



IMPORTANT SAFETY RECALL

NHTSA RECALL NO. 21E097

December 2021

Dear Valued Customer:

We are writing to inform you that Federal Mogul Motorparts LLC (DRiV) is conducting a voluntary safety recall of certain NAPA-brand tie rods identified in the table below. Our records indicate that some of the recalled products were shipped to you.

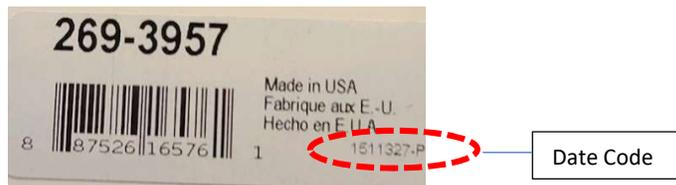
What Products are Involved?

This recall involves the following products manufactured during the stated production periods:

NAPA Part Number	Vehicle Application	Affected Production Range
NCP 2693957	MY 2013 - 2017 Honda Accord MY 2015 - 2019 Acura TLX	03/10/2021 through 10/01/2021

The recalled products are marked with the following packaging label date codes: 1511069 – 1511274. See below for assistance identifying the packaging date code:

Label Date Code Location Example



What is the Problem?

The stud portion of these tie rods may be susceptible to cracking, which could potentially lead to a failure. If a tie rod fails, front wheel control may be compromised, increasing the risk of a vehicle crash.

What should you do?

(a) **Product Remaining in Your Inventory:** If any of the subject products remain in your inventory, you should return them to DRiV for credit. You should first email warranty@driv.com with the number of units being returned, reference RGA27039 in the subject line. The warranty department will then issue call tags to return the product to DRiV Inc., Return Center, RGA 27039, 2250 Midway Ln, Smyrna, TN 37167. Replacements parts should be available for ordering by January 7, 2022. Replacement parts will have a new NAPA part number, 2694215. If you have any questions, please call 734-384-7898 and speak with a Warranty CSR. **Note: It is a violation of federal law to sell the recalled products.**



(b) Products You Sold to Other Resellers: If you sold the recalled products to reselling customers, you must forward a copy of this letter and enclosed NHTSA-approved “Owner Letter” to them within five (5) business days of receipt. Recalled products should be returned to you, as the original point of purchase, for a refund or to receive a replacement tie rod.

(c) Products You Installed or Sold to Consumers: You must immediately check your sale records to identify any consumers to whom you sold the recalled product and send them a copy of the enclosed NHTSA-approved Owner Letter. Alternatively, you can email your customers’ contact information to DRiV at RECALL.SUPPORT@DRIV.COM and we will contact them directly. When contacted by the consumer, please do the following: (1) Confirm that the tie rod is covered by this recall by reviewing invoices or receipts; (2) If covered by this recall, the tie rod should be replaced at no cost to the customer (parts and labor); and (3) Submit a claim under the NAPA warranty claim procedure set forth above.

If you have any questions, please contact DRiV Customer Service at 877-489-6659 or RECALL.SUPPORT@DRIV.COM. We apologize for any inconvenience this may cause, but we are taking this action in the interest of our customers’ personal safety and satisfaction with our products.

Sincerely,

Federal Mogul Motorparts LLC

Enclosure (Owner Letter)