

Product Notice

Date: November 4, 2021
Contact Number: 734-384-7898
Contact Name(s): Tenneco / DRiV Warranty



Products

Part Number(s): K500035
Product Name: Ball Joint
Packaging Label Date Codes Affected: From 1518275 to 1519001

Reason / Process for Return

A manufacturing error has been identified related to the part number listed above. Please scrap affected inventory of part number K500035 with packaging date code 1518275 to 1519001. This date code correlates with the date range of October 1, 2008 – January 1, 2019.

Affected ball joints contain nuts that do not meet engineering specification and can be damaged by the installer if over torqued. If the nut is over torqued, the lower control arm can disconnect from the ball joint.

- 1. Please visually inspect parts within the packaged label date codes shown above and the visual aid shown below. Scrap any affected inventory using the affidavit form included.
- 2. Email a copy of the completed affidavit to warranty@driv.com, reference RGA 26718 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

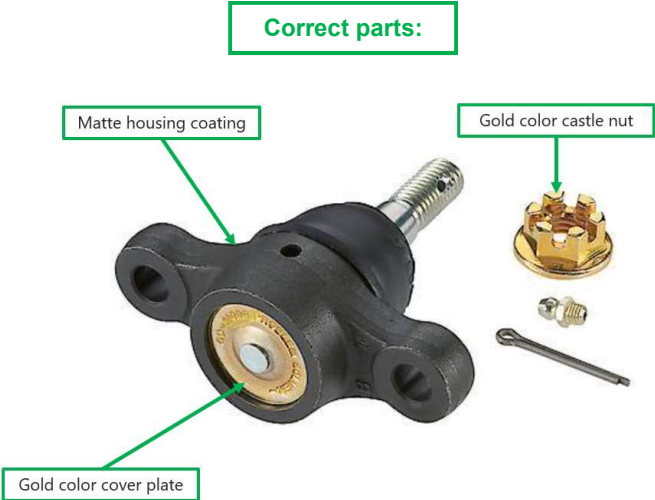
1st Step: Label Date Code Location Example



Packaging Label Date Code Affected:
1518275 to 1519001

2nd Step: Visual Inspection

Correct parts:



Affected parts:

