Dorman Product Alert Bulletin

March 14, 2019

| Product Category: Part Number(s): | Outer Tie Rod Assembly including Center Link TO96022XL |
|--------------------------------------|---|
| Destroy in Field: | No |
| Return Authorization: | Yes |
| Return Location: | Dorman Products, 3400 East Walnut Street, Colmar, PA 18915 |
| Issue Credit: | Please be sure to code return with <rga-q> number on outside of container</rga-q> |
| Apply to Defective All: | No |

Return for Inspection Instructions:

- Dorman requests that inventory be returned for part # noted above including all date codes.
- Dorman is conducting an inspection on this SKU including all date codes that have been shipped.





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 by e-mail or phone (<u>crdorman@dormanproducts.com</u> / phone 1-800-523-2492) to obtain a RGA Q-Number.

You will need to provide:

- a. Customer Account
- b. Part number
- c. Quantity being returned
- 3. Please mark these to:

Dorman Products, Inc- Returns 3400 East Walnut Street Colmar, PA 18915 Attn: RGA Q-Number _____

4. Return to Dorman Products, freight collect, by using the Dorman-arranged carrier for your RGA (typically Conway).

Thank you for your understanding and assistance with this matter.