



## Beck/Arnley Warranty Claims Process

RECALL NO. 20E064

October 2020

### Key Information:

Part Number	072-9831
Production Codes	21A, 26A, 37A, or 40A
Purchased AFTER	August 1, 2019
Replacement Number	072-9990

### Situation:

Any of the above part number with one of the listed production codes on the front end of the master cylinder can be returned for credit or replacement, even if installed. All credits or replacement parts will be direct to authorized Beck/Arnley distributors.

### To Obtain Replacement Parts:

Please contact **Beck/Arnley Customer Service at 888-464-2325 or [beckcustomerservice@driv.com](mailto:beckcustomerservice@driv.com)** and reference the above Recall Number along with your Beck/Arnley account information. Customer Service will need the date of purchase from the original sales receipt and confirmation of the production number from the front of the master cylinder.

- You will need to either fax (1-615-220-3290) or e-mail a copy of the customers receipt.
- You will have your choice of a replacement master cylinder or a credit, at current invoice value for the master cylinder. Replacement parts will be shipped to arrive within 3 business days with no shipping charge.
- Customer Service will advise whether the old part needs to be returned, at our expense, or destroyed at the time of your call.

### To Obtain Replacement Parts and Reimbursement for Installation:

Please contact **Beck/Arnley Customer Service at 888-464-2325 or [beckcustomerservice@driv.com](mailto:beckcustomerservice@driv.com)** and reference the above Recall Number along with your Beck/Arnley account information. You will need the date of purchase from the original sales receipt of the part as well as installation, along with confirmation of the production number from the front of the master cylinder.

- You will also need you to either fax (1-615-220-3290) or e-mail a copy of all receipts including the sales receipt and installation receipt.
- You will have your choice of a replacement master cylinder or a credit, at current invoice value for the master cylinder. Replacement parts will be shipped to arrive within 3 business days with no shipping charge.
- Labor will be credited to your account at a warranty flat rate of \$54.40 per documented occurrence.
- Customer Service will advise whether the old part needs to be returned, at our expense, or destroyed at the time of your call.

