

SUBJECT: PRODUCT NOTICE – K500351

Dear Customer,

To ensure the highest quality standards the MOOG brand is known for, please inspect inventory of MOOG K500351 to make sure the ball joint grease fitting properly engages.

The suspect ball joint will install on the vehicle properly, but the part cannot be greased, due to the grease fitting plunging into the grease fitting hole.

PART NUMBER: **K500351**

PART DESCRIPTION: **Ball Joint**

BRAND: **MOOG**

AFFECTED BALL JOINTS:

The ball joint can be identified by:

- 1) The date code: It can be found by a seven-number sequence shown in the table below.

Beginning Date Code	Ending Date Code
1519152	1519243

LABEL IMAGE EXAMPLE



2) Inspecting ball joint grease fitting hole: See images below.

- If grease fitting engages properly, the part is conforming.
- If grease fitting plunges into fitting hole, the part is non-conforming



NON-CONFORMING

As shown on the left hand ball joint.



CONFORMING

As shown on the right hand ball joint.

RETURN PROCESS:

Inspect and return non-conforming inventory for MOOG ball joint K500351. Please be sure to visually inspect parts within the packaged label date code range based upon images shown above.

Non-conforming product should be returned along with RGA form to: DRIV™ return center, 2599 AL-21, Jacksonville, AL 36265.

Fax this request to: Customer Service @ 314-977-0963, or to talk to a Customer Service Representative. Call toll free @877-489-6659.

Once Customer Service is contacted, shipping instructions will be provided. A call tag will be given, and freight costs will be paid for by DRIV™.

REPLACEMENT PARTS:

Customers may re-order parts with distribution replenishment planned for December 30, 2019. If you have any questions, please feel free to contact me.

Thank you for your assistance,

Adjani Espinosa

Customer Quality Manager - Chassis

DRIV™

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MOOG K500351

RGAs Request Form

To assure timely processing, please follow these steps:

* Use this form to request a pickup for RGA # for return of the **K500351** ball joint.

Date code- on label: **1519152 to 1519243**

* Fax this request form to: Customer Service @ 314-977-0963

* To talk to a Customer Service Representative call toll free @ 877-489-6659

RGAs (return goods authorization) will be faxed back to the number provided

Sold to name: _____ Ship-to: _____

Address: _____ Address: _____

City/State/Zip: _____ City/State/Zip: _____

FM/SAP Account Number: _____ Phone Number: _____

Contact name: _____

Customer Reference Number: _____

RGAs Fax Back Number: _____

PART NUMBER	RETURN QTY
K500351	

FAX REQUEST TO 314-977-0963

St. Louis Use Only:

TYPE ZRE

Ord reason: R10

RGAs # _____