

SUBJECT:			R25-3-02RB
<p style="text-align: center;"><b>SAFETY BULLETIN</b></p> <p style="text-align: center;"><b>Ball Joint Inspection / Replacement</b></p> <p style="text-align: center;">NHTSA Campaign Number: 25V-380</p>			Date: 6/23/2025
			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

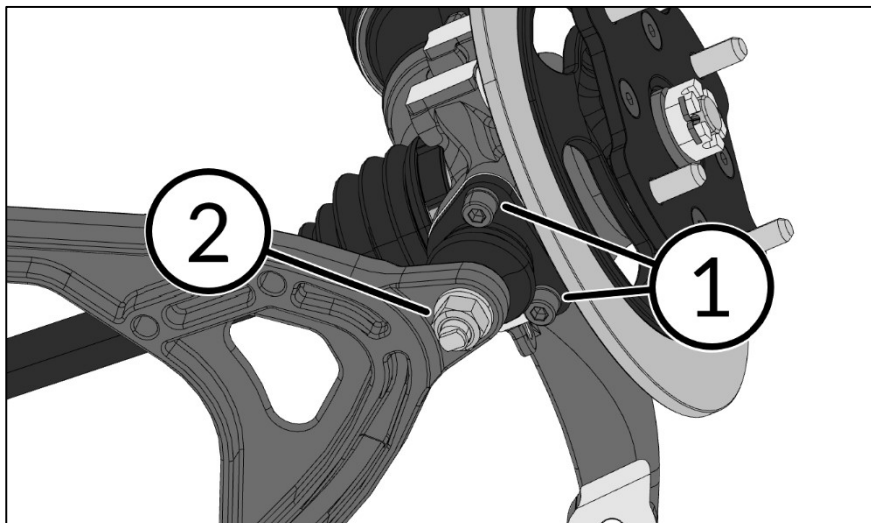
DO NOT SELL AFFECTED GEM VEHICLES IN YOUR DEALERSHIP UNTIL THE INSPECTION / REPAIR  
IN THIS BULLETIN HAS BEEN COMPLETED

**⚠ WARNING**

Park the vehicle in an area designated and safe for repair. Ensure that the key switch is in the 'OFF' position with the key removed. Set the direction control to neutral. Set the parking brake. Place blocks under the rear wheels to ensure the vehicle remains stationary.

### Purpose

On some vehicles the ball joint retainer fasteners ① or the ball joint nut ② may not have been torqued to the correct specification. Also, the ball joint washers may not be present or in the correct order. Incorrectly torqued fasteners or nut, or incorrectly installed or missing washers, could lead to front suspension failure. Front suspension failure can cause a loss of steering control, increasing the risk of crash. A visual inspection and torque verification is required.



## Affected Units

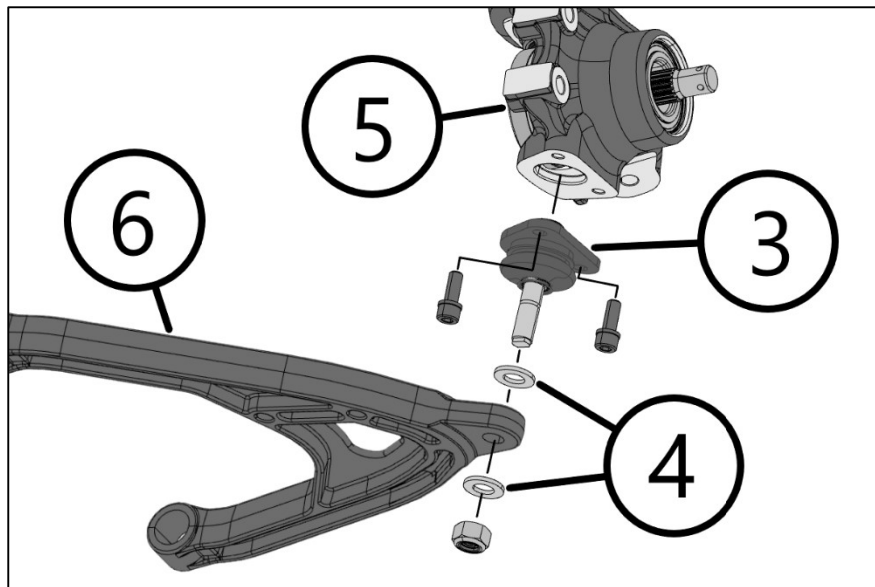
Affected vehicles were manufactured between 8/1/2022 and 6/2/2025. Use the VIN lookup, found at: <http://portals.waevinc.com/VinInquiry>, to check the vehicle production date. Review the list of VINs on the final page of this bulletin to confirm potentially affected vehicles. If the machine falls within the manufacture date range but is not on the list of affected vehicles, please contact Waev Technical Support at [Techservice@Waevinc.com](mailto: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.

## Inspection

### Tools and Materials Required

- 6mm Allen Socket
- 19mm Box End Crows Foot
- 7mm wrench
- Pliers
- Torque Wrench capable of measuring from 3 ft-lbs (4 Nm) to 40 ft-lbs (55 Nm)
- Red Paint Pen



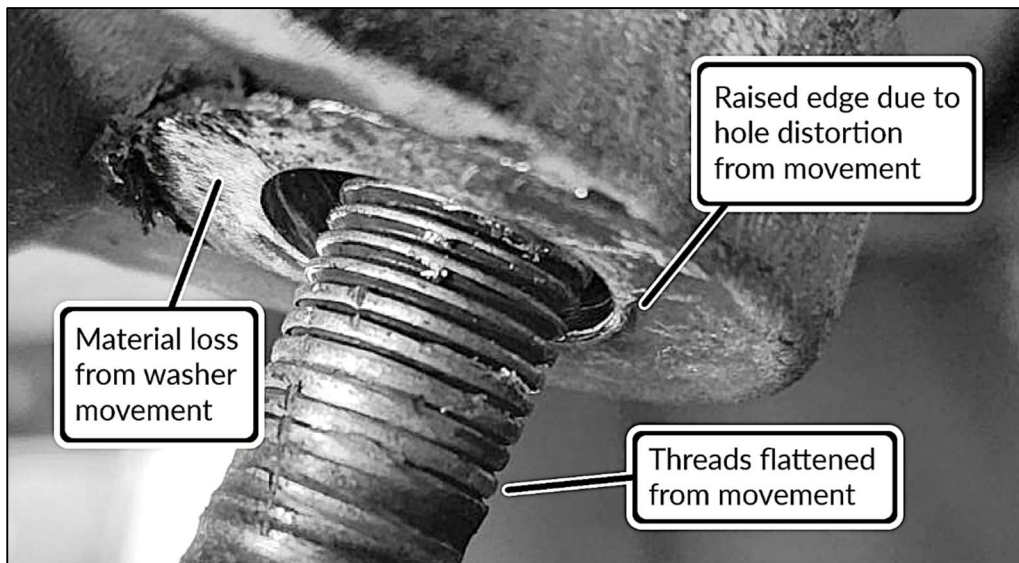
- 1) Set parking brake and ensure vehicle cannot move.
- 2) Turn steering as needed to gain access to ball joint.
- 3) Visually inspect to determine if the washers (4) are present and installed correctly as shown. If they are not, **STOP** and proceed to **Ball Joint Replacement**.

- 4) Set the torque wrench to 36 in-lbs (4 Nm). Ensure the 19mm crows foot is set at 90° on the torque wrench. Using the 7mm wrench to hold the ball joint stud, verify the ball joint nut ② is torqued to a minimum of 36 in-lbs (4 Nm). If the nut is not torqued to this minimum specification, **STOP** and proceed to **Ball Joint Replacement**. If the nut is tighter than 36 in-lbs (4 Nm), proceed to step 5.
- 5) Set the torque wrench to 40 ft-lbs (55 Nm). Ensure that the 19mm crows foot is set at 90° on the torque wrench. Using the 7mm wrench to hold the ball joint stud, torque the nut to 40 ft-lbs (55 Nm).
- 6) Set the torque wrench to 18-ft-lbs (24 Nm). Using the 6mm allen socket, torque the ball joint retainers ① to 18-ft-lbs (24 Nm). Note: If looseness is found, inspect the strut housing ⑤ for signs of damage. If damage is found, please contact Waev Technical Support at [Techservice@Waevinc.com](mailto:Techservice@Waevinc.com) and DO NOT return the vehicle to service.
- 7) Apply a red paint mark to each ball joint retainer and nut after torquing to the correct specification.
- 8) Repeat steps 2-6 for the remaining side.
- 9) Return vehicle to service.

## Ball Joint Replacement

If it is determined that the ball joint nut ② is not torqued to the minimum spec, OR the washers ④ are incorrectly placed or missing, on either side, you **MUST** proceed with replacement of BOTH ball joints on the front suspension.

Inspect the control arm ⑥ at the ball joint mount points for ANY signs of damage. If damage is found, proceed with the replacement of the affected control arm in addition to the ball joints. See image below for examples of potential damage.



The replacement ball joints will include a castle nut and cotter pin for each. Discard the existing ball joint nuts. The cutter pin is installed once the castle nut is torqued to 40 ft-lbs (55 Nm). Once torqued, install the cotter pin. NOTE: if the hole for the cotter does not align with the castle nut, tighten the nut as required to allow installation. Refer to the appropriate service manual for full details on ball joint and control arm replacement procedures.

## Claim Details

If ball joint nut was proper torque:

Subject: R25-3-02 Ball Joint Inspection

Parts: None

Labor: 0.5 hours (30 minutes)

If ball joints require replacement:

Subject: R25-3-02 Ball Joint Replacement

Parts: FKIT-0084 Ball Joint Replacement Kit (Qty 1)

Labor: 1.2 hours (72 minutes)

If ball joints and control arm(s) require replacement:

Subject: R25-3-02 Ball Joint and Control Arm Replacement

Parts: FKIT-0084 Ball Joint Replacement Kit (Qty 1)

FKIT-0085 Control Arm Kit, One Side (Qty: As required)

7556948 Ball Joint Washer (Qty: As required)

Labor: 1.6 hours (96 minutes) if ONE control arm replaced

1.9 hours (114 minutes) if BOTH control arms replaced