U.S. Department of Transportation

National Highway Traffic Safety Administration

Part 573 Safety Recall Report 25V380

Manufacturer Name: GEM WAEV LLC
Submission Date: Jun 06, 2025
NHTSA Recall No.: 25V380
Manufacturer Recall No.:

Manufacturer Information

Manufacturer Name: GEM WAEV LLC
Address: 2114 W. Ball Road
ANAHEIM CA, 92804

Population

Total number of potentially involved: 5,353
Estimated percentage with defect: 1%

Vehicle Information

Vehicle 1: 2021-2025 GEM ELXD
Product Category:
Product Type:
Fuel / Propulsion: Electric Battery Power
Production Dates:
Number of potentially involved: 1,655
Descriptive Information:

GEM WAEV became the manufacturer of GEM upon Waev's acquisition of the business on December 31, 2021. The separation from the ERP and manufacturing process systems of the former manufacturer of GEM (Polaris) was completed on August 1, 2022. We have determined that legacy process controls were not maintained through the transition. No vehicles produced prior to the production date of the recall have exhibited the subject

Vehicle 2: 2021-2025 GEM E4
Product Category: Light Vehicles
Product Type: Passenger Car
Fuel / Propulsion: Electric Battery Power
Production Dates: Aug 01, 2022 - May 30, 2025
Number of potentially involved: 1,996
Descriptive Information:

See above.

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Vehicle 3: 2021-2025 GEM E2
Product Category: Light Vehicles
Product Type:
Fuel / Propulsion: Electric Battery Power
Production Dates: Aug 01, 2022 - May 30, 2025
Number of potentially involved: 581
Descriptive Information:
See above.

Vehicle 4: 2021-2025 GEM E6
Product Category: Light Vehicles
Product Type:
Fuel / Propulsion: Electric Battery Power
Production Dates: Aug 01, 2022 - May 30, 2025
Number of potentially involved: 1,121
Descriptive Information:
See above.

Defect / Noncompliance Description

Description of the defect or noncompliance:

In some cases, the ball joint retainer fasteners and/or the ball joint nut was not torqued to the correct specification and/or 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.

FMVSS1:

FMVSS2:

Description of the safety risk, including crash, fire, death, injury:

Front suspension failure can cause a loss of steering control, increasing the risk of crash.

Description of the cause:

Assembly error not identified and corrected by process controls.

Identification of any warning that can occur:

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Wheel may wobble and/or cause a sound prior to separation.

Component Manufacturer

Tier of Supplier:

Supplier Type:

Name:

Address:

Country:

Involved Components

Component Name 1:

Component Description:

Component Part Number:

Chronology

On May 6, 2025, we received a report of a front suspension failure on a MY24 GEM eLXD. Upon receipt of the report, we initiated an investigation of the cause and determined that the ball joint nut had become separated. We also did an initial review of our technical service data to determine if similar reports had been submitted. The initial review revealed seven similar reports. On May 27, 2025, we conducted a random inspection of six units in the fleet of the customer which had reported the case on May 6, 2025. That inspection revealed no further occurrences of a loose or missing ball joint nut in the fleet. Also, on May 27, 2025, we completed a comprehensive review of our technical service data to determine if any additional similar reports had been received. We determined that two additional reports had been received. Upon further review, it was determined that the first vehicle subject to the failure was produced after the transition of production from the legacy ERP and manufacturing process to a new system in August 2022 and that legacy process controls were not incorporated into the new system and processes at the assembly station in question. On May 29, 2025, the safety review committee met to review the report data and determined the root cause of the failures to be assembly errors that occurred, but were not identified and corrected by process controls, after the transition of ERP and manufacturing process systems in August 2022.

Related NHTSA Recall Number: 24V971

Description of Remedy

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Remedy Type: Inspect, Repair, Replace

Consumer Advisories: ☐ Do Not Drive ☐ Park Outside

Description of remedy program:

Inspect ball joints to confirm that washers are present and ball joint bolt and retainers are torqued correctly. If minimum torque is present, torque to specification. If minimum torque is not present, replace both ball joints.

How remedy component differs from recalled component:

Components are the same, if proper torquing and assembly is confirmed. If ball joint needs to be replaced, ball joint nut currently being used in production will be installed.

Identify how/when recall condition was corrected in production:

Condition was corrected in production on June 4, 2025 by implementing electronic torque control in the assembly process that fastens the ball nut joint.

Reimbursement Plan

Description of reimbursement program:
Reimbursement of expenses associated with the remedy of the defect being addressed by this recall.

Period of reimbursement:
August 1, 2022 – June 4, 2025

Costs to be reimbursed:
Parts and labor.

Address for reimbursement claims:
2114 W. Ball Road
Anaheiim CA, 92804

Recall Schedule

Description of recall schedule:

Notifications are expected to be provide by June 30, 2025 after approval of notification communications

Planned Dealer Notification Date: Jun 24, 2025 - Jun 30, 2025 ☐ No Dealers

Planned Interim Owner Notification Date: Jun 24, 2025 - Jun 30, 2025 ☐ No Owners

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Planned Remedy Owner Notification Date: Jun 24, 2025 - Jun 30, 2025 ☐ Phased Recall

Date when VIN will be searchable: