

Product Notice

Date: December 8th, 2020

Contact Number: 734-384-7898

Contact Name(s): Tenneco / DRiV Warranty



Products

Part Number(s): 171375L and 171375R

Product Name: NAPA Quick-Strut Complete Strut Assembly

Packaging Label Date Codes Affected: Prior to DC20307

*Date codes prior to DC20307 include any date code starting with DC20 that ends with a number less than 307, or any date code that begins with DC19XXX.

Reason / Process For Return

A manufacturing error has been identified related to the part numbers listed above. Please return affected inventory of part numbers 171375L and 171375R with packaging date code **prior** DC20307.

Affected strut assemblies were manufactured without the bushing and sleeve and cannot be installed.

1. Please visually inspect parts within the packaged label date codes shown above and visual aid shown below and return any affected inventory.
2. Record quantity of units being returned.
Part number 171375L: _____
Part number 171375R: _____
3. Email warranty@driv.com with the number of units being returned, reference RGA25169 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 **RGA25169**.

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

1st Step: Label Date Code Location Example

Packaging Label Date Codes Affected: Date codes **prior** to DC20307 include any date code starting with **DC20** that ends with a number less than **307**, or any date code that begins with **DC19**XXX.



2nd Step: Visual Inspection

Affected parts can be identified by the lower mounts missing the bushings and sleeve, as shown in the image:

