

Product Notice

Date: May 25,2018

Contact Number: 734-384-7898

Contact Name(s): Tenneco Warranty Department



Products

Part Number(s): 172138, 172530, 172531 ,172532 ,172533 ,172534 ,172535 ,172610, 172611, 172612, 172613, **172614, 172615**, 172653, 172654, 172655, 172656, 172727, 172728, 172729, 172730, **172888, 172889**, 272530, 272531, 272532, 272533, 272534, 272535, 272653, 272654, 272729, 272730, 272888, 272889, 372653, 372654, 372729, 372730, 472534, 472535, 472653, 472654

Product Name: Monroe Quick Strut

Box Codes: *QS17291 through QS18102* (not all units affected)

**Part numbers in bold may be at jobber locations*

Reason / Process For Return

Please note that this is a noise issue and not safety related.

Our records indicate a small percentage of units listed above were shipped with the recessed areas of the bearing mis-aligned with the studs on the mounting plate. Caution: Use care when opening any box as staples are sharp.

Please inspect all inventory to ensure **all four studs** are fully seated in the recessed areas of the bearing. Note: All studs will not be equally centered in the recessed areas.

Please reseal cartons per WD's requirements. Three strips of equally spaced packaging tape is typically recommended.

Photos

Correct



Non-Conforming



Return Instructions

If nonconforming product is identified, boxes must be marked with **RGA22921**, contact the warranty department at 734-384-7898 to obtain a shipping label for small or large returns. After the shipping label is received, contact the appropriate carrier. For freight collect, please contact Yellow Freight by calling 800-610-6500 to arrange a pickup or for smaller returns, contact UPS. Any freight cost incurred will be reimbursed upon return of the product to the address below if shipped via UPS or Yellow Freight.

Tenneco Inc.
Return Center
RGA22921
2800 Highway 49 North
Paragould AR 72450