



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

1200 New Jersey Avenue SE
Washington, DC 20590

June 16, 2025

25V380

Paul Vitrano
GEM WAEV LLC
2114 W. Ball Road
ANAHEIM, CA 92804

Subject: The Wheel May Separate From The Ball Joint

Dear Paul Vitrano:

This letter serves to acknowledge GEM WAEV LLC'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:

GEM/E2/2022-2025
GEM/E4/2022-2025
GEM/E6/2022-2025
GEM/ELXD/2022-2025

Mfr's Report Date: June 09, 2025

NHTSA Campaign Number: 25V380

Components:

SUSPENSION:FRONT:CONTROL ARM:UPPER BALL JOINT
SUSPENSION:FRONT:CONTROL ARM:LOWER BALL JOINT
WHEELS:LUGS/NUTS/BOLTS/STUDS

Potential Number of Units Affected: 5,353

Problem Description:

GEM WAEV LLC (GEM) is recalling certain 2022-2025 e2, e4, e6, and eLXD vehicles. The retaining fasteners between the ball joint and the hub strut may have been improperly tightened, which can result in ball joint separation from the wheel.

Consequence:

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



Remedy:

Dealers will inspect and tighten the retaining fasteners or replace the ball joints as necessary, free of charge. Owner notification letters are expected to be mailed June 24, 2025. Owners may contact GEM customer service at 1-800-688-8680. This recall replaces NHTSA recall 24V971.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-888-275-9171), or go to www.nhtsa.gov.

Please ensure the following requirements are met:**Involved Component Not Supplied**

Provide the part number, name and description of the component(s) involved in this recall as required by 49 USC § 30119 in an amended 573 in the "Involved Components" section through the NHTSA Recalls Portal.

AMENDED 573 REQUIRED.

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 49 U.S.C. § 30118(f), submission of eight consecutive quarterly reports followed by three annual reports is required. As described in 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. The first of three consecutive annual status reports will be due on, or before, 1 year after the eighth quarterly report was submitted.

GEM WAEV LLC'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

Alex Ansley
Chief, Recall Management Division

