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motorcar parts of america, inc.

Quality Built to Last™

• ISO/TS 16949 Certified •

## IMPORTANT SAFETY RECALL NOTICE

NHTSA Recall No. 20E-057

September 10, 2020

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Motorcar Parts of America, Inc. has decided that a safety defect which relates to motor vehicle safety exists in certain master cylinders sold under the Quality-Built® brand through Moog Louisville Warehouse, identified in the table below

### I M P O R T A N T !

- Master Cylinders purchased from Moog Louisville Warehouse are being voluntarily recalled.
- Contact our call center at 1-833-758-0239 to determine your remedy which will be of cost free for (“Master Cylinder”). As a result, MPA is conducting a voluntary safety recall.

#### **What is The Concern?**

You are receiving this letter because Moog Louisville Warehouse’ records indicate that you may have purchased one or more of the Master Cylinders from Moog Louisville Warehouse. To date, we have not received any reports of failures. MPA has discovered that the Master Cylinder may have a defective fluid seal crimp which could allow brake fluid to leak from the Master Cylinder. This could result in reduced braking capacity which may cause hazardous driving conditions. Under extreme conditions this may result in a complete loss of brake function, increasing the risk of a crash. The affected Master Cylinders are as follows:

Product Name	Brand	Part Number	Date Codes From 2015 to 2020	Vehicle Applications

Master Cylinder	Quality-Built	NM4222	<u>31520084 thru 32034054</u> 31520084, 31534126, 31634125, 31634139, 31634174, 31634209, 31634307, 31734095, 31734123, 31734144, 31734186, 31734221, 31734296, 31834010, 31834031, 31834080, 31834125, 31834209, 31834234, 31834293, 31834356, 31934160, 31934199, 31934280, 32034054.	2005-2008 VOLKSWAGEN: JETTA
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**How Can the Recalled Part be Identified?**

You can identify the recalled part by the part number and date code. MPA is voluntarily recalling all the Master Cylinders with any date codes from years 2015 to 2020 (15 thru 20). The date code of your Master Cylinder can be located on the left side of the Master Cylinder aluminum casting below the reservoir.

If your Master Cylinder is still in the box, the name Quality-Built® will be printed on the outside of the box.



**What Should You Do?**

- If you believe you own a vehicle equipped with this Master Cylinder, please go to your nearest Moog Louisville Warehouse store to return the recalled Master Cylinder and receive a redesigned replacement unit. Such units are anticipated to be available by October 1, 2020. If you have questions, contact our call center at 1-833-758-0239 or email [recall@motorcarparts.com](mailto:recall@motorcarparts.com).

➤ **Professional Installation**

You are required to have the redesigned replacement unit installed by a professional mechanic. MPA will reimburse you for charges up to 110.50 for a VM Jetta, based upon ALLDATA average hours (1.3 hours for a Jetta) and reimbursement rates according to the average national mechanic rate of \$85 per hour.

**IMPORTANT NOTE: Federal law prohibits the sale of the recalled parts.**

➤ **Product Sold to Other Resellers:** If you sold the recalled parts to reselling customers (such as installers or retailers), you must: (1) forward a copy of this letter to them within five (5) business days of receipt, and (2) provide MPA with the contact information for the reselling customers to enable MPA to provide direct notification to those customers and track recall progress. MPA will credit the customers on the same basis as above. Reselling customers should provide contact information to MPA at [recall@motorcarparts.com](mailto:recall@motorcarparts.com) or call 1-833-758-0239.

➤ **Products You Installed or Sold to Consumers:** If you sold the recalled parts to a consumer, you must immediately provide the contact information for each consumer to MPA at [recall@motorcarparts.com](mailto:recall@motorcarparts.com) or 1-833-758-0239. MPA will notify them of this voluntary recall.

**What if You Received this Notice in Error?**

If you no longer own the Master Cylinder purchased from Moog Louisville Warehouse or the vehicle on which it may be equipped, please call our call center at 1-833-758-0239 or email [recall@motocarparts.com](mailto:recall@motocarparts.com) with the new owner's information.

**MPA Contact Information:**

Please call our call center at 1-833-758-0239 or email [recall@motocarparts.com](mailto:recall@motocarparts.com).

**Additional Questions and Concerns?**

If after having attempted to take advantage of this recall, you are still not satisfied, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC

20590, or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [http:// www.safercar.gov](http://www.safercar.gov).

We apologize for any inconvenience this voluntary safety recall may cause. Your safety is our primary concern.

Sincerely,

Motorcar Parts of America, Inc.

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