

Advance Stores Company, Inc.

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IMPORTANT SAFETY RECALL RECALL NO. 23E038

June 2023

Dear Professional Customer:

We are writing to inform you that Advance Store Company, Incorporated (Advance) is conducting a voluntarily safety recall of Carquest lower ball joints, part numbers 410-234673 and 410-234674. Our records indicate that products covered by this recall may have been shipped to you. Review this notice carefully.

What Products Are Involved?

Carquest-branded lower ball joints (pictured below), part numbers 410-234673 and 410-234674, for installation in certain Volkswagen and Audi vehicles.



What is the Problem?

Under certain high-load conditions, there is a potential that the ball joint stud may pull out of the aluminum steering knuckle. If the ball joint separates from the knuckle, front wheel control may be compromised, increasing the risk of a vehicle crash.

What Should You Do?

(a) Product Remaining in Your Inventory: If any of the above-identified ball joints remain in your inventory, you must immediately return them to your servicing store as “defective.” We do not have any Carquest- brand replacement parts for these applications at this time.

IMPORTANT NOTE: Federal law prohibits the sale of the recalled products.



(b) Products You Installed or Sold to Customers: You must **immediately** identify and contact any affected customers using the enclosed NHTSA-approved consumer letter. If a customer presents his/her vehicle for service under this recall, please perform the recall service per the steps below. Inspect the knuckle where the ball joint was installed to determine if the steel insert that is pressed into the aluminum knuckle where the ball joint stud mounts is still fully seated into the knuckle. The bottom of the steel insert should be flush with the bottom of the aluminum knuckle. See images below:

Steel insert seated flush



Steel insert has moved



- If the steel insert has moved such that it is no longer fully seated inside the knuckle (right photo above), replace the complete knuckle assembly, lower ball joint and lower ball joint stud nut with the following OE parts:
 - OE aluminum steering knuckle
 - OE lower ball joint
 - OE lower ball joint stud nut
- If the steel insert is still fully seated inside the knuckle (left photo above), replace only the lower ball joint stud nut with the following OE part:
 - OE lower ball joint stud nut
- Please contact Advance Customer First Service Center at (888) 286-6772 option 2 to submit a claim to be reimbursed for this repair.

We also request that you post the enclosed recall notice near your register (or other high-traffic area) at each of your retail locations for a minimum of 180 days.

Please contact Advance Customer First Service Center at (888) 286-6772, select option 2 or email wclaims@advance-auto.com if you have any questions or to obtain information on replacement units.

Thank you for your prompt attention to this important matter. We apologize for any inconvenience.

Sincerely,

Advance Stores Company, Incorporated

Enclosures (Point-of-Sale Recall Notice; NHTSA-Approved Consumer Letter)

