

Product Category: Front Lower Ball Joint
Part Number(s): BJ86365XL
Destroy in Field: No
Return Authorization: Yes
Return Location: (US / Mexico) Dorman Products, 3400 East Walnut Street, Colmar, PA 18915
(Canada) 3625 Avenue des Grandes Tourelles, Boisbriand, Qc, J7H 0E2
Issue Credit: Please be sure to code return with <RMA> number on outside of container
Apply to Defective All: No

Return for Inspection Instructions:

- Dorman requests that inventory be returned for part # noted above including all batch code(s)
- Dorman is conducting an inspection on this SKU including all batch code(s) that have been shipped.
- Replacements will be provided by Dorman Canada Q4 2018. May use BJ86365RD to satisfy short term need.



Notes/Comments:

- If there are any problems with one of these parts, on the vehicle level, we will cover through the Dorman labor claims process.

Return Instructions:

1. Please pull all affected inventory.
2. Please contact Customer Relations Dorman Canada by e-mail or phone ([Returns_MAS@dormanproducts.com](mailto>Returns_MAS@dormanproducts.com) / phone 1-800-472-0815) to obtain a RMA Number.

You will need to provide:

- a. Customer Account
- b. Part number
- c. Quantity being returned

3. Please mark these to:

U.S. and Mexico Customers:

Dorman Products, Inc. - Returns
3400 East Walnut Street
Colmar, PA 18915
Attn: RMA Number and "ZQ – Quality Lift" _____

Canada Customers:

MAS / Dorman Products, Inc. - Returns
3625 Avenue des Grandes Tourelles
Boisbriand, QC J7H 0E2, Canada
Attn: RMA Number _____

4. Return to Dorman Products, freight collect, by using the Dorman-arranged carrier for your RMA.

Thank you for your understanding and assistance with this matter.