

Advance Stores Company, Inc.

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IMPORTANT SAFETY RECALL RECALL NO. 23E038

June 2023

Dear Advance/Carquest DIY Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Advance Stores Company, Incorporated (Advance) has decided that a defect which relates to motor vehicle safety exists in Carquest ball joint, part numbers 410-234673 and 410-234674. Accordingly, we are initiating this safety recall. Our records indicate that you may have purchased one of these products.

What Products Are Involved?

This recall involves 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?

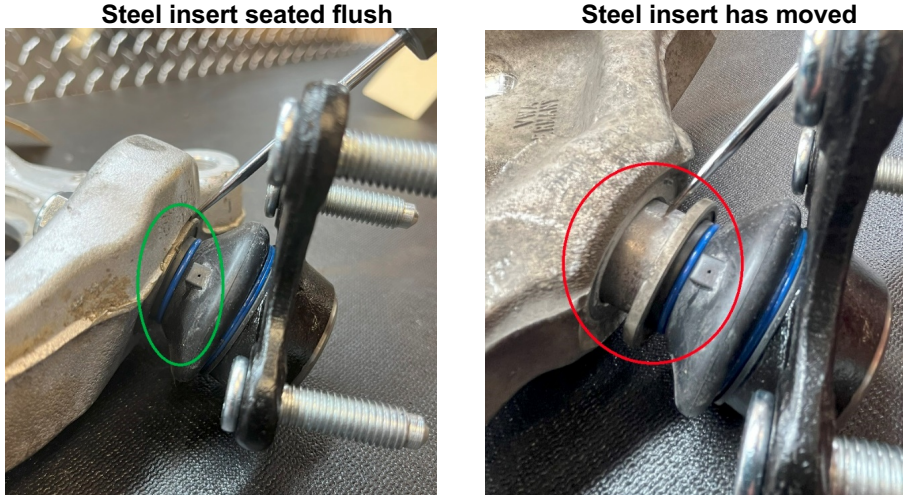
The ball joint stud may pull out of the aluminum steering knuckle. If the ball joint separates from the knuckle, then front wheel control may be compromised, increasing the risk of a vehicle crash.

What Should You Do?

- Take your vehicle to your preferred repair shop and present this letter to the service advisor so they are aware of the issue and repairs to be performed.
- Have the repair shop inspect the knuckle 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:



- If the steel insert has moved such that it is no longer fully seated inside the knuckle (right photo above), the repair shop should 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), the repair shop should *replace only the lower ball joint stud nut* with the following OE part:
 - OE lower nut
- Because Carquest-branded replacement parts are not currently available, the repair shop will need to source the OE parts for the repair from its local Volkswagen/Audi dealership.
- Advance will reimburse the repair shop for the cost of the repair (OE parts and labor), which will take approximately 3 hours for knuckle/ball joint and 1 hour for ball joint nut only. The repair shop should contact Advance Customer First Service Center at (888) 286-6772 option 2 if they have questions regarding this repair or to submit a reimbursement claim for parts and labor.
- If the repair shop is unable or unwilling to submit the reimbursement claim on your behalf, or if you prefer to perform the repair yourself, please contact Advance Customer First Service Center at (888) 286-6772, select option 2 for instructions on submitting a reimbursement claim.

If you have any questions, please contact Advance Customer First Service Center at (888) 286-6772, select option 2 or email wclaims@advance-auto.com. If you are unable to obtain a remedy without charge for parts and labor within a reasonable time, you may submit a complaint to: Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, D.C. 20590; or call the toll-free Auto Safety Hotline at 1-888-327-4326 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

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

Sincerely,

Advance Stores Company, Incorporated

