



*Gates Corporation Tru-Flow Water Pump Recall  
NHTSA Campaign Number 14E007000*

***DRAFT DISTRIBUTOR LETTER***

MAY 2014

**SAFETY RECALL NOTICE**

**TO: NAPA Distribution Centers and Stores**

***What we are doing:***

The Gates Corporation is conducting a recall concerning aftermarket Tru-Flow water pump part number TFW 41127. A total of 48 suspect pumps are being recalled due to the use of substandard material for the sprocket. In the affected water pumps, the pulley or sprocket that turns the timing belt was made of a substandard material and may develop microfractures causing the timing belt to fail. A failure of the timing belt may cause the engine to shut down, potentially increasing the risk of a vehicle crash.

The effective dates of sale of this pump are from November 11, 2013 to April 11, 2014. If you are one of the NAPA distribution centers or NAPA retail locations listed on Attachment A, please follow one of the verification processes indicated for any implicated vehicle.

The affected replacement water pumps were only sold through NAPA stores. Since Gates does not have addresses for vehicle owners who may be affected by this recall, Gates is attaching to this letter, as Attachment B, an owner notification letter that we ask NAPA to send to technicians and/or owners to alert them to this recall. There is no cost to owners for obtaining inspection and repair in connection with this recall.

***What vehicles are affected:***

The replacement water pump would have been used in applications indicated with **1.8L** or **2.0L**, **4 cylinder gasoline** engines (diesels are not affected):

**Volkswagen**

Beetle 1998-2010  
Golf 1999-2006  
Jetta 1999-2010  
Passat 2000-2005

**Audi**

A4 1999-2004  
TT 2000-2006

**ALTERNATIVE ONE:**     **Verification Process By Service Facility Which Installed Implicated Water Pump**

If your distribution center or retail location is on the attached list, for any vehicle suspected of having an implicated water pump installed, please proceed through the following steps:

1. Verify that a vehicle in question had any repairs which involved replacement of the water pump after November 11, 2013.
  - a. If **yes**, go to step 2.
  - b. If **no**, your vehicle is excluded from this water pump recall and there is no further action required.
2. Vehicle owners should confer with the repair facility that serviced their vehicle and confirm who the part supplier of the replacement water pump came from. Did replacement water pump come from NAPA?
  - a. If **yes**, go to step 3.
  - b. If **no**, your vehicle is excluded from this part recall and there is no further action required.
3. Repair facility should confirm the water pump / invoice from NAPA. The parts invoice should only list, identify, and exactly match any of these part numbers: TFW 41127, WPK41127, WPK41127A, WPK41127B, and WPK41127C.
  - a. If **yes**, go to Inspection / Repair Process.
  - b. If **no**, your vehicle is excluded from this recall and there is no further action required.

**Inspection / Repair Process**

Once it is determined that a vehicle may be implicated by this recall, the technician should proceed through the following steps:

1. Repair facility should remove / disassemble the related engine components to provide sufficient access in order to facilitate water pump identification. Due to the multiple vehicle applications this water pump covers we are aware that some applications (Volkswagen) will require minimal removal of components where as some applications (Audi) will require more extensive disassembly to gain access to the water pump. Once you've gained access to visually see the water pump. Go to step 2.
2. Identifying the water pump concerning this recall.
  - a. If the pump matches the description in Fig 1 (last page of this recall bulletin) go to step 3.

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- b. If it does not match the description showing all three indicated items no further disassembly is required. Reassemble vehicle and return to owner.
  - c. Repair facility will submit a labor claim (see Submitting Labor Claim without water pump replacement).
3. You've verified and identified the vehicle has one of the recall pumps.
- a. Replace the water pump / related components, reassemble the vehicle and return to owner.
  - b. Repair facility will submit a labor claim. (See Submitting Labor Claim with water pump replacement).

***Submitting Labor Claim WITHOUT water pump replacement***

1. Inspections that did not require water pump replacement will submit a repair invoice and include the original proof of purchase receipt for the water pump and or water pump kit. Claim must be submitted to the corresponding NAPA store that the original water pump was purchased from.

***Submitting Labor Claim WITH water pump replacement***

1. Inspections that found one of the recall pumps and required replacement of the water pump will submit a repair invoice and include the original proof of purchase receipt for the water pump and or water pump kit as well as the recalled pump that was replaced. Claim must be submitted to the corresponding NAPA store that the original water pump was purchased from.

\*Labor times will be compared to actual repair times indicated by Mitchell Repair guidelines.

**ALTERNATIVE TWO: Verification Process By Service Facility Which Did Not Install Implicated Water Pump**

In the event that the vehicle / owner has moved, relocated, etc. and is no longer in the original repair facility area, the owner may follow these guidelines to obtain inspection and repair.

**Verification Process**

For any vehicle suspected of having an implicated water pump installed, please proceed through the following steps:

1. Verify that the vehicle in question had any repairs which involved replacement of the water pump after November 11, 2013.
  - a. If yes go to step 2.

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- b. If **no**, your vehicle is excluded from this water pump recall and there is no further action required.
2. Vehicle owners should contact the original repair facility that serviced their vehicle and confirm who the part supplier of the replacement water pump came from. Did replacement water pump come from NAPA?
  - a. If **yes**, go to step 3.
  - b. If **no**, your vehicle is excluded from this part recall and there is no further action required.
3. Vehicle owner should obtain from the original repair facility the original repair invoice and original proof of purchase receipts from the NAPA store which indicate and exactly match any of these part numbers: TFW 41127, WPK41127, WPK41127A, WPK41127B, and WPK41127C.
  - a. If **yes**, go to step 4.
  - b. If **no**, your vehicle is excluded from this part recall and there is no further action required.
4. Owner must locate the nearest accessible **NAPA Service Center** (see <http://www.napaautocare.com/store-finder.aspx> ) and supply them with the original repair invoices and receipts obtained in step 3. The repair facility will then follow the Inspection / Repair Process.

\*You must verify the dates and receipts as indicated in the Verification Process in order to be part of this recall. Any claims received that do not have this information will not be considered / honored.

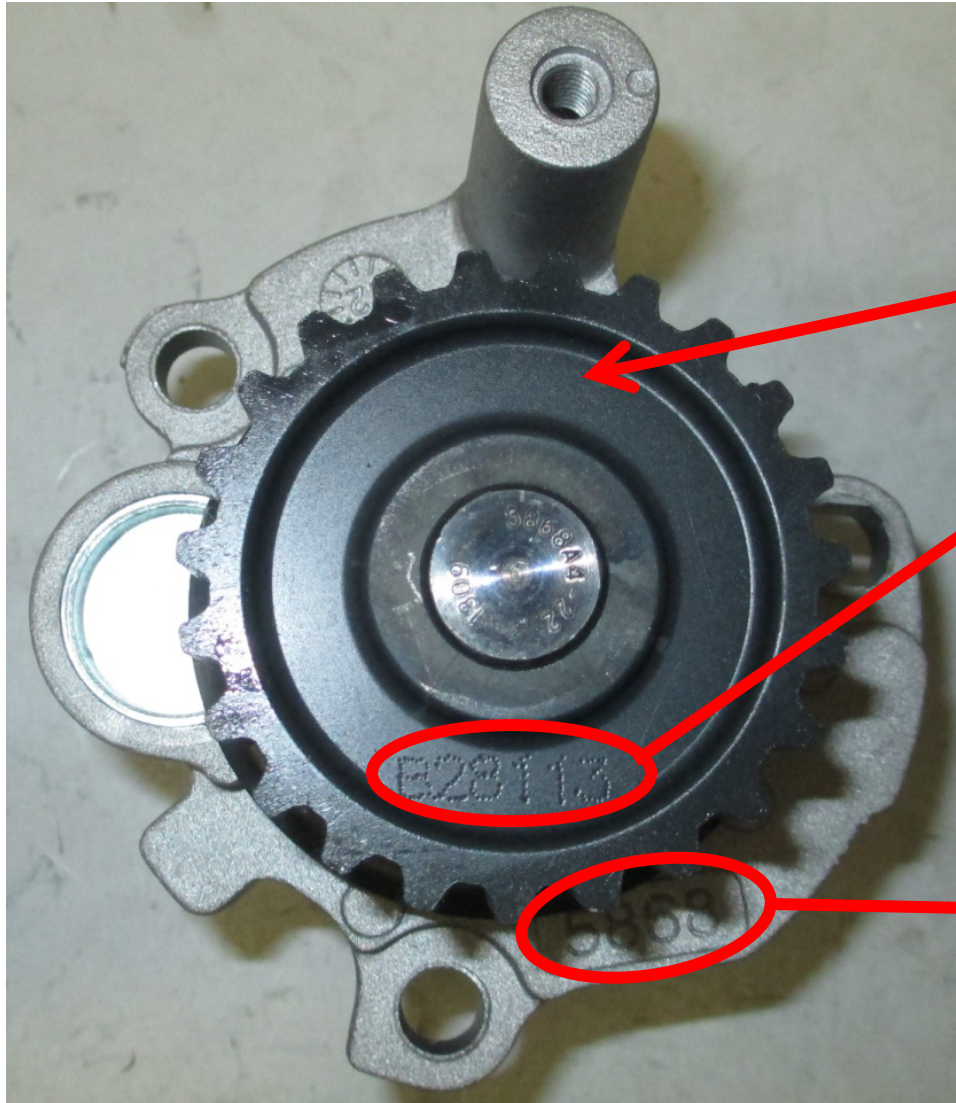
**Fig 1**

Pump must have all three items indicated:

- 1) **Black sprocket**
- 2) **Digits etched into the sprocket face\***
- 3) **5868 cast into the housing.**

\*Note the digits etched into the sprocket will vary and do not have to be exactly the same as what is shown.

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Sprocket will be black in

Sprocket will have a series of d  
etched into the face of the sproc  
The first digit will start with an  
C followed by five numbers.\*

The pump housing will have the  
numbers 5868 cast into the pump  
body.

Please be reminded that it is a violation of Federal law for you to continue to sell the Tru-Flow water pump implicated by this recall. Substantial civil penalties apply to violations of this law.

We apologize for any inconvenience this safety recall may cause, but our customers' safety is our first concern.

Your assistance with this recall is appreciated. Should you have any questions or concerns, please contact 303-744-1911 and reference the Tru-Flow water pump recall campaign.

Sincerely,

GATES CORPORATION

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## *ATTACHMENT A*

The below NAPA distribution centers and NAPA retail locations were shipped a maximum of 5 potentially affected water pumps each . This recall only affects 48 of the water pumps shipped to these select few NAPA distribution centers and NAPA retail stores directly. Please see listing below.

**Distribution Centers/Retail Location:**

SHIP TO-NAME	LOCATION	QTY	Suspect pumps sold between 11/11/2013 and below
NAPA - ALBANY	ALBANY	2	11/30/2013
CAMBRIDGE AUTO PARTS INC	ALBANY	1	11/30/2013
PITTSFIELD AUTO SUPPLY INC	ALBANY	1	11/30/2013
NORTHEAST AUTOMOTIVE PARTS	ALBANY	1	11/30/2013
MILLERTON AUTO & TRUCK	ALBANY	1	11/30/2013
GROUNDHOG AUTO PARTS (PUNXS)	ALTOONA	1	
NAPA - ATLANTA	ATLANTA	1	12/18/2013
COUNTY AUTO PARTS	ATLANTA	1	4/1/2014
NAPA AUTO PARTS BIR025	BIRMINGHAM	1	3/10/2014
APW WAREHOUSE READING	CARLISLE	1	3/20/2014
NAPA - CHARLESTON	CHARLESTON	1	11/21/2013
NAPA - CHARLOTTE	CHARLOTTE	1	4/4/2014
NAPA AUTO PARTS - ROCKFORD	CHICAGO	4	
NAPA AUTO	CHICAGO	1	
ALLENDALE AUTO SUPPLY	COLUMBIA	1	11/22/2013
NAPA AUTO PARTS EDGEFIELD	COLUMBIA	1	11/22/2013
AUTOMOTIVE SUPPLIES INC	COLUMBUS	1	11/20/2013
J&P LOSTOCCO AUTO PARTS, INC.	CONNECTICUT	1	
NAPA - DALLAS	DALLAS	1	
OXFORD NAPA AUTO PARTS	DELAWARE	1	3/20/2014
EILETAL CO	DELAWARE	1	3/20/2014
NAPA-DENVER	DENVER	1	1/24/2014
NAPA-DENVER	DENVER	1	1/24/2014
ADAMS COUNTY AUTO	DUNCANSVILLE	1	3/20/2014
PORTLAND MOTOR PARTS INC	FT WAYNE	1	
LAKE SHORE AUTO SUPPLY	GRAND RAPIDS	1	11/20/2013
PARTS CENTER HAWAII	HAWAII	1	
NAPA - KANSAS CITY	KANSAS CITY	1	3/25/2014
NAPA - KANSAS CITY	KANSAS CITY	1	3/25/2014
NAPA - KANSAS CITY	KANSAS CITY	1	3/25/2014
NAPA - LOS ANGELES	LOS ANGELES	2	12/10/2013
NAPA AUTO PARTS	MAINE	1	
NAPA - MIAMI	MIAMI	2	3/12/2014
QUALITY AUTOMOTVE DIST	MT VERNON	2	

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SHIP TO-NAME	LOCATION	QTY	Suspect pumps sold between 11/11/2013 and below
QUALITY AUTOMOTVE DIST	MT VERNON	2	
NAPA - NEW ENGLAND	NEW ENGLAND	1	11/22/2014
NAPA AUTO PARTS	NEW ENGLAND	1	
WHEELLOCKS AUTO GROUP	NEW ENGLAND	2	
NAPA OF GUYMON	OKLAHOMA	1	
NAPA OF GUYMON	OKLAHOMA	1	
LAWRENCE'S AUTO PARTS INC	PORTLAND	1	12/5/2013
NAPA AUTO PARTS	RICHMOND	1	11/20/2013
CULPEPER AUTO PARTS INC	RICHMOND	1	11/20/2013
ATKINS AUTOMOTIVE CORP	RICHMOND	1	11/20/2013
QUALITY AUTO PARTS	RICHMOND	1	11/20/2013
ENTERPRISE AUTO PARTS	SACRAMENTO	1	
AUTO AND TRUCK PARTS	SACRAMENTO	1	
SANTA ROSA AUTO PARTS	SACRAMENTO	1	
NAPA - SALT LAKE	SALT LAKE	5	3/13/2014
THE PARTS STORE	SEATTLE	1	4/1/2014
PARTS, INC	SPOKANE	1	11/21/2013
JEFFERSON NAPA	STEVENS POINT	1	11/14/2013
NAPA OF HARTFORD	STEVENS POINT	1	11/14/2013
BROOKS REDISTRIBUTION CENTER	SYLVESTER	2	
FARRELL AUTO SUPPLY	SYRACUSE	1	
LIGHTS AUTO PARTS	SYRACUSE	1	
NAPA- TAMPA	TAMPA	2	4/2/2014
GLENN JOINER & SON INC	TAMPA	1	4/2/2014
BEE S AUTO PRINCE FREDERICK	WASHINGTON	1	
Q C M P OF FOGELSVILLE	WINDGAP	1	3/20/2014