Product Notice

Date: June 20, 2025

Contact Number: 734-384-7898

Contact Name(s): Tenneco / DRiV Warranty

Products

Part Number(s): RS55063, RS55241, RS55332, RS55245, RS55240, RS55289, RS55256, RS55124, RS55382, RS55064, RS55330, RS55066

Product Name: Shock

Packaging Label Date Codes Affected: From AH24245 to AH25079 (24,25= year; 245,079= 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. Affected shocks will have black plastic dirt shields instead of red. **This is NOT a safety issue; it is aesthetic only.** All products within the specified date codes must be returned.

1. Please return all inventory of indicated part numbers with packaging label date code from AH24245 to AH25079.
2. NAPA DCs should consolidate Store and DC inventory into a single return.
3. Email warranty@driv.com with the number of units being returned, reference **RGA 31511** 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 31511.**

DRiV
Return Center
RGA #31511
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 Examples



Date code location



Packaging Label Date Codes:
From AH24245 to AH25079