

QUESTIONS & ANSWERS -- XP-100

Q: WHY HAS THIS PROGRAM BEEN INSTITUTED?

A: A limited number of Model XP-100 centerfire pistols produced between January 1, 1987 and October 4, 1988, and sold to Remington customers and individual consumers, may have an improperly assembled part in the trigger assembly mechanism.

Q: HOW IS REMINGTON CORRECTING THIS PROBLEM?

A: The company is undertaking a program now to identify and recover all pistols made and sold during this period through a serial number trace. A special Remington department is in place to locate all affected pistols and to correct the affected trigger assemblies. All affected pistols have been identified by serial number. In addition, we have identified the Remington wholesalers and dealers to whom these pistols have been shipped.

Q: IS THIS A PRODUCT RECALL?

A: This is a product recall of a limited number of affected Model XP-100 pistols. Remington has instituted a program that identifies the affected pistols by serial number, traces them individually to the owner and allows for correction of the trigger assemblies. It is expected that this program will quickly and efficiently identify the affected firearms and insure proper repair.

Q: ARE OTHER REMINGTON GUN MODELS AFFECTED?

A: No, only a limited number of Model XP-100 pistols are affected.

Q: WHICH PART IS POSSIBLY DEFECTIVE?

A: The front trigger housing screw, which controls the distance of trigger movement to fire the gun, may not have sufficient distribution of special glue compounds to ensure that the screw is secure.

Q: WHAT IS THE POTENTIAL DEFECT?

A: As a result of an improper manufacturing process, some front trigger housing screws may not have received the proper amount and distribution of special glue compounds applied to prevent the screw from turning. This process has been corrected.

Q: WHAT DANGER IS POSED BY A DEFECTIVE FRONT TRIGGER HOUSING SCREW?

A: Potentially, if the screw is allowed to turn, under certain conditions, the pistol could inadvertently fire. If safe gun handling practices are observed, personal injury or property damage should not occur. However, there is potential for severe personal injury or property damage if gun safety is not observed. Owners of XP-100 pistols should not attempt to load or operate them until it has been determined whether or not their gun is potentially affected.

Q: HOW MANY PISTOLS ARE AFFECTED?

A: Remington has determined that a limited number of the 5,599 pistols produced between January 1, 1987 - October 4, 1988, are actually affected.

Q: HOW LONG DO YOU ANTICIPATE THE RECOVERY PROGRAM TO LAST?

A: We expect that notification of Remington customers and individual consumers, through serial number screening, will be swift. It's anticipated that follow up activities can be completed in one year. However, Remington will correct these pistols whenever the customers return them.

Q: IS REMINGTON CURRENTLY MANUFACTURING MODEL XP-100 PISTOLS?

A: Yes.

Q: HOW CAN REMINGTON ENSURE THAT THE MODEL XP-100 PISTOLS CURRENTLY IN PRODUCTION WILL NOT HAVE DEFECTIVE TRIGGER ASSEMBLIES?

A: The improper manufacturing process has been corrected.

Q: HOW WAS THE DEFECTIVE PART DISCOVERED?

A: The potential problem with the front trigger housing screw was discovered during routine servicing of a Model XP-100 by one of our field warrantee gunsmiths on September 14, 1988. Subsequently, the problem was verified through Remington's examination and testing of in-house production guns.

Q: HAVE THERE BEEN ANY INJURIES AS A RESULT OF THE DEFECTIVE FRONT TRIGGER HOUSING SCREW?

A: No.

Q: HAVE ANY XP-100 TRIGGER ASSEMBLIES FAILED IN THE FIELD?

A: Only one XP-100 pistol had a failure in the field because of a defective trigger assembly. It was discovered and corrected by one of our field warrantee gunsmiths during a routine servicing on September 14 and promptly reported to Remington. A program has been instituted to correct the problem.