

05-18 Customer Complaint Resolution for Jacob Grey Nox 9 Firearm

Customer Complaint Resolution for Jacob Grey Nox 9 Firearm | Customer: Michael | Resolution Summary

COATING DEFECTS External vendor failed to sandblast specific fixture areas, leading to contamination on safeties and slide releases.	COMP-BARREL GAP Natural outcome of 1-degree seating geometry. Engineering update initiated to align mating lines aesthetically.	STATUS Resolved. Immediate replacement and future no-cost barrel update were offered to restore platform confidence.
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5 um	250	Immediate Replacement
Coating Tolerance	Monthly Gun Output	Full firearm replacement shipping to Michael's FFL.

Context: The approximately 6-month delivery cycle, from October to May, compounded the customer's frustration.

Engineering Defense & Updates

Vertical Integration: Strict QC management via 2D drawings; components are not off-the-shelf lowest-bidder parts.

Mar. 27 Geometry Fix: 1-degree cut added to mating lines. Full production rollout takes 6-8 weeks to hit the floor.

CA Compliance: Welds are a legal necessity for shipping; non-cosmetic barrels are kept in stock for future swaps.

Agreed Resolution Plan

Replacement Unit Immediate shipment of current-inventory Nox 9.	Goodwill Package Large T-shirt, hat, and patch.	Geometric Alignment Wait for new barrel production with corrected seam aesthetic.	Drop-in Swap No-cost future barrel swap to resolve visible seam gap.
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"Todd aims to leave no stone unturned, delivering what customers expect. If mistakes occur, they accept, apologize, and fix."

Overview

Todd, president of Jacob Grey Firearms, directly addressed Michael's complaints regarding a newly purchased Nox 9 pistol. The conversation identified distinct manufacturing and cosmetic issues, provided detailed root-cause explanations tied to specific processes and legal constraints, and reached a practical replacement-and-upgrade plan.

Beyond the defects, Michael described extended delivery delays and eroded confidence from mixed public reviews and dealer handling. Todd defended the company's production approach, emphasizing vertical integration, stringent tolerances, ongoing process improvements, and the realities of outsourced specialty steps.

They agreed to an immediate firearm replacement, a future barrel update to resolve a comp seam aesthetic, and a small goodwill package. Action items were logged to ensure execution.

Problem Identification and Root Cause Analysis

Michael reported two primary issues: a comp-barrel/slide interface gap on the Nox 9, and coating defects on both the safeties and the slide release using the same coating system.

Coating defects: The external coating vendor failed to sandblast a specific fixture area, contaminating parts. Jacob Grey initiated root-cause analysis and corrective action, and the vendor committed to process changes.

Comp-barrel gap: The current design seats the barrel at a one-degree angle in the slide. When the compensator is screwed on, a visible seam appears as a natural outcome of this geometry. On March 27, Jacob Grey engineering added a one-degree cut to the mating line to better align the seam aesthetically. Due to production cadence, design changes take approximately six to eight weeks to reach the floor; even current Nox 9 units on the quality table still show the slight degree difference pending cycle completion.

California weld requirement: A barrel weld is applied solely for California compliance. Jacob, the owner and a fifty-year welder, performs every such weld. The weld area is difficult, and while the weld may not be visually ideal, it is required for legal shipping. For barrels that later leave California, Jacob Grey maintains extra safety stock to swap them on customer request.

Loctite strength: The adhesive used to secure the comp is extremely strong, providing near-weld retention.

Broader Customer Frustrations and Perceptions

Delivery delays: He expected delivery within three months, ordered at the end of October, and received the firearm in the middle of May - about six months.

Review concerns: During the wait, he encountered mixed reviews - some positive, some critical - creating doubts about choosing a premium firearm that arrived with visible issues.

Dealer experience: Kovert offered a refund minus a 5% credit card fee despite Michael's substantial recent spending, which he found unsatisfactory. His local FFL, a Jacob Grey dealer, was told he might not see a Nox 9 until 2027, pushing Michael to purchase out of state. In New York, only SP Firearms had stock, charging \$1000 over MSRP.

Licensing delay: New York licensing requirements prevent immediate home possession, further compounding frustration.

Perceived outsourcing risk: Michael worried that parts not made in-house imply lowest-bidder quality and future reliability issues, drawing parallels to automotive industry experience where early product lines have recalls and hiccups.

Aesthetic expectation: He expected an over-engineered premium finish with no visible gaps, noting his mass-produced Staccato did not exhibit such a seam.

Manufacturer's Defense of Production and Business Practices

Vertical integration with practical outsourcing: Jacob Grey is highly vertically integrated, performing design and much of manufacturing in-house, but necessarily utilizes select outside partners for capacity, coatings, or non-critical components. Subcontractor parts must meet Jacob Grey's 2D drawings and tolerances; they are not off-the-shelf.

Industry reality: Full end-to-end in-house coating and part manufacture are rare in the 2011 space; even major brands outsource. Atlas and Staccato own coating machines from the same vendor Jacob Grey uses; outright machine sales have since ceased, forcing reliance on external coaters.

Quality philosophy and tolerances: The company manages extremely tight fits, monitoring five microns of coating thickness for proper assembly. Current output is 250 guns per month, balancing in-house production with qualified suppliers. Todd rejected the lowest-bidder claim, emphasizing that low-bid quality would result in failure, which Jacob Grey explicitly avoids.

Continuous improvement: Since October, the Nox 9 program has seen iterative fixes, many stemming from external partners. Todd stated that when problems arise, they halt to diagnose, improve, and ensure quality before resuming production. They are three years into development and five iterations in, and believe current guns are among their best, while acknowledging occasional hiccups.

Legal necessity of welds: California compliance dictates welds in a difficult spot. While cosmetic outcomes may disappoint, legality and safe shipping are non-negotiable. Jacob Grey maintains spare inventory to redeploy barrels when compliance constraints no longer apply.

Geometry fix timeline: The one-degree seam alignment change was engineered on March 27. Given a six-to-eight-week pipeline, the improved line aesthetic is entering production but not yet universal.

Commitment to customer confidence: Todd aims to leave no stone unturned, delivering what customers expect. If mistakes occur, they accept, apologize, and fix.

Resolution and Goodwill Negotiation

Immediate replacement: Todd offered to ship a replacement Nox 9 to Michael's FFL promptly. The replacement may still show the existing comp seam aesthetic due to the one-degree geometry pending full production rollout.

Future barrel swap: Once barrels with the improved seam are available, Jacob Grey will send a drop-in barrel to swap at no cost, addressing the visible seam alignment.

Customer acceptance: Michael agreed to proceed with the fix, reiterating his priority is long-term reliability and confidence.

Goodwill items: Todd committed to including a large T-shirt, a hat, and a patch in the package. A request for a Recoil Reaper was declined. Todd promised Hampton would flag Michael's account to ensure the future barrel swap is tracked.

Action Items

@Todd (Jacob Grey Firearms)

- Send a prepaid return label for the firearm from New York to Jacob Grey.
- Personally inspect the replacement Nox 9 to ensure it looks good and ship it to Michael's FFL on his behalf.
- Process a no-cost order for the replacement firearm.
- Ship a large T-shirt and a hat in the package with the replacement gun.
- Include a patch in the package.
- Execute the barrel swap for Michael once barrels with the corrected seam geometry are in production and available.

@Hampton (Jacob Grey Firearms)

- Place a red flag in the system to track Michael's future barrel replacement.

@Michael (Customer)

- Send back the current barrel to Jacob Grey when requested for the swap.