



July 22, 2009

Dear DISTRIBUTOR/RETAILER:

SIG SAUER, Inc. has initiated a **Mandatory Safety Upgrade** pertaining to our new **Model P238™ pistols**. We have determined that a small number of P238 pistols may have **safety levers** that are not manufactured to factory specifications. Under certain conditions, it may be possible for the lever not to be completely engaged in the safe position. In this condition, the gun will not fire when the trigger is pulled. However, when the safety lever is moved to the off position, the hammer may fall, with the remote possibility that the gun could fire unintentionally, thus creating a risk of injury or death.

There have been no reports of any injuries or mishaps; however, in accordance with SIG SAUER, Inc.'s commitment to provide customers with the highest quality products and services, we are issuing a **P238 Mandatory Safety Upgrade**, to return the identified product to factory specifications. Upon receipt of the firearm, SIG SAUER will, at no cost to the owner, eliminate the risk identified above by replacing the subject part and performing functional upgrades that have been incorporated into the P238, subsequent to its introduction. SIG SAUER will return the firearm, pre-paid, to the owner as quickly as possible.

In order to accomplish this very important **P238 Mandatory Safety Upgrade** we are asking for your help in securing the return of these P238 pistols. To further this end, we request the following:

- 1) If you have, in your inventory, any **SIG SAUER P238s with a serial number between DA000501 and DA003216, do not sell or otherwise use them. Not all P238s within the identified serial number range are affected; therefore, it is imperative that you contact us via the UPGRADE HOT LINE at 1 (866) 446-1914.** An operator will take your information and confirm if your firearm(s) is required to be returned for Upgrading. If necessary, you will receive a certified letter from SIG SAUER that will contain a call tag and your RMA #. **Please be certain to include the magazine along with the original blue gun box.** If you have questions or need further information, you may also contact **SIG SAUER CUSTOMER SERVICE at 603-772-2302 (Choose Option # 3) or visit www.sigsauer.com/customerservice/p238upgrade.aspx.**
- 2) If you have sold any **SIG SAUER P238s**, please immediately provide us with contact information for each customer who purchased a P238 from you, including the **serial number of the gun** and the **customer's name, address, and telephone number**. This information is for internal purposes only and will be used solely to facilitate the upgrade program and shall remain strictly confidential. Please send the information via e-mail, to victoria.martin@sigsauer.com, or by fax to 603-772-4795.

We apologize for any inconvenience and appreciate your immediate assistance in this extremely important safety matter. We thank you for your efforts to ensure the complete success and return of all **P238 handguns involved in this Mandatory Safety Upgrade Program**.

Sincerely,

SIG SAUER, Inc.