

IMMEDIATE ATTENTION REQUIRED

Bulletin #: FP-21_10-PurolatorTECH
Customer: All PurolatorTECH Customers
Date: May 14, 2021
Subject: PurolatorTECH Product Notification (Part No. TL46128 & TL45335)

It has been determined that a mis-labeling occurred during the production date of March 17, 2021, on PurolatorTECH Oil Filters TL46128 and TL45335. A small quantity of TL46128 filters were improperly labeled as TL45335 on the case pack and a small quantity of TL45335 filters were improperly labeled as TL46128 on the case pack. The oil filters and the boxes are correctly marked and can be safely sold and installed – only the case label is incorrect.

This incident appears to be limited in scope, however, to ensure the highest level of customer service and assured quality, we are requesting that you inspect your inventory and if you find you have received mis-labeled case packs and wish to return the product, we ask that you contact **Customer Service at 1-800-637-0580 or email filterCS@mann-hummel.com** so they can:

- Provide RGA and shipping instructions;
- Generate credit for invoice difference;
- Place re-orders for returned parts or quantity.

Case Packs – Labeled TL46128:

Inspect all case packs labeled **TL46128** with a case pack **date code of F03N17F1**. Open those cases and if the unit boxes inside are labeled as TL45335, please contact customer service as noted above.

Case Packs – Labeled TL45335:

Inspect all case packs labeled **TL45335** with a case pack **date code of F03N17F1**. Open those cases and if the unit boxes inside are labeled as TL46128, please contact customer service as noted above.

We apologize for any inconvenience this may have caused. We greatly appreciate your business and thank you for your partnership.

