

SUBJECT: <h2 style="margin: 0;">SAFETY BULLETIN</h2> <h1 style="margin: 0;">Ball Joint Mount Fastener Torque</h1> <p style="margin: 0;">NHTSA Campaign Number: 24V-971</p>	R25-3-01R4
	Date: 1/16/2025
	Model: All (see VIN list)

CIRCULATE TO:	<input checked="" type="checkbox"/> GENERAL MANAGER	<input type="checkbox"/> PARTS MANAGER	<input checked="" type="checkbox"/> TECHNICIAN
<input checked="" type="checkbox"/> SERVICE ADVISOR	<input checked="" type="checkbox"/> SERVICE MANAGER	<input checked="" type="checkbox"/> WARRANTY ADMIN	<input checked="" type="checkbox"/> SALES MANAGER

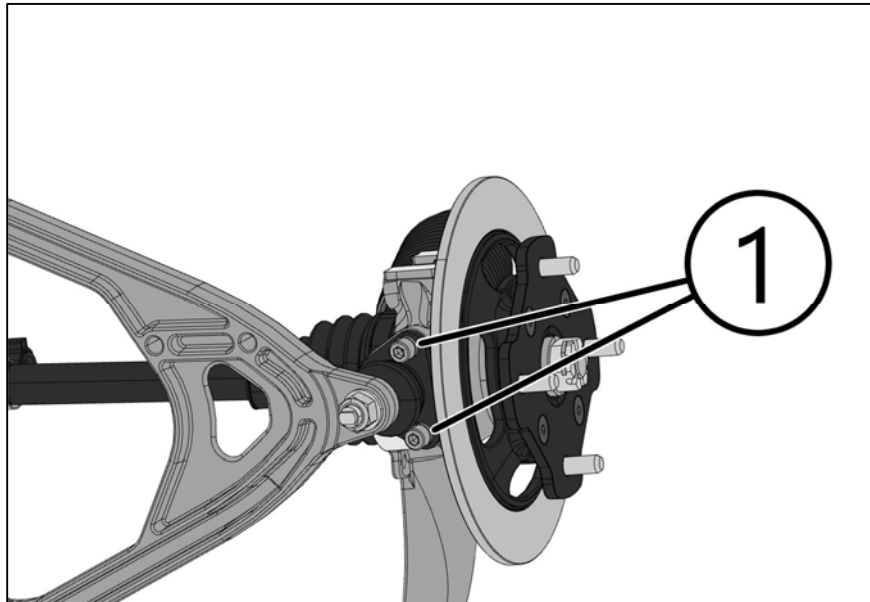
Product Line: Taylor-Dunn GEM Tiger

IMPORTANT STOP SALE SAFETY NOTICE

DO NOT SELL AFFECTED GEM VEHICLES IN YOUR DEALERSHIP UNTIL THE REPAIR IN THIS BULLETIN HAS BEEN COMPLETED

Purpose

On some vehicles the ball joint retainer fasteners ① 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. The fasteners must be torqued to the correct specification.



Affected Units

Affected vehicles were manufactured between 10/1/2024 and 12/2/2024. Use the VIN lookup, found at: <http://portals.waevinc.com/VinInquiry>, to check the vehicle production date. Review the list of VINs on the final page of this bulletin to confirm potentially affected vehicles. If the machine falls within the manufacture date range but is not on the list of affected vehicles, please contact Waev Technical Support at Techservice@Waevinc.com.

A customer notification letter has been sent to all registered owners of affected vehicles. In addition to the notification letter sent by Waev, dealers are required to review their sales records and contact customers who have purchased a potentially affected vehicle. Make arrangements to perform the steps outlined in this bulletin immediately.

Description

Tools and Materials Required

- 6mm Allen Socket
- Torque Wrench capable of measuring 18 ft-lbs (24 Nm)
- Red Paint Pen

- 1) Set parking brake and ensure vehicle cannot move.
- 2) Turn steering as needed to gain access to fasteners.
- 3) Set the torque wrench to 18-ft-lbs (24 Nm) and torque the two (2) fasteners that retain each ball joint..
- 4) Apply a red paint mark to each ball joint fastener after torquing to the correct specification

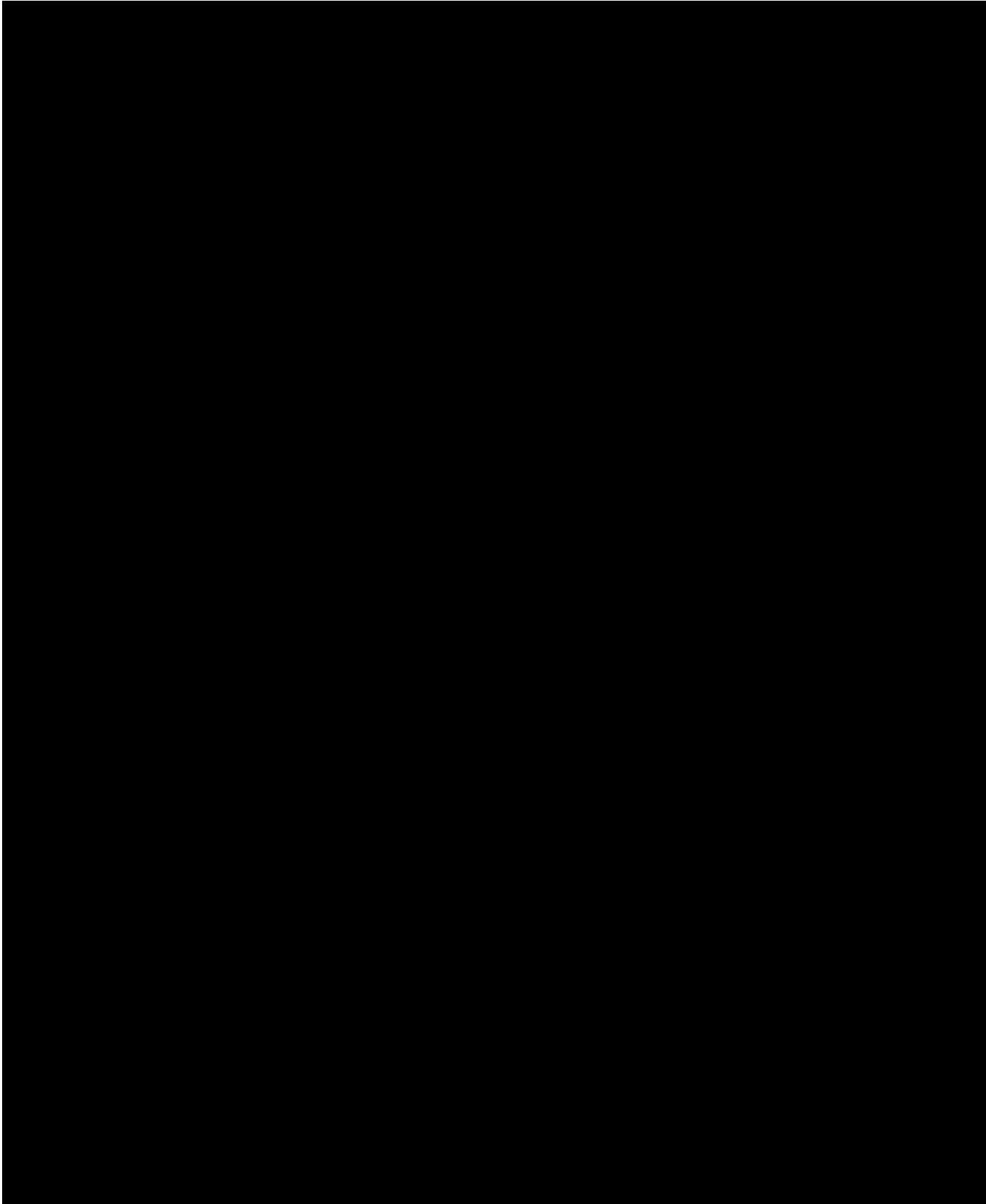
Claim Details

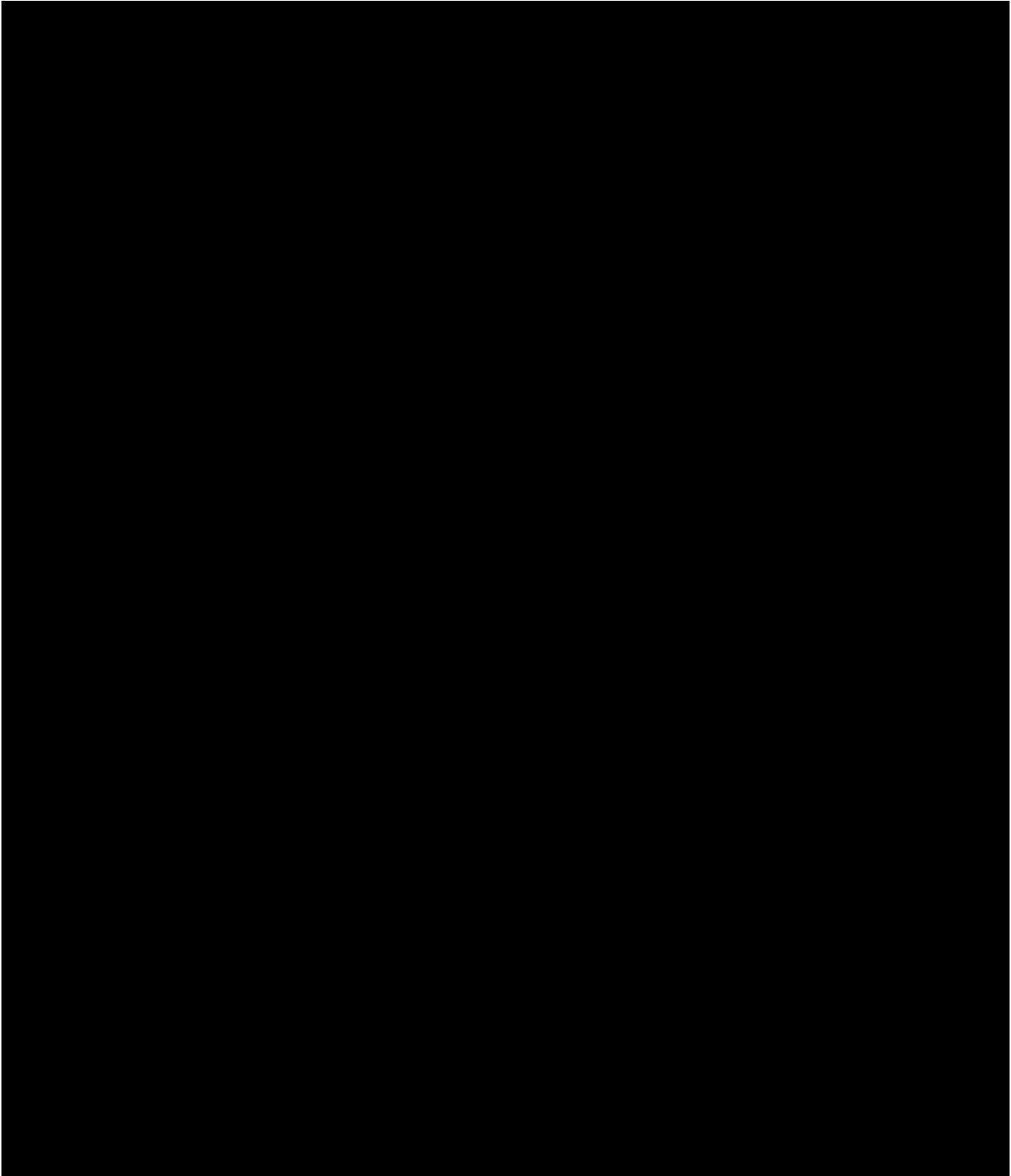
Subject: R25-3-01 Ball Joint Mount Fastener Torque

Parts: None

Labor: 0.5 (30 minutes)

Affected VINs







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