

Part 573 Safety Recall Report

24V-971

Manufacturer Name : GEM WAEV LLC**Submission Date :** DEC 26, 2024**NHTSA Recall No. :** 24V-971**Manufacturer Recall No. :** NR**Manufacturer Information :****Manufacturer Name :** GEM WAEV LLC**Address :** 2114 W. Ball Road
ANAHEIM CA 92804**Company phone :** 999**Population :****Number of potentially involved :** 243**Estimated percentage with defect :** 100 %**Vehicle Information :****Vehicle 1 :** 2024-2025 GEM e2, e4, e6, eLXD**Vehicle Type :** LOW VOLUME VEHICLES**Body Style :** ALL**Power Train :** HYBRID ELECTRIC**Descriptive Information :** A new operator incorrectly hand-tightened a bolted joint instead of using a torque tool. The recall population begin the day the new operator began and ended the day the error was discovered. 243 vehicles were assembled with incorrect tightening of a bolted joint.**Production Dates :** OCT 01, 2024 - DEC 02, 2024**VIN Range 1 : Begin :** 7SXG2AEA3R5510503 **End :** 7SXG6AEAXR5510745 ☐ Not sequential**Description of Defect :****Description of the Defect :** Improperly tightened screws between the ball joint and the hub strut.**FMVSS 1 :** NR**FMVSS 2 :** NR**Description of the Safety Risk :** The screws attaching the ball joint to the hub strut can back out causing the connection between the wheel and the ball join to separate, compromising the functioning of the wheel.**Description of the Cause :** A new operator incorrectly hand-tightened a bolted joint instead of using a torque tool.**Identification of Any Warning that can Occur :** Misalignment of wheel**Involved Components :**

Component Name 1 : NR

Component Description : NR

Component Part Number : NR

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

On or about 10/2/24, a new operator was trained on the station that connects the ball joint to the hub strut and was instructed to use the torque tool.

On 10/29/24, the vehicle with VIN number [REDACTED] was assembled on the line.

On 11/19/24, a traveling field technician provided the factory with a picture of a ball joint that had lost one of the mounting bolts. The picture was sent by a customer to the technician.

On 12/2/24, manufacturing engineering reviewed the assembly process on the line and discovered that the operator who was assembling the ball joint was using a manual allen key and not a torque wrench to fasten the bolts.

On 12/10/24, the field technician inspected the vehicle with VIN number [REDACTED] for the first time in person and provided additional photos.

On 12/17/24, the safety committee reviewed the matter and concluded that a safety bulletin should be issued to tighten the bolts of the affected population with a torque tool.

Description of Remedy :

Description of Remedy Program : Authorized dealers will tighten both wheel Allen screws securing the ball joint to the hub strut, on both sides of the vehicle, to 24.4 Nm (18 lb-ft) with a torque tool.

How Remedy Component Differs from Recalled Component : Bolted joints tightened via torque tool

Identify How/When Recall Condition was Corrected in Production : Operator began using torque tool on 12/2/24.

Recall Schedule :

Description of Recall Schedule : Safety bulletin will be issued to dealers of affected vehicles. Owners of affected vehicles will be notified.

Planned Dealer Notification Date : JAN 15, 2025 - JAN 17, 2025

Planned Owner Notification Date : JAN 15, 2025 - JAN 17, 2025

* NR - Not Reported