

Dorman Product Alert Bulletin

March 18, 2020

Product Category: Ball Joint, Front Lower
Part Number(s): B3199
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
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.
- Replacement product will be available in 4-6 weeks.



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.