



## IMPORTANT SAFETY RECALL

RECALL NO. 21E097

December 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. Federal-Mogul Motorparts LLC (DRiV) has decided that a defect which relates to motor vehicle safety exists in certain of its MOOG-brand tie rods identified below that were sold as aftermarket/replacement parts through various retailers. 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 the following products manufactured during the stated production period(s):

Moog Part Number	Vehicle Application	Affected Production Range
EV801120	MY 2013 - 2017 Honda Accord MY2015 - 2019 Acura TLX	06/15/2020 through 10/01/2021
EV800964	MY 2010 - 2017 Hyundai Tucson MY2011 - 2013 Kia Sportage	07/01/2020 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 MOOG-brand tie rod Part No. EV801120 or EV800964 after June 1, 2020, 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 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](mailto: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?**

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 DRiV Customer Service 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,

Federal-Mogul Motorparts LLC