



**IMPORTANT SAFETY RECALL**  
**NHTSA Recall No. 18E-037**

Joe Smith  
123 Any Street  
Hometown, PA 12345  
Reimbursement code: CA0518XXX

Dear Customer:

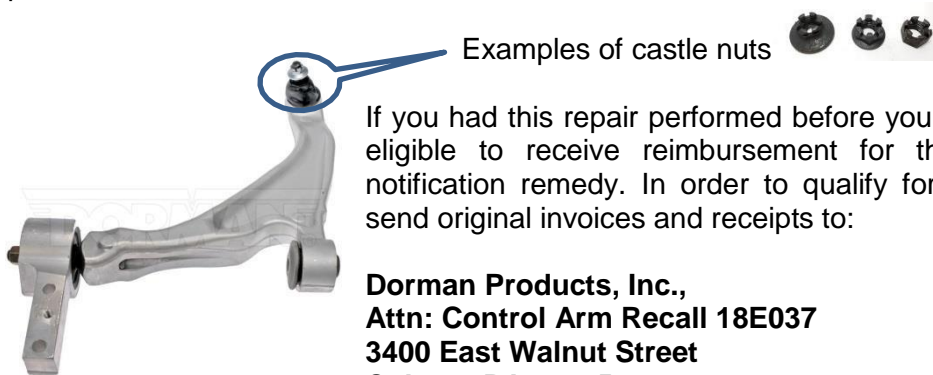
**This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.**

Dorman Products has decided that a defect which relates to motor vehicle safety exists in certain aftermarket replacement control arm assemblies. These control arms may have a ball stud that can pull through the steering knuckle causing a partial loss of steering. Loss of steering ability can increase the risk of a crash. As a result of this determination, Dorman Products is recalling part numbers 521-897, 521-898, CA14583, and CA14584, which **were sold for replacement use** on the following makes and models:

Make	Model	Year	
Honda	Pilot	2009-2014	Front Left Lower Control Arm
Honda	Pilot	2009-2014	Front Right Lower Control Arm

**Only Control Arm assemblies with the part numbers stated above are included in the recall.**

**Remedy:** Dorman Products wishes to correct the functionality of as many subject parts as possible. Dorman believes that you currently own or have previously owned a motor vehicle in which one of these parts was installed. Replacement of the entire control arm is not needed, as the castle nut is the only component that is affected. Dorman will provide a replacement castle nut. The replacement of the castle nut should take less than 15 minutes, by a skilled service technician. If necessary, Dorman will reimburse for the repair, at a repair facility, to correct the issue with the Dorman part. Please contact Dorman Products at 1-800-523-2492 and press 5, to help determine if the part you have is a Dorman part.



Examples of castle nuts

If you had this repair performed before you received this letter, you may be eligible to receive reimbursement for the cost of completing a re-notification remedy. In order to qualify for this reimbursement, you must send original invoices and receipts to:

**Dorman Products, Inc.,  
Attn: Control Arm Recall 18E037  
3400 East Walnut Street  
Colmar, PA 18915**

**For more information please call our toll free hotline at 1-800-523-2492 and press 5.**

**For those who previously owned vehicles with these parts:**

Please provide confirmation that the vehicle is no longer in your possession.

**Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.**

We regret any inconvenience that this action may cause you. However, Dorman considers your safety and the safety of others a top priority. If your dealer or independent automotive repair facility is unwilling or is unable to remedy this defect within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1-888-327-4236; (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

Thank you for your patience and support in helping us to keep you safe.

Sincerely,

Michael Campana  
Director of Corporate Quality