



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

September 21, 2021

David Haugen  
General Counsel  
Fox Factory, Inc.  
915 Disc Drive  
Scotts Valley, CA 95066

NEF-107DM  
21V-718

**Subject:** Ball Joint May Fail and Cause Wheel Separation

Dear David Haugen:

This letter serves to acknowledge Fox Factory, Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

TUSCANY MOTOR CO/CHEVROLET SILVERADO 1500/2019-2021  
TUSCANY MOTOR CO/GMC SIERRA 1500/2019-2021

**Mfr's Report Date:** September 10, 2021

**NHTSA Campaign Number:** 21V-718

**Components:**

SUSPENSION:FRONT:CONTROL ARM:UPPER BALL JOINT

**Potential Number of Units Affected:** 1,413

**Problem Description:**

Fox Factory, Inc. (Fox Factory) is recalling certain 2019-2021 GMC Sierra 1500 and Chevrolet Silverado 1500 vehicles that are equipped with Tuscany Kits, model number 501T-02-00064. Excessive wear to the front-upper control arm ball joints could result in ball joint failure and wheel separation.

**Consequence:**

Separation of a front wheel while the vehicle is in motion increases the risk of a crash.

**Remedy:**

Dealers will replace the original equipment front-upper control arms with new Tuscany front-upper control arms, free of charge. Owner notification letters are expected to be mailed October 1, 2021. Owners may contact Fox Factory at 1-831-274-6500.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.nhtsa.gov](http://www.nhtsa.gov).

**Please ensure the following requirements are met:**

As required in Part 573.6, please amend the chronology to provide a summary of all warranty claims, field or service reports, and other information (such as the numbers of deaths and/or injuries), with their dates of receipt. If claim count exceeds 10 claims, please provide the total number of claims, and a receipt date range for those claims.

**AMENDED 573 REQUIRED.**

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Fox Factory, Inc.'s contact for this recall will be DeMara Magruder who may be reached by email at [demara.magruder@dot.gov](mailto:demara.magruder@dot.gov). We look forward to working with you.

Sincerely,



Alex Ansley  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement