



## IMPORTANT SAFETY RECALL

RECALL NO. 21E027

(April 2021)

Dear Valued MOOG Customer:

We are writing to inform you that DRiV, Inc. is conducting a voluntary safety recall of certain MOOG brand upper ball joints, Part No. K500359, intended for aftermarket installation on MY 2015 – 2018 Ford F-150 vehicles. Our records indicate that recalled products were shipped to you.

### What Products are Involved?

This recall involves MOOG Part No. K500359 upper ball joints with a packaging date code of 6110063 through 6111012. These parts were manufactured March 3, 2020 through January 12, 2021. For assistance identifying the packaging date code, please refer to the enclosed "Product Notice," which you may have previously received.

### What is the Problem?

Due to a lack of an alignment hole and installation warning tag, and a potentially misaligned dust boot, there is a risk that the upper ball joint may be installed incorrectly. If the ball joint is installed incorrectly, normal vertical movement may cause the ball joint stud to contact the housing, potentially leading to breakage of the stud. If the ball joint stud breaks, front wheel control will be compromised, increasing the risk of a vehicle crash.

### What should you do?

**(a) Product Remaining in Your Inventory:** If any of the subject parts remain in your inventory, you should return them to MOOG per the attached "Product Notice" for credit. Replacement parts should be available for ordering by May 1, 2021. Replacement parts will have new part number, K500422, and the parts will have an alignment hole and an affixed warning tag to assist in proper installation. ***Note: It is a violation of federal law to sell the recalled products.***

**(b) Products You Sold to Other Resellers:** If you sold the recalled ball joints to reselling customers, you must forward a copy of this letter and enclosed "Owner Letter" to them within five (5) business days of receipt. Recalled products should be returned to you, as the original point of purchase, for a refund or to receive a replacement ball joint.

**(c) Products You Installed or Sold to Consumers:** You must immediately check your sale records to identify any consumers to whom you sold the recalled product and send them a copy of the enclosed NHTSA-approved Owner Letter. Alternatively, you can email your customers' contact information to DRiV at [RECALL.SUPPORT@DRIV.COM](mailto:RECALL.SUPPORT@DRIV.COM) and we will contact them directly. When contacted by the consumer, please do the following: (1) Inspect the customer's ball joint per the enclosed "Inspection Procedure"; (2) If covered by this recall and incorrectly installed, the ball joint should be replaced at no cost to the customer; and (3) Submit a claim under the MOOG warranty claims process.

If you have any questions, please contact Customer Service of MOOG at 877-489-6659 or [RECALL.SUPPORT@DRIV.COM](mailto:RECALL.SUPPORT@DRIV.COM). We apologize for any inconvenience this may cause, but we are taking this action in the interest of our customers' personal safety and satisfaction with our products.

Sincerely,

DRiV, Inc.

Enclosures (Product Notice; Owner Letter; Inspection Procedure)