 weeks?"
- 5503 700 Classic 30-06 - "Too long. Not satisfied with the work completed. I mailed this gun back twice and received the same results both times. I guess the quality isn't what people think it is. 'First in the field', but last in quality. Thanks for the aggravation."
- 5504 580 Smooth Bore - "I am sure I could of installed that part correctly." [Respondent is gunsmith.]
- 5505 7400 - "[Would not recommend] a Model 7400. Have trouble with jamming."
- 5506 700 Varmint - "Rifle shipped to factory in August. Received Dec. 7 '85. There is obviously something wrong with your quality control and the management in your repair shop. I now own 22 Remington rifles. Am very certain there will not be 23."
- 5508 660 - "Bolt handle shank had broken off and new costly bolt had to be installed. In our opinion this should last a lifetime. Brazing is not strong enough. Third bolt actin (Remington) seen like this."
- 5511 Four - "The service was exactly what I required. The time it took to complete was not."
- 5512 740 Woodsmaster - "I fired one magazine and the empty shells all ejected."
- 5515 700 BDL - "Satisfied in every way. Have four Remington firearms. Pleased with all."
- 5516 582 - "I had originally ordered a new barrel and front sight. I got the new barrel and receiver because they are one unit. However, my beat up old front sight was stuck on the new barrel. But I do appreciate the updated bolt parts which I never even expected."

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Q9. COMMENTS ON SERVICE PERFORMED

(Continued)

RESP #

- 5517 C-10 .22 cal. - "Well done."
- 5518 7400 7mm Rem. Express - "I sent this gun in. Was jamming. It still jams. I purchased this gun new. Two years in a row at hunting I have had to rent a gun."
- 5519 700 25-06 - "The gun was shipped to Ilion, NY, on 9-20-85 and not returned until 11-14-85."
- 5521 700 8mm - "I bought 3 boxes of shells and reload mine own because of the gun. I am now out of the casings to reload."
- 5523 788 22-250 - "This may not concern the service, but I fixed this gun. If it has to be sent to the factory, which takes 6 months to repair, why can't the parts be made available. The handle on the Bolt was broken, but the whole thing cost more than the gun almost cost. This is not practical. I should buy guns where parts or whole bolts can be replaced for a lot less. I will buy no more Remington guns. Thanks, anyway."
- 5525 600 - "Very good!!"
- 5526 700 BDL - "I will never purchase a Remington product again. I am a licensed firearms dealer and I will not sell Remingtons now or ever. This rifle had a factory blue problem and I immediately sent it back in August, during the slow months, and received the rifle 15 weeks later. I had to purchase another rifle, which wasn't Remington, so I could go hunting. Thanks for your inconvenience and inconsiderateness."
- 5527 700 BDL - "Work was pretty nice, although on this model BDL there is a while spacer behind forearm tip. Some brown finish was left on this spacer. I think Cole did a damned good job, though, damned good. My had is off to ya."
- 5529 788 .308 - "Took much too long and only partially done. Will pay to have it done. I'd like to use the gun before I've had it for a year."
- 5531 722 - "The gun works like new, and I am well pleased with the work that was done on it. Thank you."

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Q9. COMMENTS ON SERVICE PERFORMED

(Continued)

RESP #

- 5532 700 ADL - "Excellent. That's why all my high powers are Remington."
- 5533 Four .270 Win. - "Problem was corrected. Locking lugs still rough. Gun seems to be made cheap. Trigger creep excessive. Auto mechanism is sloppy. People at service center were very helpful! (Gun was sent to Ilion.) Not impressed with quality versus price, and function."
- 5534 700 ADL 30-06 - "Thank you very much."
- 5535 788 - "It is a professional job. It is better than the original one. In the coming year or two I hope to get a .306 cal. semi-automatic and will be a Remington."
- 5538 Mohawk 10C - "Excellent beyond expectations. I am very satisfied in all areas."
- 5539 700 BDL 30-06 - "Beautiful job! My action was sinking too far into the stock. Mr. Cole and his staff replaced the old stock with a classic style and improved the fit and looks of this rifle 200%. And the price was right. You can bet that all my friends will know how Remington stands behind their products."
- 5541 Sportsman 78 - "Looks and works OK."
- 5542 742 - "New receiver installed. Should correct my problem. Thank you."
- 5544 788 - "I am very satisfied with the quality of work that was done to the rifle. Thank you very much."
- 5545 700 7mm mag. - "I have not fired yet, but hope it will work. The extractor clip was bad, or rather was not springing back out to eject shell!!!"

Q9. COMMENTS ON SERVICE PERFORMED

(Continued)

RESP #

- 6301 1100 12 ga. - "Should not have been necessary on new gun. Gun should have been replaced."
- 6304 1100 - "I would not buy a rifle or shotgun that did not have walnut wood. Thank you."
- 6305 1100 - "Very good. Just like new."
- 6307 3200 OU - "Very good service at a reasonable price."
- 6308 870-P - "Thank you."
- 6309 1100 - "It works very well. I own 5 other Remington firearms. They're the best."
- 6310 870 Wingmaster 3 in. - "Excellent service. I highly recommend Remington as a fire firearms dealer. I own several Remingtons and have not had a problem."
- 6312 870 - "I currently own 7 Remington guns. I have only had 2 that needed repair. I am very pleased with the fast, friendly service that I received when I visited your factory. Space prevents me from expanding on this comment. I'm proud to be a Remington owner. Thank you."
- 6313 3200 12 ga. - "Gun shot perfectly through this trap season. Thank you."
- 6314 1100 - "Always have had good service in past. Keep up the good work."
- 6315 3200 Skeet - "Factory modification to the breech and barrel spacer."
- 6316 1100 20-ga. - "Good work."
- 6317 TBF Trap - "Good work."
- 6318 3200 O/U - "I am very happy with said 3200 O/U. Keep up your good work. I am at this end pushing your good products."
- 6319 1100R 20-ga. LW - "OK. The undersigned owns 5 Remington guns and in my opinion Remington guns are the best in their price range."

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Q9. COMMENTS ON SERVICE PERFORMED

(Continued)

RESP #

- 6316 870 TC - "I was very pleased with the service I received regarding receiver #1086290V. Your prompt attention and service was greatly appreciated because I was shooting in a competitive trap league and the post-season shoot was just around the corner. Thanks to you I was able to finish the season and shoot my handicap event with my own gun. I have been an avid Remington shooter all my life, using a wide range of rifles, shotguns and reloading components. I showed the new receiver #V27649V to many fellow shooters and several pessimists who said it would not be repaired. Being around many gun clubs and ATA shoots I come in contact with a lot of people, and I highly recommend Remington arms. This transaction reinforces my belief that Remington is the only gun for me. Thank you for a great gun and great service."
- 6321 1100 12-ga. - "I had a new receiver put on my 1100 12-gauge and it was about two and a half months to get it back. It was given to me on my birthday July 5. I mean my Dad gave me the owner's manual and he said two weeks, but it was two months. I really love my gun, but just try to get the work done quicker."
- 6322 3200 O/U - "I am extremely satisfied with the service and the people I communicated with at your service department. The people were very informative and helpful while my gun was being repaired. Thank you very much!! I would like to see you start manufacturing parts for the 3200 again because I would like to own this gun and many more for a long time to come."
- 6323 3200 SK/SK - "This is an older 3200 which needed a good deal of work. Some work was poorly done, and the gun malfunctioned 3 of 42 rounds fired. It was returned again and after an additional 4 weeks was made right. I am now satisfied, but it should have been done correctly the first time. Thank you."
- 6325 870 Competition - "Very pleased."
- 6326 3200 Special Trap - "Very good service. I have a M1 22-222 that has had over 60,000 rounds through it and still shoots better than an inch group at 100 yards."

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Q9. COMMENTS ON SERVICE PERFORMED

(Continued)

RESP #

- 6328 Sportsman 58 - "Excellent."
- 6329 1100 LH - "The only complaint is the length of time it took to repair. From March till September you had the gun. Thank you."
- 6330 3220 SK/SK - "Had to call you to get work done on warranty. The gunsmiths that do warranty work still charge you."
- 6331 1100 Trap-T - "All gun needed was a new receiver. Since this is my trap gun I was unhappy to be without it for 8 weeks. I requested a rush. I own 7 Remington shotguns."
- 6332 1100 - "Very clean. First rate."
- 6333 3200 - "Very good. Thank you."
- 6334 3200 One of 1000 TP-316 - "This was update repair on 3200. I have 2 of them now in perfect shape. The best o.u. I have ever had. I have won two champion titles with them."
- 6335 1100 - "Received my 1100 today, Oct. 16 '85. Problem was malfunction in trigger assembly. Have not test fired it yet, but feel confident it's OK. My thanks and much appreciation to Remington for repair service without charge."
- 6336 870 TB - "Fore-end wood was hard to pull back. Rubbed against barrel."
- 6337 3200 - "Extremely pleased with restocking and quality of wood. Good job!"
- 6338 870 TB - "Would like to know what was done!"
- 6339 1100 - "I am glad I purchased Remington. I was extremely pleased with your people in Ilion, from the guards who I left my gun with on a Saturday morning to the people I talked to on the phone in your service department. Keep up the good work and thank you."
- 6341 1100 - "We received a letter when the factory received and opened the package. There was a 10 day span between those dates. Your firearms are some of the best on the market. Keep it up."

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09. COMMENTS ON SERVICE PERFORMED

(Continued)

RESP #

- 6342 1100 - "Gun was returned several weeks late with dirty film on a large area of the stock."
- 6343 3200 - "Factory authorized safety modification."
- 6346 870 Wingmaster - "I am a regular trap shooter and requested a custom stock to replace a cracked original. The work is superb, but the time factor was excessive. From 16 July to 7 Oct. seems a bit much to wait for something I had to pay for. I would be reluctant to return something if this is normal repair turnaround time. I am one of the few trap shooters here that use Remington Firearms and this time may be why. I would buy again, but use local gunsmiths. Yours are too slow."
- 6347 1100 12-ga. - "In all fairness I had this weapon shipped by a dealer so I do not know whether the excessive delay (7 months) was due to the dealer or yourselves. The weapon functions perfectly now. Thanks."
- 6348 1100 12-ga. - "Invoice #R-15362. Thanks a million for fixing cracked receiver. Blue job is better than new. I am literally tickled pink. Thanks again for a job well done."
- 6349 1100 12-ga. - "Quality of repair work excellent. Price satisfactory. Took over 8 weeks from receipt of the check for repairs by you until repaired gun was returned."
- 6350 3200 - "The only think I see as a problem is having to shoot the gun enough to allow easy opening of the breech, which is going to be a fun problem to solve. Thank you."
- 6351 1100 12-ga. Mod. Ch. - "Remington repaired gun free of charge due to factory defect. Thanks."
- 6355 3200 - "Six months to replace receiver?"
- 6356 3200 - "Completely satisfactory. I have many Remington firearms and service such as this reinforces my conviction that I am better off buying Remington than any other brand. I know that you will be there when I need help. Thanks."

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Q9. COMMENTS ON SERVICE PERFORMED

(Continued)

RESP #

- 6357 1100 20-ga. - "There was a problem with the gun when purchased. It did not eject shells. That really should have been caught in the factory. Remington did not charge for correcting the defect. The gun is a 'sweet' gun, but you need to work on Q.C."
- 6358 3200 - "I am a very happy Remington user. I have several Remington guns. However, when you tell a competitive skeet shooter his gun will be out of action for 3 months, it's quite a hardship. I have always been happy with Remington service, but I missed the Mass State Championship and the RI State Championships."
- 6359 870 Competition - "Gun was previously repaired at 1985 Pennsylvania State Trap Shoot for action binding up tight after about 50 shots, even though gun was thoroughly cleaned beforehand."
- 6360 1100 Spec. Field - "Area gunsmith recommended sending gun to factory for faster repair. Time from mailing to return was excellent. Received 10/10/85."
- 6361 1100 - "Gun looks as good as new, but I had to clean and oil it when I got it back. Action was stiff. You should field fire gun before returning it. Thank you."
- 6362 1100 20-ga. - "I'm very satisfied with the repairs done to my shotgun. Now my gun has been returned to mint condition. Also, I think the 1100 is the best gun on the market today. Thank you very much."
- 6364 1100 - "The firearm was returned in the exact same condition as when sent to Remington for repair. As far as I can tell, no work was performed on it at all."
- 6365 3200 Skeet - "Sent to you for modification and minor repair. Gun damaged while in your shop and repair not made. Gun returned to you. Repairs done are excellent. You did not correct bottom barrel which shoots 6 to 8 inches below point of aim at 20 yards. You had gun 52-1/2 weeks, including time in transit. Gun received from you with both bores rusted from muzzle to breech."

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Q9. COMMENTS ON SERVICE PERFORMED

(Continued)

RESP #

- 6366 3200 - "Firearm was shipped to Remington Arms by UPS in breakdown hard case. Styrofoam dividers were placed between barrels and receiver. Both fore-end and stock wood was replaced with beautiful replaced with beautifully grained wood and beautifully finished; however, the dividers were not installed on the return shipment and the receiver marred the front end of the fore-end which is much more obvious than the crack was. The new stock was not patterned after the old stock and the fit to my cheek is so tight that it sometimes cants the firearm. The metal on the fore-end was not reblued and wood was loose on metal. I removed the spacers and now the wood to metal fit is not good. The firearm was 17 weeks in transportation and repair."
- 6367 870 - "Gun was returned because shot low. When it was returned it shot 6 inches to the left."
- 6368 1100 - "The gun was returned in a poor condition. It was dented and scratched up. The company takes too long to return guns. This is the third gun I purchased from Remington and all were messed up. I recently purchased 3 guns within 1 month's time and each gun I had a problem. I purchased the first gun, which was a Remington 870, on Aug. 26, 1985, at a local TG&Y Store #235. This gun had to be sent back because there was a 20-ga. receiver with a 12-ga. barrel. TG&Y refunded me and I then purchased a Remington 1100 and this one was sent back on August 29, 1985, due to a factory defect and I have yet to receive it back. On Sept. 24, 1985, I purchased a Remington 870 that has a full choke on the barrel, but it is a modified choke. This gun I am sending directly to you at my own cost, because TG&Y takes too long to get it back. I hope that doing it this way on my own will get a better response to the problem. I expect the barrel to be returned within a few weeks, definitely before duck season. I am sending you a copy of both receipts. If another barrel is sent from your company, could you please send a 30-in. full choke, vent rib, because the old barrel is a 28-in. vent rib. Thanks for your cooperation in this matter. P.S. There should not be any charge; this gun is still in warranty."

(Continued)

Q9. COMMENTS ON SERVICE PERFORMED

(Continued)

RESP #

- 6369 1100 T-Trap - "The service was fine and the people I talked with on the phone were very helpful and courteous. However, I am disappointed in the quality of my gun. It has had to have numerous repairs, i.e., barrel straightened, receiver and bolt replaced, trigger assembly and stock cast."
- 6370 1100 SP Mag. - "The gun was returned due to a flaw in the stock. The stock was replaced at no charge but the replacement stock also has a flaw. The fore-end is now cracked, the original box with papers; plug and sling was not returned. I am pissed!! The barrel also appears to be pitted."
- 6371 1100 - "Service was prompt. However, I did order some items in correspondence that I did not receive."
- 6372 870 Special Field - "Gun still shoots low. Not pleased at all. Wish you people could provide some help."
- 6373 870 - "I sent the gun to you hoping to get fixed or get an answer to my problem. But got neither. In sending gun to you it was a wasted effort."
- 6374 1100 - "Lousy. Before I sent the gun I cleaned it and was sent a letter very dirty. Took too long and I was lied to about the time of repair. It now has marks that was not there before. I take very good care of my guns. I was charged for a plug I didn't get. How about it? Very unhappy with service. I have been took. No thanks for nothing. Total charges \$72.34."
- 6375 1100 - "Service was completed in a very reasonable amount of time, but gun still malfunctions. I use a lot of reloads, but gun jammed several times while using factory trap loads during dove hunting and crow hunting. I have a extra 1100 and it rarely jams."
- 6376 1100 Special Field - "Gun was not ejecting light loads. Sent back to factory. Was gone for approximately 8 weeks. When gun returned the problem had not been corrected. Sending gun back to factory."

(Continued)

09. COMMENTS ON SERVICE PERFORMED

(Continued)

RESP #

- 6377 1100 Magnum - "I am very happy with the way this gun is working now. But the one thing I am not pleased about is the fact that someone at the service shop put a large scratch in the fore-end assembly (Part #26870). I am sure it was an accident, but they could have at least put a new one on for me. It's not too bad, but it is deep enough that I can't clean it out. I sent them a note back about this to see if they would replace it for me, but I never got a response. I would like to get it replaced so that it can work and look like new again. Can you get this replaced for me? My gun is a Model 1100 Magnum, gas operated autoloading shotgun, 12-ga., 3-in. chamber, 30-in. full choke, plain barrel. Needs part #26870 fore-end assembly, 12-ga. Thanks!"
- 6378 1100 Slayer Barrel - "The sights are OK, but I am sorry I purchased a Remington. I got the gun back after 4 months. The shotgun was tested and never cleaned. It had rust in breech, hand prints all over barrel. I have never seen a mess like it. If I find a sucker, I will sell it. I'll never recommend your company to anyone. I have always wanted a Remington. Now I am sorry I got it. So sorry."
- 6379 3200 - "I do not see where a Pergazi, Berretta or Krieghoff or any of them are a better gun than Remingtons. Why not put the 3200 back in production and charge more for it? I do a lot of trap shooting and their different guns break down also. Please send me warranty gunsmith's address in my area. Thank you."
- 6380 1100 LW 20-ga. - "The gun still continues to malfunction as before. It will not put second shell into chamber after firing. Has to be done manually."
- 6381 1100 - "O-ring on magazine. I never received a book on gun when I bought it from K-Mart in Scottsbluff. Repairman from North Platte, NE, said you would send me one if I wrote for it."
- 6382 3200 Field - "Work took 4 months and the extractor was not fixed like they said it would be."

(Continued)

Q9. COMMENTS ON SERVICE PERFORMED

(Continued)

RESP #

- 6383 1100 12-ga. - "Very satisfied that you tried to fix it even after warranty up. I don't remember of this gun has ever shot more than a box of shells before jamming, ever since I bought it, and am very disappointed that it never will. About the only thing it's good for is a wall decoration. It was my fault for not returning the gun as soon as it was apparent it was defective, instead of hoping it would clear itself up with some shooting. If the factory can't fix my gun, then I don't know who could. I guess I am stuck with a gun that's of no real use to me or someone I may try to pawn it off on. I don't know what you did, but the gun works just like it used to before the repairs. The first malfunction was after about 20 rounds. When I tried to fire it the hammer fell, but it made only a small indent on the primer, but not big enough to make it fire. Then after firing the bolt would stay open, but if I hit it on the receiver with my hand the bolt would close and then it would fire. This happened 3 times in the next box. I took it home and cleaned it. I then fired Remington factory loads and it still would hang up."
- 6384 1100 - "Repair work OK. However, you failed to return my plug. Virginia law requires me to have gun plugged."
- 6385 1100 3-in. Mag. - "Although the shotgun is used extensively, it is cared for and is one of three 1100s owned by myself. I don't feel responsible for the damaged parts and I am dissatisfied that the repairs cost what they did."
- 6386 870 Pump - "The gun looks very good. I would like some information on the care of the gun (types of oil, etc.) and a parts list or breakdown showing how to clean the gun. Can you provide this? Thanks. Good job."
- 6390 1100 LW - "I am very satisfied with the condition of my gun. Keep up the good work! Thanks."
- 6392 870 - "It took a long time, plus I had to make 2 long distance calls to find out where my gun was."

(Continued)

09. COMMENTS ON SERVICE PERFORMED

(Continued)

RESP #

6394 1100 - "Looks good as new."

6395 1100 - "The work performed was extremely good! I am very pleased! Thank you!"

6396 3200 - "Service was prompt and courteous. Repair work was excellent. Thanks."

6397 3200 - "Service was slow, but it was worth waiting for. Original box was not returned after gun was repaired. Gun looks like new again."

6398 870 - "Receiver returned for rebluing. Outstanding job. Was returned a second time, failure to replace shell stops. Inconvenience was worth the excellent service. My compliments to the service department."

6399 870 - "The work was done and Binherd's Ammo was very good about having it fixed. Thank you."

6400 3200 Field - "I am extremely satisfied with the Remington Company and repair people. I also own a Remington 870 TB which I can't say enough about. Thank you."

6401 1100 - "Have yet to shoot the gun. Shot October of 1985. Gun functioned properly. Thank you!!!"

6402 3200 - "The fit and finish is very good, but the gun is still not as tight as new, but I guess it is OK and safe."

6403 3200 - "The repair required 12 weeks (estimated repair time was 3 weeks). The shotgun required disassembly to remove wood interfering with the ejector trip rod when I received it. I called Remington several times during the repair. Everyone I talked with was very courteous and helpful."

6405 3200 Special Trap - "This gun has been shipped to NY 3 times with the same problem. I talk to Mr. Cole 3 times. I have given up on this gun and purchased a Ljutie Mono. The last time it was repaired it lasted 300 rounds of trap. In 1982 I have the high ave. in state of Idaho with it. It broke again 11/16/85."

(Continued)

Q9. COMMENTS ON SERVICE PERFORMED

(Continued)

RESP #

- 6407 1100 - "I am completely satisfied with the service and pleased with the short period of time the work took. This 1100 Rem. has given me excellent service over many years."
- 6408 3200 Comp. - "Owner should be notified on status of repairs if not completed after 4 to 6 weeks. A small crack in forearm was repaired by shop even though I did not request it. I appreciate that gesture very much. Gun was returned clean and in perfect condition. Thanks."
- 6409 870 LW - "Very much pleased. I have 20-ga. 410, 7mm R700, 30 LR700."
- 6410 58 Sportsman - "It looks like brand new!"
- 6411 1100 12-ga. - "Gun was received and I was dissatisfied with the results. I then personally delivered the gun to Ilion and told the people there exactly what I expected. The gun was returned a second time in an acceptable condition."
- 6412 3200 Special Trap - "Shot one shell from top barrel, one shell from bottom barrel. Triggers would not cock. Took stock off. There was no lube on any working part. Used WD-40. Shot 100 rounds with no problems."
- 6414 3200 Competition Gr. O/U - "I am very satisfied and extremely appreciative of the assistance I received from your factory rep, Fran Cole. I feel he was beneficial in the service I received. Thanks!"
- 6415 1100 28-ga. - "Real pleased with your handling repairs and returning."
- 6416 1100 12-ga. - "I can no longer recommend Remington because I had another 12-gauge 1100 that froze on me like this one before. Since hunting season is so short anyhow, I missed half the season, and the 1100 broke down while I was hunting. Next time I will buy a spring operated Auto-5 Browning. They never break. My father has had one for 25 years and it never gave up on him."

(Continued)

Q9. COMMENTS ON SERVICE PERFORMED

(Continued)

RESP #

- 6417 1100 - "I would need about 3 pages to tell you what I have been through to get this gun fixed. What I can see is your people do not seem to care about their jobs. Referring to Question 5: 8 weeks? Try 8 months. The only reason I would recommend to a friend to buy a Remington is that is is American made. But it looks like you wouldn't be in business too much longer."
- 6418 LT20-1100 - "This gun was brand new. I cannot believe this gun was tested at the factory. The firing pin was inoperative and the chamber sealing O-rings were missing. This caused me to miss pheasant season. I am very disappointed."
- 6419 3200 - "I have used this gun for 5 months testing your repairs. I am very satisfied, which has shown quality work."
- 6420 870 - "I was very satisfied with your work on my gun. Thank you very much for fixing it."
- 6422 1100 3-in. Mag. - "I was very happy with the warranty work you done on my 1100. I also was pleased with the amount of time it took and the fine correspondence I received from you. I presently own six Rem. firearms."
- 6424 3200 Special Trap - "Whoever said 'when you buy quality you get quality' must have had Remington in mind. Thank you."
- 6426 870 LW .410 - "I have been shooting Remington guns 35 years or more. Just wish I had kept my Model 31. The best."
- 6427 1100 - "Service fine! My only concern is the serial # changed. Rest of gun same. Old #3217V. Now it's P073230V. If this part had to be replaced because of wear, OK. I'm not concerned; I just hope someone else isn't affected."
- 6428 3200 - 4 Barrels - "I couldn't be more satisfied. Almost like new, and it's good to have my old friend back! Thank you, Mr. Cole!! Truly appreciate it!!"

(Continued)

Q9. COMMENTS ON SERVICE PERFORMED

(Continued)

RESP #

- 6429 870 Wingmaster - "I was very pleased with the speed of repairs performed. I only deal with manufacturer's repair shop because of previous bad experiences with other companies, namely Colt."
- 6431 870 Wingmaster - "I like the gun, but when I had a problem and sent it out I did not expect to wait 13 months to get it back. That's right -- 13 months. That's why I would not recommend this gun to anyone."
- 6432 1100 - "I sent in two 1100 12-ga. guns, and one only has been returned so far - P089681V. Still to be returned is my second 1100."
- 6433 1100 - "Both guns have now been returned in 'as good as new' condition! Thank you very much." [See #6432 above.]
- 6434 1100 LW - "Prompt and efficient service."
- 6435 1100 LT-20LTD - "I returned my gun to your repair department for what seemed to be a poor bluing job on the barrel as this was a new gun. I was very pleased with the way my problem was handled and am very satisfied with the correction. Thank you."
- 6436 1100 - "Excellent service."
- 6437 1100 LT-20 - "Third repair this year, i.e., since April, 1985, for loose feed latch. Although minor, this is an annoying problem. Appreciate courteous service at Ilion, NY, plant. Thank you."
- 6439 3200 - "I am very pleased with Remington's service. Remington is one of the very few companies anymore with the excellent service they provide. I will continue to buy and recommend Remington products. Thank you and keep up the excellent work."
- 6440 1100 - "I have shot this gun since 1969 without any trouble except the last 3 years. Each time Remington has fixed it for me. I have purchased 4 new Remington 1100s since 1969 (one for each son, one for my father). All have been very pleased with their guns."

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Q9. COMMENTS ON SERVICE PERFORMED

(Continued)

RESP #

- 6441 1100 LT20 - "Took much too long. Second time in for same repair on brand new gun. Very disappointed in gun and service. Only good luck with old Rems keep me buying them. Used only from now on. You guys are innovative, but make junk!"
- 6443 870 Pump - "I bought the gun and had it for less than 6 weeks and then had it in repair for over 8 weeks. You've had the gun more than I did. When I did get it back there were glue or sealant marks all over the gun which took an hour to get off."
- 6444 870 Trap - "Repair work - too much time. Job well done once received."
- 6446 1100 - "I have a new gun almost now, especially when the receiver was replaced no charge."
- 6447 870 Comp. Trap - "870 Comp. keeps falling apart, but you fellows keep replacing the parts and I am extremely pleased with the service and all of your reps I meet every year at the Grand American."
- 6448 3200 - "Extremely good job and, dollar for dollar, in my opinion it's the best trap gun on the market."
- 6451 1100 20-ga. Semi Auto - "I have tested this gun briefly and it seems fine. I am happy to have received it back in time for our small game and deer seasons."
- 6452 3200 Trap - "Everything is in good working order with no charge. Thank you, Remington. I also use your 1100 12- and 20-ga., plus your 742 semi-auto 30-06."
- 6453 870 - "Work appears to have been done very well. The rebluing that was done looks as good as new. It feels like not only the broken part was replaced, but worn parts were replaced. Thank you."
- 6454 1100 - "The quality of the repair was excellent. I didn't like sending it to NY and waiting 7 weeks."
- 6455 3200 Competition - "Seems like 8 weeks is too long to replace one ejector!"

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09. COMMENTS ON SERVICE PERFORMED

(Continued)

RESP #

- 6456 3200 - "The Remington service shops in my area would not do the work on my gun. Everyone at the factory I contacted was extremely helpful and courteous. I own two other Remington shotguns - 870 Comp and 11-48 in .410. Very happy with Remington Arms."
- 6457 1100 - I am not happy. K-Mart of Ashland, KY, allowed this gun to remain in their store over a month before returning it to your repair center. Caused me a lot of trouble."
- 6458 3200 - "Didn't receive any response to how and what was repaired. Just gun, no note."
- 6459 870 - "I was satisfied with the repair work. I was glad that Remington stands by its products. I own 700 BDL and an 870. My friends have also purchased 870s after asking me for advice and I told them they won't let you down."
- 6460 1100 12-ga. - "I wanted very much to buy a Remington 30-06 to deer hunt. But when I could not get my shotgun back to squirrel hunt with I changed my mind in a hurry. The store that sent the gun to you called time after time, but to no avail. They got real smart with the store. I even called twice. Cost \$174.77. I will never buy another Remington."
- 6461 1100 Left - "Service takes a very long time. Repeated repairs are needed on all 4 of my 1100s. Either service work is poor or there are design problems. The gun works well when fixed, but breaks down easily. May switch to Browning."
- 6463 1100 12-ga. DU issue - "DU emblem came off receiver and/or became loose four different times. It was repaired twice by Bud Brown of Cherry Corners, Lodi, OH, at your suggestion and finally by you in Ilion. Thank you very much for your extremely good service."
- 6464 3200 O/U - "Good workmanship! Reasonable repair time and costs."

(Continued)

Q9. COMMENTS ON SERVICE PERFORMED

(Continued)

RESP #

- 6465 1100 12-ga. - "The entire insides of my gun was worn out. The cost of replacing these parts was very reasonable, I felt. I assume the wait I had was due to the busy hunting season."
- 6466 3200 - "Feels like a new gun again."
- 6467 870 Competition - "Work done was very good. The amount of time the gun was gone (8 weeks) was too long. I shoot on the weekend and everyone was asking me about where my gun was and how come it was taking so long a time to get it back."
- 6468 3200 Trap Special - "Thank you for the services performed. I did not expect so major an overhaul to be done free of charge. This shotgun had been fired about 25,000 times. Thanks again."
- 6469 1100 Semi-Auto. - "I am extremely satisfied with Remington. You have showed me that you back up your product. I will always remember this and will talk up all of your products as much as possible."
- 6470 870 Wingmaster - "I was very pleased with the repair and service of my Remington 870 shotgun. Thank you for your cooperation."
- 6473 3200 - "Work completed looks extremely good. I haven't been able to shoot the gun yet due to the weather, but all looks good."
- 6474 1100 - "It took too long. I wish more barrels were to be had on this model gun."
- 6475 3200 Skeet - "The initial repair work was not satisfactory at all. The gun was taken back to the factory by myself, and Jack Kast was extremely helpful in seeing to it being properly repaired. Please thank him for me."
- 6476 1100 LW .410 - "A new receiver was installed."
- 6477 870 20-ga. .410 - "Two gunsmiths tried to fix it and didn't. I do like Remingtons. I own 14 of them."

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Q9. COMMENTS ON SERVICE PERFORMED

(Continued)

RESP #

- 6479 3200 Spec. Trap - "Gun performs perfectly and appearance is beautiful. Only complaint is length of time it took. Thank you!"
- 6482 1100 12-ga. LH - "Satisfied."
- 6483 3200 Spec. Trap - "The wood replacement as far as appearance and fit are comparable to the wood replaced. I should be able to tell towards summer's end if the mechanical operation is adequate. Thank you for your prompt and courteous attention."
- 6484 3200 Special Trap - "As long as everything works as well as it did before, you will have another completely satisfied customer. Also, I would like to thank you for the extra things that were done (no charge). It is nice to know some companies still stand behind their product. Keep up the good work."
- 6485 1100 12-ga. - "I assume that the gun is all right. It won't be fired until deer season of next year. The cocking lever fell out the first day of the season. If a person only had one gun he would be in trouble. During the season I think simple repairs would be made faster. (I have 3 spares.) This gun has had less than a box of shells fired."
- 6486 3200 - "Wood and fit was fine. Wood wasn't finished to match forepiece."
- 6487 3200 O/U - "Final finish work lacking. Bluing OK, but remnants of machining and tooling still visible near muzzle. Took over 20 weeks."
- 6488 1100 - "OK, but the gun was in for repair two years ago and I had to get it repaired again this year. I lost two seasons of small game hunting with the gun."
- 6489 1100 - "Fires good and no kick."
- 6490 870 LW - "Service was fine on firearm, but it took longer than I thought. Of course, it was the busy season. I am a little disappointed in amount of pattern in the 28-ga. I don't believe it will be as good as a .410. Thank you."

(Continued)

09. COMMENTS ON SERVICE PERFORMED

(Continued)

RESP #

- 6491 1100 Skeet T - Gun #N074839V replaced by gun #N677135V replaced by gun #P106027V. I own 5 870s and 4 1100s. All guns very good except for 12-ga. skeet gun (guns). I sincerely hope for no more troubles from #P106027V."
- 6492 3200 4 Bbl Set - "The gun seems to fit and look just like new. The service was excellent. I would like to install choke tubes on the 12-ga. barrels in order to shoot both skeet and trap. Does Remington perform this service and, if not, could you recommend a firm that does? Sincere thanks."
- 6493 1100 - "Have not used the gun yet. Could you send me the literature on how to clean the 1100 and where to put oil and where not to? Thank you."
- 6494 870 - "Rem. 870 was returned from factory after repair. Remington 870 is still scoring brand new 12-ga. shell heads. Not as bad as originally, but they are still being marked. I also have a cheap Winchester Ranger which does not scar cases and I have a Savage 30T since 1968 and it still doesn't scar cases."
- 6495 1100 Mag. - "The gun performed well until safety defaulted. What did you do for \$66.99 besides this? It seems exorbitant. Please advise."
- 6496 1100 Deerslayer - "Satisfied with work, except that cap on hand grip was damaged while being repaired."
- 6497 1100 Spec. Field 12-ga. - "Very dissatisfied. Forearm chip at rubber gas port area very tight fit. Scratch on forearm, rear. Uncleaned or you would have seen chip and scratch. Wish I could get money back."
- 6498 1100 - "Excellent, except barrel was replaced without my knowing. Receiver was broken and was replaced and also a new barrel installed. I was disappointed I lost my barrel. Was confident in its performance."

(Continued)

Q9. COMMENTS ON SERVICE PERFORMED

(Continued)

RESP #

- 6499 1100 16-ga. - "Extremely satisfied. Your Bentleyville [PA] warranty repair station gave very poor service, which is why I returned it for factory service, at their suggestion. I would like to see Remington put their reloading components on the market again. I use nothing but your 150 gr. .308 bronze point and find it is poison on Penna. white tail. I have made one shot kills from 25 yards to 475 yards and the bullet never exited. Also, does Remington still make the 16-ga. hull for reloading?"
- 6500 1100 - "Poor service. My forearm was cracked and the butt was swelled and my barrel had a pit hole in it. I got it back, my forearm had a chip in it. the butt was good, and the barrel wasn't fixed. I got it back again and the barrel still wasn't fixed. They said it was 'cause I didn't oil my gun. My gun was like brand new! I know 6 other people that have Remingtons and all the butts of the stocks are swelled. I suggest you change the wood or seal them better before you give Remington a bad name."
- 6501 3200 - "Completely unacceptable. My Remington 3200 was returned to you for repair in December of 1984. The problem at the time was it wouldn't open after firing. Gun was returned and seemed OK. At my ATA State Shoot in July of 1985 a hammer for ejector in forearm broke. At my ATA Eastern Zone Shoot two weeks later a main hammer spring broke. Amerigo Pagliaroci repaired it on the spot. I am grateful to him for that. I think he is a shining star on Remington's behalf!! At the 1985 Grand American my 3200 broke again. So it broke at my biggest three shoots of the year!! The real thing here is that it broke in the clay target championship shootoff I was in after breaking 200 straight. So I returned my gun to Remington in Sept. '85 with one of the 'ears' on the receiver half busted off. Ten weeks later my gun came back. The other 'ear' was cracked through. How long will it last? I find it hard to believe it left the factory in that condition. I won the New York State 16 yard championship in 1982 and 1983 with this gun. I have tried and owned many other brands, but keep going back to my 3200. Right now my confidence (I consider very important) in my 3200 is ----? Thanks for listening."

(Continued)

Q9. COMMENTS ON SERVICE PERFORMED

(Continued)

RESP #

- 6502 1100 12-30 Fut. Mag. - "I sent the gun in because it would not eject steel shot shells and it still don't eject them. It gets to be a real expensive single shot gun. I had it to 3 gun shops and they also said nothing was wrong."
- 6503 1100 LW Mag. - "I sent my gun in because it would not chamber another shell after firing. I bought a new barrel from you because you said my gas port had been enlarged by a warranty gunsmith. The gun still have the same problem and all your warranty gunsmiths can find not problem."
- 6504 1100 LW 20-ga. - "Sent gun minus barrel on 7/29/85. You received on 7/31/85. I get repair order R-15670 on 9/23/85. Got a note from C.E. DeKanek asking for barrel assembly. I sent this on 9/27/85. (This took 12 weeks.) I have never received a list of parts replaced, etc. I phoned Mr. DeKanek on 10/31/85 asking for an accounting of work done in order that I may know what was wrong and how to correct it should gun act same way in future. I have to this date heard nothing. I don't even know if gun was worked on. How can you expect satisfied customers with this kind of service? Please send me name of nearby warranty gunsmith. I'll never send you another repair job. I'll just buy other makes of shotguns. PS. Please track this repair order down R-15670 and let me know what was done. If I repaired your car this way would you like it?"
- 6505 3200 - "I indicated when I sent in the gun that I was having difficulty opening and closing the gun. When I got the gun back nothing had been done to attempt to correct this."
- 6506 1100 - "Service rendered was not explained. Corrective action not taken."
- 6507 3200 - "The stock and forearm are an awful mismatch. It takes away from the appearance of the gun."
- 6508 1100 .410 LW - "Same gun, same repairs needed one year ago. Returned gun to factory. Gun returned to me first time unfixed. Haven't tried this time yet. What repairs were made each time?"

(Continued)

09. COMMENTS ON SERVICE PERFORMED

(Continued)

RESP #

- 6509 1100 12-ga. - "The people involved with the repair work are to be complimented as they did an excellent job. Gun is like new again. Only problem - new sights for slug barrel were not installed, although sights were on invoice. Per phone, Mr. Fran Cole Sept. 6th these were to be included per letter, but were not."
- 6510 1100 .410-ga. - "The gun I purchased was first used in September, 1985. After 15 rounds it locked up with a live shell in the chamber. It was sent back to Remington and, after waiting over 3 months for it, when it was returned it had multiple cracks in the hand stock. It is now back at Remington again for repair. To say the least, I'm very displeased with what has happened to date."
- 6511 3200 Comp. - "The lower extractor was replaced. The original part had the serial # of gun stamped on it. The replacement did not. The replacement part was not particularly well fitted, nor was it finished to match the surrounding area. I wish this form had accompanied the gun the first time it had been repaired for a broken stock. The repair department did a beautiful job of matching the wood on the stock; however, the dimensions were all wrong. I have never seen this dimension stock on any other 3200 Comp., and the gun needs pads on the stock to fit me now."
- 6512 3200 1 of 1000 - "Gun stock was replaced for the fourth time in a year. The stock seems to be OK and was well made. However, the forearm, which was also replaced, is now causing problems with my extractors, is hitting the receiver when opening the gun, and was poorly fit. I will have to return it again."
- 6513 1100 3-in, mag, 26-in. bar. - "This gun would not extract empty shells. I sent it back and wanted it fixed and test fired. It still does not work. I am sending it back again today."
- 6514 3200 - "The work done seems to have been done satisfactorily. I requested an owner's manual when I sent in the firearm and did not receive one. This is important to me as I bought the gun used and am not totally familiar with it, although I own 3 other Remington guns."

(Continued)

Q9. COMMENTS ON SERVICE PERFORMED

(Continued)

RESP #

- 6515 3200 Skeet - "Firearm was sent in to repair double firing problem, which was repaired. Now, top barrel will not extract empty hull, which was not a previous problem!"
- 6516 11-48 - "The bead sight on the top of the 'Catts [sp?] Compensator' was removed by your company. It was not replaced. Please send me a replacement sight."
- 6517 870 Wingmaster 12-ga. - "Gun was returned to Remington in 100% new condition for warranty work. When it was returned to me 2-1/2 months later the warranty work was satisfactory, but the barren and receiver had surface rust from fingerprints and the left side of the receiver had marks in it as if from a vise. I'm not only sorry I ever bought a Remington, but also sorry I turned it in for warranty work to Remington."
- 6518 1100 - "Slow. Ithaca can return my Mag-10 in one week. Same with Browning. I requested some parts you forgot to send me: main spring follower. When are you going to sell injector barrels?"
- 6519 3200 - "Excellent job. The only thing I would like to know is, did you repair the cracked stock or put a new one on? The reason I ask is that it has a different finish. I like it better now. Thank you for a job well done. If you would write me and tell what you did. Thank you."
- 6520 3200 - "I really like the wood of the Monte Carlo stock, but the recoil pad is hard. I would appreciate a toll-free telephone number to correspond as it costs postage for registered mail. Thanks."
- 6521 870 12-ga. - "Appreciate your very courteous and prompt field representative, Mr. Greg Foster, Hendersonville, TN. Your company can be very privileged to have such a fine young employee. Thanks very much."
- 6522 870 LW Wingmaster - "Sent gun back when new. Would not feed into chamber. When it came back would feed, but the gun cut through the plastic when it came back from you. Now it is back and still cuts the plastic on the shells."

(Continued)

Q9. COMMENTS ON SERVICE PERFORMED

(Continued)

RESP #

- 6523 1100 Auto. - "This was the second time I had returned for the same problem, which now seems to be corrected, but my dissatisfaction is due to the magazine cap being damaged while there for repairs to the gun. It appears to have been dropped on a concrete floor, and should not have been returned in that condition."
- 6524 3200 Trap - "This gun was repaired honoring the warranty on a previous repair made in 1984 (i.e., same problem, fails to fire on lower barrel). Following the 1984 repair I received a customer's receipt listing work performed and parts. No receipt was issued on this last repair and I would really appreciate a description of work and parts. Thank you. I also own and shoot a 870 trap."
- 6525 1100 - "I am dissatisfied that it took so long. When I received the quote for repair, it said 4 weeks, which turned into 4 months and 3 long distance phone calls, with the end result being that I didn't have the gun for squirrel or dove season. I asked that they return the old parts. They weren't returned. The bolt carrier had recently been replaced, so it couldn't have ben worn out. I sent the gun in to have the magazine tube replaced. They said that the bolt, bolt carrier, forend and several other parts needed to be replaced. I sent a check and told them to go ahead. I ended up waiting 3 months longer than was quoted, and had to make 3 long-distance phone calls before I got my gun back. They finally, instead of fixing my old receiver, replaced it with a new one, which is OK, but why couldn't that have been done to start with if that's what it was going to take? When I opened the package I found that the new forend is cracked. Now my question is, how long is it going to take to get it replaced? This has all been very disappointing as I like Remington products. I own a 742 in .308 and just bought a 78 in 30-06. I just hope I don't have to return them."
- 6526 3200 O/U - "Your order #R-85-21103. Gun case was not returned. Hard type 'Gun Guard'. It has ID tag on handle. Please return. Thank you."

(Continued)

09. COMMENTS ON SERVICE PERFORMED

(Continued)

RESP #

- 6527 870 Spec. Field 12-ga. - "In Sept. of 1984 I purchased a Remington Model 870 Special Field 12-ga. 3-in. full choke shotgun SN W157674M. The first thing I did was to shoot some patterns with it and found that it shot #2 and #4 size shot low and to the right. Light load 7-1/2s and #8s were centered pretty well. I wrote and asked for authorization to return the shotgun for repair. I received authorization and returned the shotgun. Upon receipt of the gun back I found that the problem was not corrected. I again wrote for authorization to return the gun. I again sent it back with patterns that I had shot showing what the gun was doing. After I got the gun back the second time I again patterned it with different size shot and found that the problem was not corrected. I used Remington, Federal and Winchester shells. Like I said before, the light loads shot pretty good, but the heavy loads of 6-4-2 size shot shot low and right. I even had several other people shoot the gun with the same results. As of now I have had athe gun (owned the gun) for over a year and have never had it on a hunting trip. I bought it primarily to shoot turkeys with, but the way it is I couldn't hit one in the head on 30 yards. I would like authorization to return the gun again along with patterns that I shot. I think that after one year I should be entitled to a satisfactory repair job or, if it can't be repaired, a new gun. I think I have a right to be complaining about the gun and the service. I own 2 other Remington guns, a Model 700 and a Model 870, with which I have had not problems. If you could be of service to me with this matter, I would appreciate it. Thank you."
- 6528 22 Long Rifle - "Stock has broken 3 times previously."
- 6529 Don'y know model - "Good."
- 6530 22-250 - "Very pleased with work done. Could you please provide name of Remington gunsmith in Regina [Saskatchewan]? It's a real hassle sending guns through customs up here. Thanks."

(Continued)

Q9. COMMENTS ON SERVICE PERFORMED

(Continued)

RESP #

6531 P096045M - "Extremely satisfied. I bought this gun new and fired it about 7 times when I found it was broke. Serial # on the old one was N816976M."

6533 40X 22-250 rebarreled to 7mm-08 - "Very well pleased. I am a competition shooter, and always have about four or five Rem. rifles to shoot with and think they are the best product on the market."

DEAR REMINGTON GUN BUYER:

Enclosed please find your recently serviced Remington firearm. We trust you will find the service has corrected the difficulties you have encountered and apologize for any inconvenience that may have been created. We would very much appreciate obtaining your opinion regarding Remington firearms and our service effort per the following:

1. PLEASE INDICATE MODEL SERVICED BELOW:	5. WAS THE WORK COMPLETED IN:
Model: _____	2 weeks or less <input type="checkbox"/> -13
-5	2-4 weeks <input type="checkbox"/> -1
-6	4-6 weeks <input type="checkbox"/> -2
-7	6-8 weeks <input type="checkbox"/> -3
-8	Over 8 weeks <input type="checkbox"/> -4
	<input type="checkbox"/> -5
2. WAS THIS FIREARM PURCHASED IN NEW OR USED CONDITION?	6. HOW SATISFIED ARE YOU WITH THIS REPAIR WORK?
New <input type="checkbox"/> -1	Extremely satisfied <input type="checkbox"/> -14
Used <input type="checkbox"/> -2	Very satisfied <input type="checkbox"/> -5
	Somewhat satisfied <input type="checkbox"/> -4
	Somewhat dissatisfied <input type="checkbox"/> -3
	Very dissatisfied <input type="checkbox"/> -2
	<input type="checkbox"/> -1
3. WHAT MONTH AND YEAR DID YOU PURCHASE THIS FIREARM?	7. ARE YOU AWARE THAT REMINGTON HAS WARRANTY GUNSMITHS LOCATED IN YOUR AREA?
Month _____ -10 Year _____ -11	Yes <input type="checkbox"/> -15
	No <input type="checkbox"/> -1
	<input type="checkbox"/> -2
4. WAS THE WORK COMPLETED IN A SATISFACTORY TIME PERIOD?	8. WOULD YOU RECOMMEND A REMINGTON GUN TO A FRIEND?
Yes <input type="checkbox"/> -12	Yes <input type="checkbox"/> -16
No <input type="checkbox"/> -1	No <input type="checkbox"/> -1
	<input type="checkbox"/> -2
9. COMMENTS ON SERVICE PERFORMED:	
_____	17-
_____	18-
_____	19-
_____	20-
_____	21-
_____	22-
10. WAS THIS GUN PREVIOUSLY REPAIRED?	
Yes <input type="checkbox"/> -23	
No <input type="checkbox"/> -1	
	<input type="checkbox"/> -2
CUSTOMER NAME _____	
ADDRESS _____	
CITY _____ STATE _____ ZIP _____	
SERIAL NUMBER _____ (80-1)	