

Product Notice

Date: June 28, 2022

Contact Number: 734-384-7898

Contact Name(s): Tenneco / DRiV Warranty



Products

Part Number(s): 65164MM

Product Name: Monroe Magnum Shock Absorber

Packaging Label Date Codes Affected: P22097 thru P22158

Reason / Process For Return

Our records indicate that we shipped you the above product that does not conform to our standards. This is not a safety issue. Affected 65164MM shock absorbers were mislabeled with the incorrect barcode; the individual product will scan as 65167MM.

- 1. Please visually inspect parts within the packaged label date codes shown above and visual aid shown below, and return affected inventory of part number 65164 with packaging date codes P22097 thru P22158
- 2. Record quantity of units being returned.
Part number 65164MM: _____
- 3. Email warranty@driv.com with the number of units being returned, reference RGA 28002 in the subject line.
- 4. The warranty department will then issue call tags to return the product to below address. After the shipping label is received, contact the appropriate carrier. Ship affected product to the address below and ensure all boxes are marked with RGA 28002.

DRiV Inc.
Return Center
RGA 28002
2000 Bolton Street
Paragould AR 72450

- 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.

Visual Aid

Label Date Code Location Example



Packaging Label Date
Code Affected: P22097
thru P22158

Example

