Dorman Product Alert Bulletin

February 18, 2020

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Product Category: Exhaust Gas Recirculation Valve

Part Number(s): 911-242
Destroy in Field: No

Return Authorization: No

Return Location: Dorman Products, 3400 East Walnut Street, Colmar, PA 18915

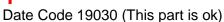
Issue Credit: Please be sure to code return with <RGA-Q> number on outside of container

Apply to Defective All: No

Return for Inspection Instructions:

 Dorman requests that inventory be returned for Exhaust Gas Recirculation Valve part number 911-242 with all date codes prior to 19030. Parts with dates newer than this are ok and can be kept in inventory. (19030 = the 30th day of 2019)







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 (crdorman@dormanproducts.com / 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.