

Product Notice

Date: December 8, 2021

Contact Number: 734-384-7898

Contact Name(s): Tenneco / DRiV Warranty



Products

Part Number(s): 16378

Product Name: Catalytic Converter

Packaging Label Date Code Affected: 0121165 and 0121278

Reason / Process for Return

A manufacturing error has been identified related to the part number listed above. The overall length should be 34.125” but instead is 21.75” long. The part cannot be installed. This is not a safety issue. The parts affected have date codes **0121165** and **0121278** on the label.

- 1. Please visually inspect parts for the date codes 0121165 and 0121278 and return the inventory.
- 2. Mark part label "Attn: Quality Control" and “RGA 27082” with permanent marker.
- 3. Email warranty@driv.com with the number of units being returned, reference RGA 27082 in the subject line.
- 4. The warranty department will then issue call tags to return the product to:

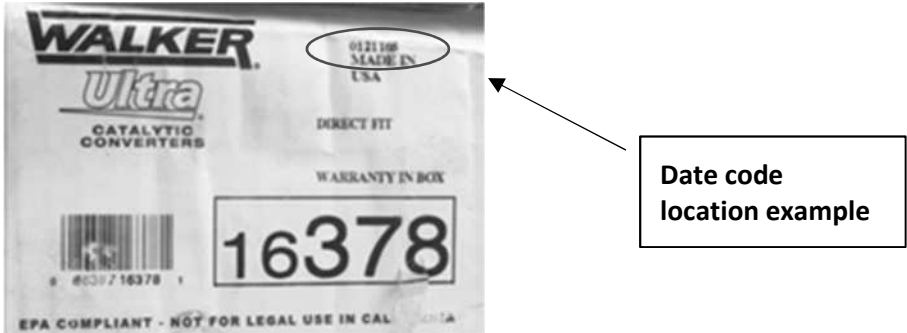
Tenneco Inc.
Return Center
RGA 27082
4930 Crowe Drive
Mt. Crawford, VA 22841

- 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.

Date Code and EO Number Location

1 - Date Code



2- Part image



Bad – 21.75”



Good – 34.125”