



August 24, 2018

TRW Automotive, U.S. LLC
24175 Research Drive
Farmington Hills, MI 48335

[Contact
Company
Address
City, State, Zip]

SAFETY RECALL NOTICE

Dear Valued Customer,

TRW Automotive, U.S. LLC ("TRW") is contacting you to provide information about a recall to address a potential safety issue in certain ball joints.

The recall covers lower ball joint **JBJ343** supplied for use on **2004-2008 Acura TL** vehicles. The action applies to parts sold under the TRW brand with the date code **50/17** (see below).



An incorrect size attachment nut was included with the part. If installed in a vehicle's steering knuckle, the ball joint may separate over time, leading to a loss of steering control in the vehicle.



Returning Recalled Parts

TRW is seeking to recover all affected ball joints and will reimburse [CUSTOMER] for returned parts covered by the recall.

Please contact CST.US@TRW.COM for additional instruction related to the return of recalled parts. TRW will cover shipping costs for all recalled parts identified in inventory and will credit [CUSTOMER] for recalled parts that are returned. A TRW representative is available to assist with inspecting inventory and managing returns if needed.

Customer Contact

TRW requests your assistance in communicating with your customers that purchased recall parts. Please contact all customers that purchased ball joints included in the recall to identify parts in inventory or installed in vehicles. TRW will compensate for the inspection and replacement of recalled components through its normal labor claim procedure.

Information about the recall is included in the attached service provider letter template, which you may use to contact your customers. Inquiries about this process should be directed to CST.US@TRW.COM.

Please be reminded that it is a violation of federal law to sell or lease the recalled parts covered by this notification until the recall remedy has been performed. Substantial civil penalties apply to violations of this law.

Please contact your local TRW sales representative or e-mail CST.US@TRW.COM with any questions about the recall.

TRW is committed to the quality of its products and appreciates your attention to this matter.

Sincerely,

[DATE]

[Customer Contact

Company

Address

City, State, Zip]

SAFETY RECALL NOTICE

Dear Customer,

We are contacting you to provide information from TRW about a recall to address a potential safety issue in certain ball joints. The recall covers lower ball joint **JBJ343** sold under the TRW brand and supplied for use on **2004-2008 Acura TL vehicles**. The action applies to parts with the date code **50/17** (see below).



An incorrect size attachment nut was included with the part. If installed in a vehicle's steering knuckle, the ball joint may separate over time, leading to a loss of steering control in the vehicle.

TRW is seeking to recover all affected ball joints and will reimburse for returned parts and compensate for the inspection and replacement of parts covered by the recall.

Please immediately quarantine and inspect inventory to identify any recalled parts. If recalled parts have been installed in vehicles, please promptly contact those customers or end users to arrange for replacement of those components. TRW will compensate up to

\$85 per vehicle for labor costs associated with inspection and replacement of recalled components.

Please contact CST.US@TRW.COM to receive a RMA number along with instructions about how to return recalled parts.

Please be reminded that it is a violation of federal law to sell or lease the recalled parts covered by this notification until the recall remedy has been performed. Substantial civil penalties apply to violations of this law.

Thank you for your attention to this matter.

Sincerely,