



## **CONTROL ARM DEFECT OWNER NOTIFICATION LETTER – RECALL 09E-056**

Qualis Automotive, LLC  
3150 Livernois Rd, Ste 103  
Troy, MI 48083

November 9, 2009

Dear Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

### **REASON FOR THIS RECALL**

Qualis Automotive, LLC has decided that a defect which relates to motor vehicle safety exists in certain control arms with the date codes outlined in TABLE A. The affected control arm part numbers are 10945 and 10946. Under severe loads, the ball joint housing in the control arm may crack and the control arm may separate from the spindle. This may cause a loss of vehicle steering, possibly resulting in a crash.

### **WHAT WE WILL DO**

Qualis Automotive, LLC will reimburse each owner reasonable charges if the part is already installed on the vehicle. The reimbursement charges will cover the cost of the new control arm plus labor for installation. The reimbursement will be in the form of a check mailed to the owner's address.

If the part is not installed then the part cost will be credited to the owner after part and receipt is returned to Qualis Automotive.

### **WHAT YOU SHOULD DO**

The course of action depends upon the following scenarios.

#### **Scenario A – control arm previously installed by an auto repair shop**

Go to a service bay and verify the date code on the ball joint end cap is one of the codes in TABLE A. Please have the technician refer to Exhibit A to find the location of the date code on the part. If the part is verified as having a code in TABLE A call 1-800-522-0833 to get a box with pre-paid shipping sent to your address. Please have a technician replace the part and give you the affected control arm so you can ship back. You will not get reimbursed unless the part is sent back. Please fill out the form provided in the pre-paid box and include a copy of the repair



receipt(s) along with the affected part. Your reimbursement check will be mailed out in a timely manner after your return is received, validated, and processed.

\*\*\*For a commercial customer who has sold/installed one or both of these parts to one of their customers please call 1-800-522-0833. We will need your customer's name and mailing address so a Customer Notification Letter can be mailed out instructing the end user to have the part inspected and replaced if necessary.

**Scenario B – control arm installed by vehicle owner (DIY)**

Please verify the date code on the ball joint end cap is one of the codes in TABLE A. Refer to Exhibit A to find the location of the date code on the part. If the part is verified as having a code in TABLE A please call 1-800-522-0833. You will be sent a box with pre-paid shipping to send back the affected part. The owner should buy a new replacement part and re-install or go to a service bay to have repair performed. Please fill out the form provided in the pre-paid box and include a copy of the repair receipt(s) along with the old control arm. If the repair is performed by the owner please check the 'DIY' box on the provided form and Qualis Automotive will use 1.9 hours \* \$75 as the labor reimbursement for each control arm installed. The 1.9 hours is the Mitchell Repair Guide estimated time to replace the control arm and \$75 is the average national labor rate. As soon as Qualis Automotive receives the old part, the completed form originally included with the pre-paid box and the receipts related to the repair a check will be issued in a timely manner.

**Scenario C – control arm has not been installed**

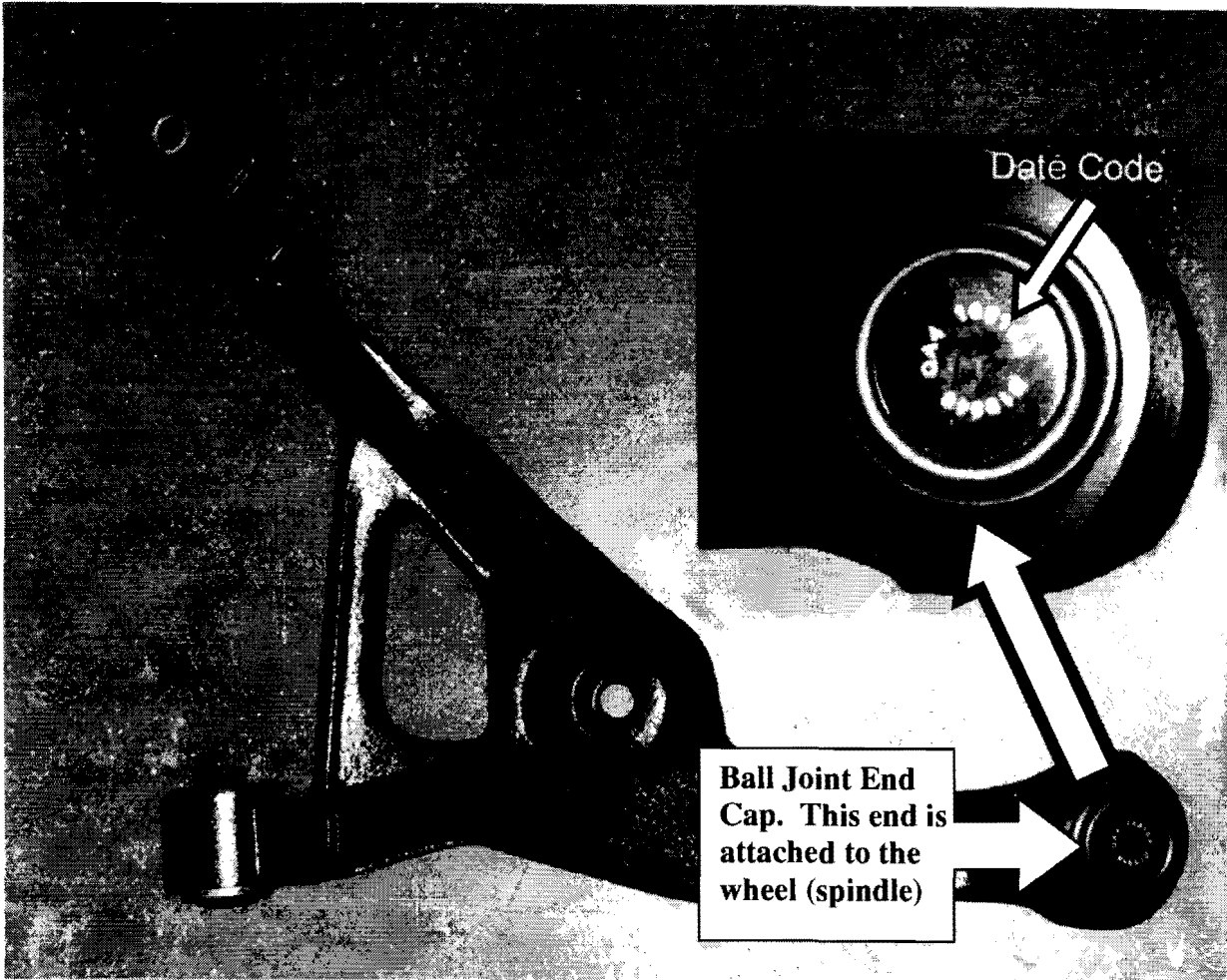
Please look at Exhibit A to find the location of the date code on the part. If the date code is one of the numbers from TABLE A please call 1-800-522-0833. You will be sent a box with pre-paid shipping to send back the affected part. Please provide a copy of the receipt as proof of purchase and fill out the form originally included with the pre-paid box. As soon as the part, receipt, and completed form are received a reimbursement check will be issued in a timely manner.

All scenarios listed require a mailing address for shipment of the pre-paid box. Please give an address that can accept parcel delivery when you call 1-800-522-0833. It is imperative the owner fills out the form included with the pre-paid box. The form will contain the address for the reimbursement check as well as the expected reimbursement amount and other necessary information.

Any questions regarding the location of the date code on the ball joint end cap or other matters related to this recall can be answered by calling 1-800-522-0833.

If you have concerns that are not been taken care you may wish to write the Administer, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590 or call 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

**EXHIBIT A**



**TABLE A**

<b><u>PART NO</u></b>	<b><u>AFFECTED MFG DATE CODES</u></b>
10945; 10946	134308, 135708, 100109, 102709, 104109, 105509, 107609, 108909, 110309, 113209, 116609