

Product Notice

Date: March 3, 2025

Contact Number: 734-384-7898

Contact Name(s): Tenneco / DRiV Warranty



Products

Part Number(s): RS551767 and RS551774

Product Name: Strut Assembly

Packaging Label Date Codes Affected: from QS24001 to QS24365. (24=year, 001,365=day of the year)

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.**

- 1. Please identify inventory of part numbers RS551767 and RS551774 with the packaging date codes from QS24001 to QS24365

If the packaging label has a green dot, the parts are good and can be used.

- 2. Email warranty@driv.com with the number of units being returned, reference RGA 27432 in the subject line.
- 3. 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 27432.

DRiV Inc.  
Return Center  
RGA 27432  
2000 Bolton Street  
Paragould AR 72450

- 4. Credit will be issued to your account upon receipt of returned product.
- 5. 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 Examples

NOT OK

OK

Part number

RS551767

Date code

RS551774

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