



IMPORTANT SAFETY RECALL

NHTSA RECALL NO. 24E-079

October 2024

Dear Valued MOOG Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Federal-Mogul Motorparts LLC (DRiV) has decided that a defect which relates to motor vehicle safety exists in certain MOOG-brand ball joints identified below that were sold as aftermarket/replacement parts through various retailers. These ball joints were also included with certain MOOG control arm assemblies. DRiV is conducting a voluntary safety recall to address the issue. You are receiving this letter because retailer records indicate that you may have purchased one or more of these parts.

What Products are Involved?

This recall involves MOOG Ball Joint Part No. K500346 (Right) and K500347 (Left) (all manufacturing dates), and MOOG Control Arm Assembly Part No. CK623245 (Right) and CK623246 (Left) (only control arm assemblies manufactured before Oct 12, 2024 as indicated by date codes prior to "301 24 286"*) These parts were intended for aftermarket installation on MY2013 – 2019 Ford Escape vehicles.



*Location of date code on control arm assembly p/n CK623245 and CK623246

Date code must be prior to "301 24 286", where 24 = year, 286 = calendar day of the year

What is the Problem?

The mounting flange on some of the subject ball joints may have developed a crack during the heat treat process at a sub-supplier. Under certain load conditions, the affected ball joints may have a separation between the mounting flange and socket. A ball joint separation that occurs while the vehicle is in motion may affect vehicle control, increasing the risk of a vehicle crash.

What should you do?

If you purchased a MOOG-brand ball joint, Part No. K500346 and K500347, or a MOOG-brand control arm assembly, Part No. CK623245 and CK623246 with a control arm assembly date code prior to "301 24 286," please contact the place of purchase to have your ball joint or control arm assembly inspected to determine whether it is covered by this recall. To confirm that your product is covered, you will be asked to provide a copy of the receipt or invoice that includes the dealer/installer name, location, and date of purchase. If covered, you will receive a replacement ball joint or control arm assembly free of charge (parts and labor). Replacement parts are currently available. The repair should take approximately 3.5 hours for a single ball joint replacement or 4.8 hours for replacement of both ball joints. Due to scheduling, however, the dealer/installer may require your vehicle for a longer period of time.

If your part has not yet been installed, please return it to the place of purchase for a refund.



If you no longer own the vehicle on which this product has been installed, please forward this notice to the new owner and provide the new owner's address to DRiV at 877-489-6659 or RECALL.SUPPORT@DRIV.COM.

In accordance with Federal law, any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten (10) days.

What If You Already Paid for This Repair?

If you previously paid to have this recall condition repaired on your vehicle, you may be eligible to receive a reimbursement. Please contact DRiV at 877-489-6659 or RECALL.SUPPORT@DRIV.COM for more information.

Questions or Concerns?

If you have questions or concerns about this recall, you may contact DRiV Customer Service at 877-489-6659 or RECALL.SUPPORT@DRIV.COM. If you are unable to obtain a remedy without charge within a reasonable time, you may submit a complaint to: Administrator, National Highway Traffic Safety Administration, 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>.

We apologize for any inconvenience this may cause, but we are taking this action in the interest of your personal safety and satisfaction with our products.

Sincerely,

Federal-Mogul Motorparts LLC