



For detailed user guides, video walkthroughs, and training, go to <http://axon.com/help/vr-training.htm> (QR code above).

When to use this guide

The Rifle VR Controller (VRM4R) requires routine maintenance of the [bolt carrier group \(BCG\)](#), including cleaning, lubrication, and possible component replacement due to wear.

Use this guide if you observe any of the following BCG-related issues during operation or service:

- The bolt seizes or jams and the Rifle VR Controller stops firing.
- The bolt jams in a halfway position.
- Components are loose, missing, or detach during disassembly.
- A set screw backs out and causes scraping inside the receiver.
- The gearbox spins without moving the BCG.

Work with Technical Support to request a replacement BCG by signing in to my.axon.com/s, selecting **Support > Returns**, and following the prompts for VR Rifle.

Warning

Do not continue using the Rifle VR Controller if the BCG is damaged. Replace the entire BCG when any of the failures listed in this guide occur.

Troubleshooting: BCG replacement vs. RMA

Failure type	Symptoms	Resolution
Cam pin failure	<ul style="list-style-type: none"> • Bolt seizes • Stops firing • Component breaks off • Increased BCG rotation or play 	Replace the BCG
Sear tip failure	Rifle may stop firing or the bolt may jam halfway back	Replace the BCG
BCG component detached	Component becomes loose or falls off	Replace the BCG
Set screw backed out	Set screw loosens after extended use and may scrape inside the receiver	Perform the set screw field fix

Return Merchandise Authorization (RMA)

Initiate a RMA if you observe:

- Gearbox failure (gears spin when firing)
- Lower receiver issues
- The problem continues after replacing the BCG

Before you begin

Follow these steps to replace the BCG in the Rifle VR Controller (VRM4R).

Complete each step in order. If you're unfamiliar with the device or disassembly process, refer to the Rifle VR Controller (VRM4R) User Guide available on [Axon Help](#).

Step 1: Perform safety checks

Before servicing the device:

1. Confirm the selector switch is in the down (**SAFE**) position.
2. Turn the power switch to the **OFF** position.
3. Remove the magazine. Refer to the Rifle VR Controller (VRM4R) User Guide available on [Axon Help](#).
4. Work in a clean, well-lit area and wear eye protection.

Step 2: Separate the upper and lower receivers

Note

Refer to the Rifle VR Controller (VRM4R) User Guide available on [Axon Help](#) for the complete procedure to separate the upper and lower receivers.

1. Separate the upper receiver from the lower receiver.
2. Access the BCG for removal.

Step 3: Remove the bolt carrier group

1. Remove the failed BCG from the receiver.
2. Set the BCG aside. Do **not** reuse it.
3. Inspect the receiver for loose components or debris.

Step 4: Install the replacement bolt carrier group

1. Insert the replacement BCG into the receiver.
2. Align the BCG according to the orientation described in the Rifle VR Controller (VRM4R) User Guide (available on [Axon Help](#)).
3. Move the BCG forward and backward to confirm it moves freely within the receiver.

Step 5: Reassemble the rifle

1. Reassemble the upper and lower receiver as described in the Rifle VR Controller (VRM4R) User Guide (available on [Axon Help](#)).
2. Confirm all components are seated correctly before continuing.

Step 6: Verify operation

1. Turn the power switch to the **ON** position.
2. Move the selector switch to the up (**SEMI**) position.
3. Test the following modes: **Safe**, **Semi**, and **Full Auto**.
4. If using a smart magazine, confirm that the system detects the magazine.

If the rifle doesn't function as expected, remove the BCG and reinstall it using the steps in this guide.

If the issue continues, contact Axon Support or initiate an [RMA](#) (return merchandise authorization.)

Set screw field fix

Use this procedure only when the set screws loosen and no other BCG damage is present. If there is any damage or uncertainty, replace the entire BCG instead of following the instructions in this section.

1. Re-tighten the set screw (apply Loctite to threads if possible).
 - a. If Loctite is applied, allow it to cure according to the manufacturer instructions before using the device.

Remove a stuck bolt carrier group

Follow these instructions only if the BCG is difficult to remove.

1. Do not force the BCG.
2. Fully disassemble the rifle as described in the Rifle VR Controller (VRM4R) User Guide (available on [Axon Help](#)).
3. If the BCG is seized because of a cam pin or component failure, apply gentle pressure to work the BCG free.
4. If the BCG remains stuck, refer to the Rifle VR Controller (VRM4R) User Guide (available on [Axon Help](#)).
5. After removing the BCG, continue with [Step 4: Install the replacement bolt carrier group](#).