
PRODUCT RECALL

LA102 CROSSOVER RIFLE IN .223 REM CALIBRE

Dealer Packing & Return Instructions and FAQs

Rifle owners have been asked to return the rifle complete and packed in the original box if able.

Rifle owners have been asked to complete the following steps before returning their rifle to their local dealer:

Return instructions

From Friday 6 July 2018, to ensure a rifle owner's LA102 .223REM is trackable and traceable by both the dealer and Lithgow Arms the rifle owner will need to complete the following steps:

1. Before returning your rifle to your local gun shop please COMPLETE and PRINT the [Rifle Return Form](#) (click to download).
2. Take this completed form with your rifle to your local gunshop. This form will need to be packed with your rifle when your rifle is sent back to Lithgow Arms for remediation.
3. Once you have returned your form and rifle to your local gunshop, please register your rifle's return to the gun shop via the following link:
<https://www.surveygizmo.com/s3/4428831/PRODUCT-RECALL-LA102-223-Calibre>

It is important the above steps are completed to ensure:

- a. Lithgow Arms can contact the rifle owners directly to confirm receipt of their rifle into the factory.
- b. Rifle owners are provided regular updates on the progress of their rifle throughout the remediation process; and
- c. We will let rifle owners know once the remediation process is complete, and their rifle is on its way back to dealers with the correct remediation certification documentation.

The completed and signed [Rifle Return Form](#) (click to download) will need to accompany when returned by the dealer to Lithgow Arms.

Packing Instructions

1. Please ensure the rifle owner has removed all accessories, optic sights and scope rings, custom parts etc.
2. Please ensure **ONE RIFLE ONLY per carton.**

Tip: Lithgow Arms can provide you original factory shipping cartons.

Major dealers who expect high recall volumes can contact our customer service team on **TOLL FREE number is 1800 698 398** and request factory packaging. Cartons will arrive flat packed with gun socks and bolt snap lock bags.

Disposal Instructions

Please dispose of the rifle to:

Thales Australia Limited (pronounced 'TAL-US')

NSW Dealer Licence No. : 404193638

Shipping Instructions

Shipping costs to and from Lithgow Arms will be paid by Lithgow Arms.

We kindly request your assistance by organising pickup with our couriers through TNT.

To arrange a pick up please:

1. Call TNT on 13 11 50
2. Press '1' for Express Domestic Services
3. Press '1' to book a collection

NOTE: *TNT's automated telephone function can be difficult to use. When given the opportunity say 'help' for referral to an operator.*

4. Ask for '**Road Express**' service
5. Weight and dimensions for an LA102 in our factory box are:
 - ✓ Weight: 4kg
 - ✓ Length: 117cm
 - ✓ Width: 19cm
 - ✓ Height: 7cm
6. Provide our **TNT account number 30008236** and confirm '**Thales Australia**' as the account holder.
7. Confirm the return address is:

<p>Thales Australia Lithgow 4 Martini Pl Lithgow, NSW 2790</p>
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8. Request a new consignment note with the driver at pickup.
9. Organise a pickup time and date that suits your business.

Note: *Please don't palletise rifles.*

Tip: Western Australian Dealers are not permitted to return rifles to the factory via TNT. Western Australian Dealers should contact Lithgow Arms directly on **TOLL FREE number 1800 698 398** when rifles are returned to them.

Dealer FAQs

1. How many guns am I going to have come into my store?
 - We're asking that owners to take the rifles back to the stores they purchased the rifles from. Only in the case where they can't reach the store should they go through another dealer. Please refer to your own records for estimates of returns.
2. How long is this going to last?
 - As this is a compulsory recall we're hoping to recall *every* 223 REM. We expect a rush of returns and then a slow trickle for the remainder of the recall activity.
3. What about customers that want refunds?
 - Lithgow is offering a replacement barrel for the consumer. Please do not encourage pursuit of refund. Customers are welcome to contact us to discuss the replacement barrel.
4. How long is it going to take for the customer to get their gun back?
 - We will work diligently to return rifles as quickly as possible. Once the remediation begins we expect most rifles will be returned within two weeks.
5. The customer is asking me hard questions.
 - We expect some owners will be reluctant to participate in the recall and remediation. Please do your best to encourage them. If they aren't satisfied please direct their queries to us via our website.
6. Does this affect the other barrels?
 - No. The only affected calibre is 223REM.
7. Can my gunsmith complete an inspection in store to see if the rifle needs to be returned?
 - No. The flaw cannot be identified visually and needs to be returned for assessment.
8. What do I do with in stock items?
 - Retailer's rifles will be treated identically to customer rifles. They will be returned under warranty and remediated through barrel replacement.
9. Will I get the same serial numbers back?
 - Yes, rifles will not be swapped, rebirthed or exchanged.
10. Will the rifles look any different?

- No, the rifles will be visually indistinguishable. The remediated rifles will have an additional manufacturer's mark to note they've been remediated.

11. What do I tell the customer?

- Refer to attached FAQs for customers.

12. I want to talk to someone about this recall.

- Your first call should be to your OSA Australia sales representative. If they can't answer your questions they will direct you to us. We're happy to discuss the recall if OSA cannot help.