

Product Notice

Date: August 10, 2021
Contact Number: 734-384-7898
Contact Name(s): Tenneco / DRiV Warranty



Products

Part Number(s): RK80038, RK80040
Product Name: Control Arm and Ball Joint Assembly
Packaging Label Date Codes Affected: From 1519288 to 1511181 (October 2019 – June 2021)

Reason / Process For Return

A manufacturing error has been identified related to the part numbers listed above. Please scrap affected inventory of part numbers RK80038 and RK80040 with the packaged label date codes shown above

If affected part is installed, looseness may develop between ball joint housing and control arm. This would cause wandering steering and alignment issues. This is not a safety issue.

- 1. Please visually inspect parts within the date codes shown above, take a photo of affected units and scrap the parts using the affidavit form included.
Pictures of the location of the date codes can be found below.
- 2. Email a copy of the completed affidavit to warranty@driv.com, reference RGA25086 in the subject line.
- 3. Credit will be issued to your account upon receipt of affidavit form.
- 4. Reorder replacement product, as required.

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

Visual Aid

Label Example



Date Code Location
Example
From 1519288 to 1511181



Part Image Example



NON-ACCEPTABLE PARTS-
Affected units will have **ONLY** EXC Part Number
EXCK80038 or EXCK80040



ACCEPTABLE PARTS
– Must have EXC Part Number **AND** Date Code
EXCK80038 or EXCK80040



AFFIDAVIT OF DESTRUCTION

TRC/RGA # _____

Customer Ref #: _____

Customer Name: _____

Customer Acct #: _____

DC Location and #: _____

We, the undersigned, certify that we personally witnessed and or supervised the destruction of the attached list(s) of

BRAND NAME

We further agree that DRiV will not be responsible for any future requests for credit on these specific sku’s at this location.

Product has been:

- ☐ Destroyed in field – under 60 units (picture of destruction required)
- ☐ Shipped To: _____

(for destruction) _____

REQUIREMENTS:

- Provide an electronic excel file with the final inventory list of the product destroyed – part number and quantity.
- Provide a photo of product, unpackaged & spray painted, **(IF LESS THAN 60 UNITS).**
- Provide a receipt of pickup from a scrap yard for inventories above 60 units.

Destruction took place on ____/____/ 2021

At _____

Signatures required: must be signed by DRiV personnel and customer

DRiV Signature

Customer Signature

DRiV Printed Name/Title

Customer Printed Name/Title

Date

Date