

Date: June 29th, 2021
Contact Number: 734-384-7898
Contact Name(s): Tenneco / DRiV Warranty

Products

Part Number: 710850
Product Name: Crankshaft Seal
Packaging Label Date Code Affected: Codes bigger or equal than 20001

Reason / Process For Return

A packaging error has been identified related to the National Crankshaft Seal 710850. This part fits a 2007 to 2016 Mini Cooper 1.6L L4. Affected part will not be able to be installed.

To determine if the correct National Crankshaft Seal 710850 part is in the box, please check the part outer diameter and the part stamp. The stamp is located on the face (side) of the seal. Reference the visual aid below.

- 1. Please visually inspect parts within the date codes shown above and visual aid below. If your part in the box is incorrect, please return the inventory.
- 2. Email warranty@driv.com with the number of units being returned, reference RGA 25286 in the subject line.
- 3. The warranty department will then issue call tags to return the product.
- 4. After the shipping label is received, contact the appropriate carrier. Ship affected inventory to the address below and ensure boxes are marked with RGA 25286.

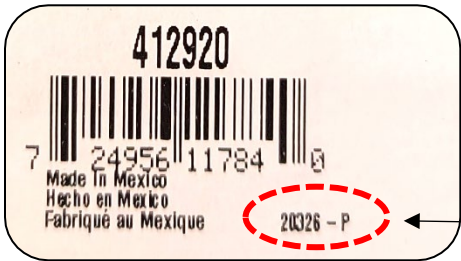
Driv Inc.
RGA 25286
Return Center
2250 Midway Ln
Smyrna, TN 37167

- 5. Credit will be issued to your account upon receipt of returned product.
- 6. Replacement product is available for re-order.

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

Visual Aid

1 – Label Example



Affected date codes for part number 710850 are bigger or equal than 20001

2 - Affected Part Images

Outer Diameter: 2.96in (75.2mm) →



Part Stamp: “61 75 8” →

