

SPRINGFIELD ARMORY®

3.3 XD-S™ SAFETY RECALL

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XD-S™ Voluntary Safety Recall FAQ Updated 11/22/2013

This information applies only to XD-S™ pistols in the serial number ranges below

Springfield 3.3 XD-S™ 9mm pistols - serial numbers between XS900000 and XS938700
Springfield 3.3 XD-S™ .45ACP pistols - serial numbers between XS500000 and XS686300

As a reminder, do not use your 3.3 XD-S™ until the upgrade has been performed.

Q1: How did this all begin and what was the problem?

A1: One of our customers reported that his XD-S™ had fired multiple shots unexpectedly and returned this pistol to us for our inspection. Our gunsmith recreated this situation in a test pistol by modifying the components of that pistol and was able to recreate the customer's claim. Through extensive evaluation and testing of this pistol, we developed an improved engagement among critical components of the pistol to prevent the remote possibility of this unintentional discharge.

Q2: How did you fix it?

A2: Our engineers went to work immediately and developed a design solution. Essentially, we redesigned the grip safety and created more positive engagement between the sear and striker. We then conducted extensive successful testing of that solution.

Q3: What new parts were added?

A3: The upgrade parts include a redesigned grip safety, sear, grip safety spring and sear spring.

Q4: When will those parts be received?

A4: We received our first shipment of parts earlier this week and we started returning upgraded pistols on October 18.

Q5: How will I be able to see whether or not my XD-S™ has been upgraded?

A5: Your upgraded pistol will now have a small roll pin located half way down the back surface of the grip safety as noted in the photographs below.

We are confident that our customers will be extremely pleased with their upgraded XD-S™.

Q6: How will I know when my pistol is upgraded and shipping back?

A6: When your upgrade has been completed you will receive a shipping notice and tracking information to the e-mail address you provided for the XD-S™ Recall.

Q7: It says you have to have an adult-authorized signature for the XD-S™ pistol to be returned, what happens if I am not home when they try to deliver?

A7: FedEx will make 3 attempts to deliver your pistol. On the 3rd attempt, if they cannot deliver they will leave a notice on your door and will hold your XD-S™ pistol for 2 days at your local FedEx facility for pick up.

Q8: I have sent e-mails and left voice messages but have not been replied to yet, when should I expect a response?

A8: We apologize; however due to the very large number of inquiries we have received about the recall, our responses to voicemails and e-mails are running behind.

Q9: How do I package the pistol for return? In the original case?

A9: Please safely and properly unload your XD-S™ pistol and properly clean it before returning. Your pistol can be shipped back to us in the original case inside a shipping box. If you do not have the original case, the pistol can be wrapped securely in bubble wrap or similar material, and placed in a sturdy shipping box. **Please ship only the pistol.** We do not need any magazines or additional accessories to complete the upgrade. Please do not use a FedEx envelope. FedEx boxes are free at the facility and they work well for your return. **Please ask for the "free FedEx priority box."**

Q10: I was notified of the recall through a friend that received a notice; I did not receive one. How should I have been notified?

A10: There are multiple ways to be notified of the recall. Springfield has used e-mail, web-sites, direct mail and even word of mouth to help spread the information about the recall. If you have an XD-S™ pistol and have not been contacted by Springfield please go to our recall website at www.springfieldrecall.com. Our goal is to reach every owner of an XD-S™ and have their pistol upgraded and returned at no charge. Please help us spread the word to any other XD-S™ owners you know.

Q11: I am an FFL Dealer and have multiple XD-S™ pistols to be returned. Should I log in each one individually or can I send them all in one shipment?

A11: As an FFL holder with multiple pistols you can contact your Springfield Representative directly who will be able to give you a separate Return Authorization # and a different shipping # for multiple returns.

Q12: I received my RMA# for the pistol but I want it returned to a different address, can I do this?

A12: Your XD-S™ pistol must be shipped back to your home address. Changing the return to a different home residence is not possible due to Federal Law. There is one exception, if you own your own business or have two residences we can have the pistols shipped to that location. In order to change the address you must fax in the request stating that you are the business owner or separate residence owner and would like your pistol returned to this address. Please be sure to list your RMA# and serial# of your XD-S™ on the fax. Fax all requests to 309-944-8490.

Q13: When I go to print my FedEx label for shipping; the declared value is 0.00. Do I need to insure my pistol?

A13: No, Springfield has insurance for your pistol during shipment. Some labels may show 0.00 but you can be assured if anything were to happen to your pistol during shipment it will be covered by Springfield.

Q14: I am a certified armorer; can I receive the parts and replace them myself?

A14: No, Springfield will be performing all of the upgrades at no charge at the Springfield factory only.

Q15: I have made modifications to my XD-S™ with aftermarket parts? What will happen to these?

A15: Springfield will be putting the pistol back as if it were new from the factory. All aftermarket parts will be returned to the owner along with their pistol.

Q16: If I want to return my pistol for a full refund, can this be done?

A16: No, all XD-S™ pistols will be upgraded with new components. The XD-S™ will be returned to the owner at no charge.

Q17: What parts are being upgraded?

A17: We will be upgrading the grip safety and other component parts. You will know that your pistol has been upgraded upon visual inspection of the grip safety which will have a small roll pin installed.



Q18: My XD-S™ pistol is currently at Springfield for an upgrade or repair; will it be upgraded

while it's there?

A18: Yes, any XD-S™ pistol that was at Springfield prior to the recall will have the upgrade work done before it is sent back to the customer.

Q19: Can I have Custom work done to my pistol while it is there for the recall?

A19: No, Springfield will only be doing recall upgrades to pistols shipped back for the voluntary recall

Q20: Why is it taking so long?

A20: We pledge to you that we are working as fast as we can, and have greatly increased our staff and number of shifts to ensure that we are leveraging every hour in the day.

We understand that our decision to announce a voluntary safety recall without a final solution in place has caused confusion and frustration. We sincerely apologize for that inconvenience. However, your safety is, and always has been, our paramount concern. And that is why we decided to issue the voluntary safety recall before we had a guaranteed upgrade solution in place.

Our decision not to wait was based on putting you, our customer, first. Some companies build in several weeks of lead time before announcing their recalls. But, we didn't feel that was the most responsible approach in this case since our priority is your safety.

Please know that we are committed to resolving this matter as quickly as possible and we are committed to ensuring that you will be very pleased with your upgraded 3.3 XD-S™

As a reminder, do not use your 3.3 XD-S™ until the upgrade has been performed.

**Springfield XD-S™ Recall FAQ will be updated periodically through the recall process.
Please check back for updates. V.5 11/22/2013**

Questions? Email or call us at 1-800-680-6866 | Privacy
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