

**SUBJECT: PRODUCT NOTICE – 395S**

Dear Customer,

To ensure the highest quality standards for which the DRiV brands are known, please inspect inventory of the NATIONAL 395S taper bearing cone.

Product needs to be inspected and returned as affected bearing cones cannot be installed on the vehicle.

PART NUMBER: **395S**

PART DESCRIPTION: **Taper bearing cone**

BRAND: **NATIONAL**

**AFFECTED PARTS:**

Affected bearing cones be identified by:

- 1) Date code range: Suspect date codes are identified by a five-number sequence shown in the table below.

<b>Beginning Date Code</b>	<b>Ending Date Code</b>
18174	19098

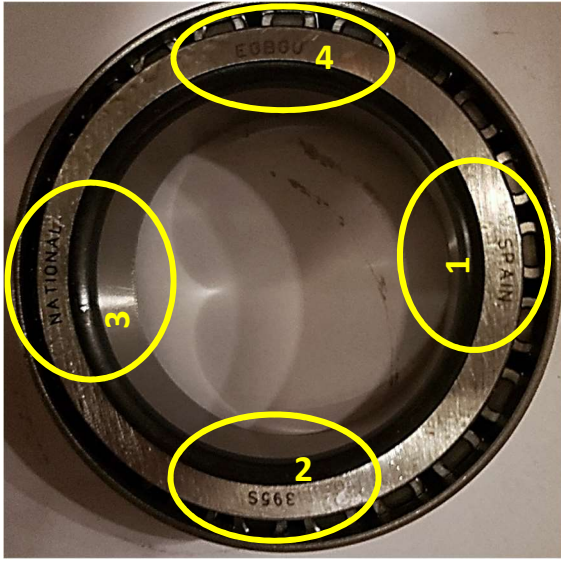
**LABEL IMAGE EXAMPLE**



Date code example

20121 → Year 2020, Julian day 121

2) Batch code stamped on the part



The part has 4 markings as shown in the image on the left:

- 1) Country of origin → SPAIN
- 2) Part Number → 395S
- 3) Brand → NATIONAL
- 4) Batch → EGBGU (5 DIGIT CODE)

**Non-conforming** parts can be identified by the next  
2 **BATCH** codes:

**DABEH**

**DFAZV**

### **RETURN PROCESS:**

Please be sure to visually inspect parts within the packaged label date code range and batch codes shown above. Please return any non-conforming inventory of NATIONAL 395S taper bearing cone.

Product should be returned along with RGA form to: DRIV Return Center, 2599 AL-21, Jacksonville, AL 36265.

- *For Canada only: Nonconforming product should be returned along with RGA form to: DRIV return center, 6390 Kestrel Rd, Mississauga, ON L5T-1Z3.*

Fax this request to: Customer Service @ 1-314-977-0963, or to talk to a Customer Service Representative. Call toll free @ 1-877-489-6659.

Once Customer Service is contacted, shipping instructions will be provided. A call tag pickup will be created based on size of the return and freight costs will be paid for by DRIV.

### **REPLACEMENT PARTS:**

Customers may reorder parts with distribution replenishment available immediately.

If you have any questions, please feel free to contact us. (Toll free @ 1-877-489-6659)

Thank you for your assistance,

Adjani Espinosa

Customer Quality Manager – DriV

# NATIONAL 395S

## RGAs Request Form

To assure timely processing, please follow these steps:

\* Use this form to request a pickup for RGA # for return of non-conformance **395S** taper bearing cones.

Date code on label: **18174 to 19098**

\* Fax this request form to: Customer Service @ 1-314-977-0963

\* To talk to a Customer Service Representative, call toll free @ 1-877-489-6659

**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
<b>395S</b>	

FAX REQUEST TO 1-314-977-0963

St. Louis Use Only:	
TYPE	ZRE
Ord reason:	R9
RGAs #	_____