

Tenneco Inc.
Warranty Center
One International Drive
Monroe, Michigan 48161

Tel 734-384-7898
Fax 800-784-1152

December 14, 2018

AAP INC FDO
5673 AIRPORT ROAD
ROANOKE, VA 24012

Re: Monroe® 172888/172889 and 272888/272889

Dear Customer:

Tenneco is committed to quality and excellence in all of our products. Unfortunately, we have determined that certain struts we recently shipped to you may contain a quality issue that could affect their durability. While we have not identified a safety concern, we request that you return your inventory of these parts to ensure our customers' full satisfaction with the performance of these products.

Please return your inventory of the four parts referenced above with all date codes before QS18307. The date code appears on the label to the right of the country of origin. Further return instructions are provided on the enclosed Return Instructions sheet. If you have any questions, please contact us at 734-384-7898.

We apologize for any inconvenience this may cause and continue to strive to deliver excellent service and product support in the future.

Sincerely,

Tenneco Inc.

Enclosure (Return Instructions)

RETURN INSTRUCTIONS

Monroe® 172888/172889 and 272888/272889

Number of units shipped during this period: 173

We will issue a credit to your account upon receipt of the subject parts. Please note the steps listed below to ensure complete customer satisfaction and include a copy of this Return Instructions sheet and accompanying letter as a pack list.

- 1) Record quantity of units being returned.

Part number 172888 _____	Part Number 272888 _____
Part number 172889 _____	Part Number 272889 _____

- 2) Contact the warranty department at the number listed at the bottom of this letter to obtain a shipping label for small or large returns. After the shipping label is received, contact the appropriate carrier. Ship nonconforming product to the address below and ensure all boxes are marked with the **RGA23558** number.

Tenneco Inc.
Return Center
RGA23558
2800 Highway 49 North
Paragould, Arkansas 72450

- 3) To expedite the issuance of credit, please forward a copy of the pack list to:

Warranty@tenneco.com

Or
Tenneco Inc.
Warranty Dept: Quality Returns
1 International Drive
Monroe, MI 48161

If you have any questions, please call 734-384-7898 and speak with a Warranty CSR.

