



## IMPORTANT SAFETY RECALL

RECALL NO. 21E027

April 2021

Dear Valued MOOG Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. DRiV, Inc. has decided that a defect which relates to motor vehicle safety exists in certain MOOG brand upper ball joints, Part No. K500359, intended for aftermarket installation on MY2015 – 2018 Ford F-150 vehicles. We are conducting a voluntary safety recall to address the issue. You are receiving this letter because retailer records indicate that you may have purchased one of these parts.

### **What Products are Involved?**

This recall involves MOOG Part No. K500359 upper ball joints that were manufactured March 3, 2020 through January 12, 2021.

### **What is the Problem?**

Due to a lack of an alignment hole and installation warning tag, and a potentially misaligned dust boot, there is a risk that the upper ball joint may be installed incorrectly. If the ball joint is installed incorrectly, normal suspension movement may cause breakage of the ball joint stud, which may compromise front wheel control and increase the risk of a vehicle crash.

### **What should you do?**

If you purchased your MOOG brand upper ball joint, Part No. K500359, after March 15, 2020, please contact the place of purchase to have your ball joint inspected to determine whether it is covered by this recall. If covered, you will receive a replacement ball joint (K500422) free of charge, parts and labor. Remedy parts are currently available. Inspection of the ball joint should take approximately 1 hour. Replacement, if necessary, should take approximately 3 – 4 hours.

### **Questions or Concerns?**

For the most efficient service, your distributor has been instructed how to manage the return of these parts. As such, they should be your first point of contact related to this recall. If you do not obtain the service required, you may contact Customer Service of MOOG at 877-489-6659 or [RECALL.SUPPORT@DRIV.COM](mailto:RECALL.SUPPORT@DRIV.COM). If you are unable to obtain a remedy without charge within a reasonable time, you may submit a complaint to: 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>.

We apologize for any inconvenience this may cause, but we are taking this action in the interest of your personal safety and satisfaction with our products.

Sincerely,

DRiV, Inc.