



# IMPORTANT SAFETY RECALL

NHTSA Recall 21V718

This notice applies to your General Motors vehicle, VIN: [REDACTED]

November 8, 2021

REMEDY AVAILABLE

Dear [REDACTED]:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Tuscany has decided that a defect which relates to motor vehicle safety exists in certain MY 2019 – 2021 General Motors Sierra 1500 and Chevrolet Silverado 1500 vehicles upfitted with Tuscany Kit Model No. 501T-02-00064. As a result, Tuscany is conducting this safety recall.

We apologize for this inconvenience. We are committed to the safety of our customers and your continued satisfaction with our products, and we request that you remedy these vehicles promptly.

## **Why this vehicle is being recalled:**

Accelerated corrosion and wear on the General Motors ball joint in the front upper control arm can result in premature ball joint failure and the affected front wheel separating while the vehicle is in motion.

The following warnings may precede the failure of a ball joint in an upper control arm: noise and/or a feeling of clicking in the steering; abnormal front tire wear; and abnormal steering. If these warnings are not heeded, partial or total separation of a front wheel could result. Wheel separation while the vehicle is in motion can increase the risk of a crash.

## **Tuscany's free remedy to resolve this issue:**

A Tuscany-affiliated General Motors dealer will install upgraded front upper control arms manufactured by Fox Factory, which include stronger and less corrosion-susceptible ball joints than originally installed by GM, free of charge. This remedy is available now.



Please contact Kate Wagner, Tuscany Customer Service Representative at (574) 970-0686 or [kwagner@drivetuscany.com](mailto:kwagner@drivetuscany.com) to schedule your repair at the Tuscany-affiliated dealer nearest you. You may also log on to [Tuscany.supportsync.com](http://Tuscany.supportsync.com) to register your vehicle and a Tuscany customer service rep will contact you to schedule your repair. We estimate the time necessary to perform the repair will be approximately 5 hours. Because of service scheduling requirements, it is likely that the dealer will need your vehicle for a time period longer than this actual repair performance time.

**If you have already repaired this noncompliance:**

If you have previously paid for a repair that addresses the safety defect described in this letter you may be eligible for a reimbursement of your costs for the previous repair. Please contact Kate Wagner, Tuscany Customer Service Representative at (574) 970-0686 or [kwagner@drivetuscany.com](mailto:kwagner@drivetuscany.com) to pursue your reimbursement.

**For questions, please contact:**

Please contact Kate Wagner, Tuscany Customer Service Representative at (574) 970-0686 or [kwagner@drivetuscany.com](mailto:kwagner@drivetuscany.com) with any questions or concerns about this recall campaign.

If, after contacting Tuscany, you are still not satisfied we have done our best to remedy this noncompliance without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration (NHTSA), 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>. The NHTSA Campaign Number for this recall is 21V718 .

NHTSA regulations require that any vehicle lessor receiving a notice of a noncompliance pertaining to any leased motor vehicle must forward the notice to the lessee within 10 days.

Thank you for your attention to this important matter.

**Jenee Pritt, Warranty Manager**  
Tuscany Motor Co.