

Part 573 Safety Recall Report

23E-038

Manufacturer Name : Advance Stores Company, Incorporated

Submission Date : JUL 14, 2023

NHTSA Recall No. : 23E-038

Manufacturer Recall No. : NR



Manufacturer Information :

Manufacturer Name : Advance Stores Company, Incorporated
Address : 5008 Airport Rd
 Roanoke VA 24012
Company phone : 540-561-3509

Population :

Number of potentially involved : 1,546
Estimated percentage with defect : 100 %

Equipment Information :

Brand / Trade 1 : CARQUEST

Model : Right Ball Joint

Part No. : 410-234674

Size : NR

Function : Rt. Ball Joint

Descriptive Information : CARQUEST ball joint imported by Advance Stores Company, Incorporated ("Advance") and sold through Advance's Advance Auto Parts and Carquest-branded stores, as well as independent resellers for aftermarket installation on select MY 2006-2020 Volkswagen/Audi vehicles (see attachment for application details) with aluminum steering knuckles only. This recall covers all parts from start of production (811 parts for P/N 410-234674).

Production Dates : NOV 01, 2018 - APR 10, 2023

Brand / Trade 2 : CARQUEST

Model : Left Ball Joint

Part No. : 410-234673

Size : NR

Function : Left Ball Joint

Descriptive Information : CARQUEST ball joint imported by Advance Stores Company, Incorporated ("Advance") and sold through Advance's Advance Auto Parts and Carquest-branded stores, as well as independent resellers for aftermarket installation on select MY 2006-2020 Volkswagen/Audi vehicles (see attachment for application details) with aluminum steering knuckles only. This recall covers all parts from start of production (735 parts for P/N 410-234673).

Production Dates : NOV 01, 2018 - APR 10, 2023

Description of Defect :

Description of the Defect : Under certain high-load conditions, there is a potential that the ball joint stud may pull out of the aluminum steering knuckle.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the ball joint separates from the knuckle, then the front wheel control may be compromised, increasing the risk of a vehicle crash.

Description of the Cause : The ball joint was designed with an incorrectly sized flange of the ball stud nut.

Identification of Any Warning that can Occur : Loose "play" may be detected in the steering as this condition progresses.

Involved Components :

Component Name : Right Ball Joint

Component Description : Right Ball Joint

Component Part Number : 410-234674

Component Name : Left Ball Joint

Component Description : Left Ball Joint

Component Part Number : 410-234673

Supplier Identification :**Component Manufacturer**

Name : Zhejiang Lizhong Chassis Parts Co., LTD

Address : No. 1 Shanhe Road

Yuhuan Economic Development Zone Yuhuan, Zhejiang Foreign States 317602

Country : China

Chronology :

March 22, 2023: A repair claim was received involving separation of a CARQUEST front passenger side ball joint (Part No. 410-234674) on a Volkswagen Jetta. There were no accidents or injuries; the failure caused damage to the vehicle.

March 22 – April 25, 2023: Investigation revealed that the ball joint stem had pulled out of the aluminum knuckle, likely when the weight of the vehicle unloaded from the right side during a right-hand turn. Photos of the subject part were received and examined, and the vehicle history was reviewed. A design review revealed that the diameter of the ball stud nut flange was smaller than the diameter of the ball stud nut flange for the corresponding OE part. Advance contacted the repair shop to obtain additional information on the vehicle and the circumstances surrounding the failure, as well to retrieve the parts for inspection. Parts were inspected and Advance confirmed incorrectly sized ball joint stud nut.

April 10, 2023: Advance initiated a “Stop Sale” at store level and quarantined parts at distribution centers pending product quality review. Advance also removed parts from catalog on this date.

May 2, 2023: Advance received a second repair claim for a ball joint separation. There were no accidents or injuries, only damage to the vehicle. Parts have not yet been received, but the failure appears to be consistent with March 22 claim.

May 2, 2023: Based upon the foregoing investigation, Advance decided to conduct a safety recall of the subject ball joints.

To date, Advance is aware of two damage claims (referenced above) and no accidents or injuries related to this issue.

Description of Remedy :

Description of Remedy Program : Advance will request the return of any remaining inventory of these parts from independent dealers and resellers for credit.

Advance will review company records to identify individual and professional purchasers from company-owned stores, and will work with its reseller customers and independent dealers in an effort to identify and notify owners who purchased the recalled parts. Point-of-sale bulletins will be placed in a conspicuous location in Advance Auto Parts and Carquest stores.

Affected owners will be advised to return their vehicle to their service location to have the part replaced with a remedy part free of charge for parts and labor.

Pursuant to 49 CFR 577.11 (e), Advance requests that it be exempt from providing notification of a reimbursement plan. Any pre-notification product failure would have been replaced under the manufacturer’s limited lifetime warranty. Accordingly, no person would be eligible for reimbursement pursuant to 573.13.

How Remedy Component Differs : Recalled ball joints will be replaced with a redesigned CARQUEST ball

from Recalled Component : joint, which will have a new part number (to be determined). Until the redesigned part is available, Advance will offer to have the ball joint replaced with parts from an alternative vendor.

Identify How/When Recall Condition was Corrected in Production : The company has discontinued sale of the subject parts as they undergo a redesign.

Recall Schedule :

Description of Recall Schedule : Notifications to dealers, resellers, and owners as described above will be conducted in accordance with the stated schedule.

Planned Dealer Notification Date : JUN 30, 2023 - JUN 30, 2023

Planned Owner Notification Date : JUN 30, 2023 - JUN 30, 2023

Purchaser Information :

The following manufacturers purchased this defective/noncompliant equipment for possible use or installation in new motor vehicles or new items of motor vehicle equipment:

Name : NR

Address : NR

NR

Country : NR

Company Phone : NR

* NR - Not Reported