



GEM Waev, LLC
2114 W. Ball Rd
Anaheim, CA 92804

IMPORTANT SAFETY RECALL
This notice applies to your vehicle
Recall Campaign: 24V-971
Subject: 2024-2025 GEM
Ball Joint Mount Fastener Torque
PLEASE READ IMMEDIATELY

VIN R25-3-01

FIRST NAME LAST NAME

ADDRESS

CITY, ST ZIP

Dear GEM Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. GEM Waev, LLC has decided that a defect which relates to motor vehicle safety exists in certain model year 2024-2025 GEM vehicles. Our records indicate that you have purchased a potentially affected vehicle.

The reason for this recall:

GEM Waev, LLC has determined that on some vehicles the ball joint retainer fasteners may not have been torqued to the correct specification. Incorrectly torqued fasteners could lead to ball joint separation from the wheel. Ball joint separation can cause a loss of steering control, increasing the risk of crash.

What GEM and your dealer will do:

GEM Waev, LLC has issued a Safety Recall Bulletin to all GEM dealers, with the appropriate instructions to inspect and tighten the ball joint retainer fasteners. Repairs will be made at an authorized GEM dealer at no cost to you. The actual repair should take under 30 minutes to perform; however, it may take longer due to service scheduling requirements.

What you should do:

Contact your authorized GEM dealer to schedule an appointment to have the bulletin repairs performed. Do not attempt repairs yourself. Repairs must be completed only by an authorized GEM dealer.

If you have questions or need more information:

Your GEM dealer is in the best position to answer your questions. If you have any questions that your dealer cannot address, if you are having difficulty obtaining the recall repair outlined in this letter, or if you need assistance finding a GEM dealer, please visit the website at <https://www.waevinc.com> or contact our Customer Service Department by calling 1-800-688-8680.

This notice was mailed to you according to our most current registration information. If you no longer own your GEM vehicle, please contact your local GEM dealer to have the ownership information changed. GEM Waev, LLC cannot change ownership information without identification. Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within 10 days.

If you have had this repair performed before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall. For more information regarding obtaining reimbursement please contact the GEM Waev, LLC using the contact information above.

If you believe that the GEM Waev, LLC has failed to remedy this defect without charge or is unable to do so within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue SE., Washington, D.C. 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or on the web go to <http://www.safercar.gov>.

Please accept our apologies for any inconvenience this may cause you. Your safety and continued satisfaction with your GEM vehicle is our primary concern. Thank you for your prompt attention to this matter.

Sincerely,

The GEM Team