



DATE: Aug. 10, 2016
TO: FN America Distributors
FROM: John Keppeler, Vice President of Sales and Marketing
RE: FN Product Safety Notification and Mandatory Recall of 471 FN SCAR® 17S Rifles

FN America, LLC is recalling 471 of its FN SCAR® 17S rifles due to the possibility that certain products may have been assembled with a bolt that does not meet our hardness specifications. Firing may cause catastrophic failure of the rifle over a period of time. FN America shipped these SCARs July 28 and 29, 2016, and is hoping to contain the issue at the distributor level. In the event any of the affected SCARs have been sold to customers, FN America will reach out to those customers and warn them not to use their FN SCAR® 17S if it is one of the serial numbers being recalled. Failure to follow these instructions could cause injury or death.

Our records indicate that your distributor operation has received one or more of the recalled products.

EFFECTIVE IMMEDIATELY, DO NOT SELL ANY OF THE FN SCAR® 17S RIFLES AFFECTED BY THIS RECALL THAT ARE CURRENTLY IN YOUR INVENTORY.

Although no injuries have been reported as a result of this potential issue, FN America is advising customers to discontinue use of these rifles immediately and return affected products to FN America directly for inspection and possible retrofit with compatible bolts at no cost. FN America also advises all FN distributors to immediately return all recalled products currently in inventory to FN America and provide contact information for dealers that purchased affected product.



471 units of the recalled FN SCAR® 17S rifles were determined to have been potentially impacted by this recall. Specifications for products recalled are listed below.

August 2016 FN SCAR® 17S PRODUCT RECALL	
Product Name: FN SCAR® 17S	Model Name(s): FN SCAR® 17S FDE
Commercial Product Numbers: 98541 (Commercial; 20-rd), 98641 (Commercial; 10-rd), 98552 (LE; 20-rd)	Colors: Flat Dark Earth (FDE)
Product Serial Numbers: HC52427 through HC52926	Location of Manufacturer: Herstal, Belgium
Total Units Affected by Recall: 471	

To help facilitate the timely return of recalled product, please fill out the attached Recall Questionnaire to confirm the number and disposition of FN SCAR® 17S rifles you received. Instructions for completing this questionnaire and returning recalled product are below.

INSTRUCTIONS FOR COMPLETING QUESTIONNAIRE AND RETURNING RECALLED PRODUCT:

1. First, please complete attached questionnaire by COB, Friday, August 12, 2016 and email or fax to:

Attention: FN SCAR® 17S Recall
 Email: fnskar17srecall@fnamerica.com
 Fax: 1-703-288-4507

For rifles you have sold, clearly indicate on the attached questionnaire the names, addresses and telephone numbers, if available, for all dealers that purchased the recalled rifles listed. FN America will then contact your dealers directly to inform them of the recall, provide them with instructions for returning product, and obtain customer sales information. Please forward all dealer and customer inquiries regarding the recall to FN America’s FN SCAR® 17S Recall Support team:

FN SCAR® 17S Recall Support:
1-855-536-4872, x.145
fnskar17srecall@fnamerica.com

Hours of operation are 10 a.m. to 4 p.m. Eastern time, Monday through Friday



For rifles still in your inventory, DO NOT SELL THESE RIFLES. Clearly indicate which serial numbers of the affected products are still in your inventory on the attached questionnaire.

2. Once we receive your questionnaire, we will email you a UPS label for return of your product. When you receive the label, please package and ship affected product immediately to FN America:

FN America Service Center
Attn: FN SCAR® 17S Division
797 Old Clemson Road
Columbia, SC 29229

IMPORTANT NOTE: Please DO NOT ship affected product to FN America until you receive the UPS label. Please call FN America's FN SCAR® 17S Product Recall Support team directly if you have any questions about this process.

Thank you in advance for your assistance in helping FN America expedite this recall. We are deeply committed to providing our customers with the safest, most reliable firearms possible. As such, it is imperative we receive all recalled product in your inventory back to FN America immediately. We appreciate your patience and cooperation as we receive, inspect and service these firearms and will make every effort to return the product back to you within 15 business days of receipt. In the meantime, we apologize for any inconvenience this may cause and ask you to contact the FN SCAR® 17S Recall Support team if you have any questions.

FN SCAR® 17S Recall Support:
1-855-536-4872, x.145
fnsicar17srecall@fnamerica.com

***Hours of operation are 10 a.m. to 4 p.m. Eastern time,
Monday through Friday***



FN AMERICA PRODUCT RECALL QUESTIONNAIRE

On August 10, 2016, FN America issued a product recall of 471 FN SCAR® 17S rifles due to the possibility that certain products may have been assembled with a bolt that does not meet hardness specifications. Firing may cause catastrophic failure of the rifle over a period of time and could cause injury or death. In an effort to ensure all products covered in this recall are returned to FN America for inspection, please fill out the following information and return to FN America by COB, Friday, August 12, 2016.

EMAIL or FAX questionnaire to:

Attention: FN SCAR® 17S Product Recall
Email: fnskar17srecall@fnamerica.com
Fax: 703-288-4507

DO NOT SELL ANY RIFLES IN YOUR INVENTORY AFFECTED BY THIS RECALL.
FN America is warning customers not to use the recalled products.
Failure to follow these instructions could result in injury or death.

FN AMERICA PRODUCT RECALL QUESTIONNAIRE	
Product Name: FN SCAR® 17S	Model Names: FN SCAR® 17S FDE
Commercial Product Numbers: 98541 (Commercial; 20-rd), 98641 (Commercial; 10-rd), 98552 (LE; 20-rd)	Colors: Flat Dark Earth (FDE)
Product Serial Numbers: HC52427 through HC52926	Location of Manufacturer: Herstal, Belgium
Total Units Affected by Recall: 471	
DISTRIBUTOR INFORMATION	
Distributor Name:	
Distributor Address:	
Your Name:	
Your Primary Phone	
Your Alternate Phone:	



PRODUCT DISPOSITION – DISTRIBUTOR ONLY						
SERIAL #	Is this serial number currently in your inventory?		DATE SOLD	DEALER NAME AND ADDRESS	DEALER POC	DEALER PHONE/EMAIL
	YES (NOT SOLD)	NO (SOLD)				



Thank you for completing the FN SCAR® 17S Recall Questionnaire. We appreciate your assistance in expediting this recall. If you have any questions about how to properly fill out this questionnaire, please contact the FN SCAR® 17S Recall Support team:

FN SCAR® 17S Recall Support:
1-855-536-4872, x.145
fnscar17srecall@fnamerica.com

***Hours of operation are 10 a.m. to 4 p.m. Eastern time,
Monday through Friday***

IMPORTANT: Please provide the name, signature, date and email address for the person responsible for completing the above product recall questionnaire. Completion of the following will expedite further correspondence on this matter. Please print clearly.

NAME: _____

SIGNATURE: _____

DATE: _____

EMAIL: _____