



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

October 4, 2024

Mr. Chris Grigorian
Outside Counsel For
Tenneco Automotive
500 North Field Drive
Lake Forest, IL 60045

NEF-107HG
24E-079

Subject: Ball Joint Separation May Cause Crash

Dear Mr. Grigorian:

This letter serves to acknowledge Tenneco Automotive's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

MOOG/BALL JOINT/9999

NAPA/BALL JOINT/9999

Mfr's Report Date: September 25, 2024

NHTSA Campaign Number: 24E-079

Components:

SUSPENSION:FRONT:CONTROL ARM:LOWER BALL JOINT

Potential Number of Units Affected: 21,664

Problem Description:

Tenneco Automotive (DRiV) is recalling certain aftermarket ball joints for 2013-2019 Ford Escape vehicles, MOOG part numbers K500346, K500347, NAPA part numbers 2601878 and 2601879. The ball joint may separate between the mounting flange and socket.

Consequence:

Ball joint separation may cause a loss of steering control, increasing the risk of a crash.

Remedy:

Dealers will replace the ball joints, free of charge. Owner notification letters are expected to be mailed on October 21, 2024. Owners may contact DRiV customer service at 1-877-489-6659 or at Recall.Support@driv.com.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.nhtsa.gov.

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of eight consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Tenneco Automotive's contact for this recall will be Hensly Guerra who may be reached by email at hensly.guerra1@dot.gov. We look forward to working with you.

Sincerely,



Alex Ansley
Chief, Recall Management Division
Office of Defects Investigation
Enforcement