

Product Notice

Date: December 23rd, 2020
Contact Number: 734-384-7898
Contact Name(s): Tenneco / DRiV Warranty



Products

Part Number(s): 172907
Product Name: NAPA Quick-Strut Complete Strut Assembly
Packaging Label Date Codes Affected: DC20261

Reason / Process For Return

A packaging error has been identified related to the part number 172907. Please return all inventory of part number 172907 with packaging date code **DC20261**.

Affected units were mislabeled as 172907 but contained 172908 inside. Affected strut assemblies cannot be installed.

1. Please visually inspect parts within the packaged label date codes shown above and return affected inventory.
2. Record quantity of units being returned.
Part number 172907: _____
3. Email warranty@driv.com with the number of units being returned, reference RGA25243 in the subject line.
4. The warranty department will then issue call tags to return the product to below address. After the shipping label is received, contact the appropriate carrier. Ship affected product to the address below and ensure all boxes are marked with **RGA25243**.

DRiV Inc.
Return Center
RGA25169
2800 Highway 49 North
Paragould AR 72450

5. Credit will be issued to your account upon receipt of returned product.
6. Reorder replacement product, as required.

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

Visual Aid

Label Date Code Location Example



Packaging Label Date Code Affected: **DC20261**

Strut Assemblies Image

When the cinch cup tab point is facing up, the brackets will be on the left for 172907

