

Dorman Product Return for Inspection

Oct 10, 2016

Page 1 of 2

Product Category: Clock Springs
Part Number(s): 525-016
Return Authorization: Yes
Return Location: Dorman Products, 3400 East Walnut Street, Colmar, PA 18915
Issue Credit: Please be sure to code return with a "Q" number on outside of box.
Apply to Defective All: No

Return for Inspection Instructions:

- Dorman Products, Inc. is performing an inspection on this Clock Spring **p/n 525-016**
- Below are instructions on how to identify which products are included. All product on-hand which fits this part number should be returned for further inspection.
 - As shown in the below photo, there is one part number which should be returned.
 - Return all parts that have a Calendar Date from July 29, 2015 to Oct 07, 2016 (Julian Date from 15210 to 16280). If the Date code is pre July 29, 2015 or after Oct 07, 2016 the part should be ok and should be left in the field for sale. The date code may be present in one of two formats shown below.
- If there are any problems with one of these parts, on the vehicle level, we will cover through the Dorman labor claims process.



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Page 2 of 2

Dorman will strive to re-fill supply with product following this inspection quickly, and will provide notification of availability

Return Instructions:

1. Please pull all affected inventory.
2. Please have **your servicing DC** contact Customer Relations by e-mail or phone (crwarsaw@dormanproducts.com/ phone 215-712-4707) to obtain a RGA Q-Number.

You will need to provide:

- a. RGS number
 - b. Part number
 - c. Quantity being returned
3. Return to Dorman Products, freight collect, by using the Dorman-arranged carrier for your RGA (typically Conway). Please mark these to:

Dorman Products
3400 E Walnut St.
Colmar PA 18915
Attn: RGA Q-Number _____

Thank you for your understanding and assistance with this recall.

Best regards