



IMPORTANT SAFETY RECALL

RECALL NO. 21E097

December 2021

Dear Valued NAPA Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Our supplier, Federal Mogul Motorparts LLC (DRiV), has decided that a defect which relates to motor vehicle safety exists in certain NAPA-brand tie rods identified below that were sold as aftermarket/replacement parts through various NAPA retailers. DRiV is 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 the following products manufactured during the stated production period(s):

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

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?

If you purchased your NAPA-brand tie rod Part No. NCP 2693957 after March 10, 2021, please contact the place of purchase to have your tie rod inspected to determine whether it is covered by this recall. To confirm that your tie rod is covered by this recall, you will be asked to provide a copy of the receipt or invoice that includes the dealer/installer name, location, and date of purchase. If covered, you will receive a replacement tie rod free of charge, parts and labor. Remedy parts are currently available. The repair should take approximately 3 hours per tie rod to perform, but due to scheduling, the dealer/installer may require your vehicle for a longer period of time.

If your part has not yet been installed, please return it to your NAPA dealer for a refund.

If you no longer own the vehicle on which this product has been installed, please forward this notice to the new owner and provide the new owner's address to DRiV at 877-489-6659 or RECALL.SUPPORT@DRIV.COM.



In accordance with Federal law, any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Questions or Concerns?

If you have questions or concerns about this recall, you may contact DRiV Customer Service at 877-489-6659 or 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,

NAPA