

Directed Stock Return

TO: All Valued Beck/Arnley Customers

FROM: Kevin Hix

DATE: July 10, 2020

SUBJECT: Directed Stock Return

The attached shows a part number for a product that [our supplier has advised] may not meet specifications. Please return your inventory for this product to Beck/Arnley, before the end of the expected return period. Please record the quantity of returned in the "QTY." column.

Please note that Inventory will not be available for reorder.

SHIPPING INSTRUCTIONS

Every shipping box that is returned must be marked with authorization number **2020-01-DSR-072** on or next to the shipping label.

Ship all returns to:

BECK/ARNLEY Returns Center 2375 Midway Lane Smyrna, TN. 37167

Returns must be shipped by the most economical means.

Any shipment weighing 150 pounds or less should be returned FedEx Ground or UPS Ground using 3rd party billing. Please contact Beck/Arnley Customer Service at 888-464-2325 for the 3rd party account number.

Any carton returned without the proper authorization number or shipped by an unauthorized freight carrier will be refused. The number listed in the upper right corner is your authorization number.

RETURN OF OTHER ITEMS

A return of non-suspected parts or the return of the wrong items will result in the customer paying the freight expense. In these situations, freight reimbursement will not apply and a freight collect shipment will be charged to the customer's account.

CUSTOMER ASSISTANCE

Any question concerning the Directed Stock Return bulletin should be directed to the Customer Service Department at Beck/Arnley at 888-464-2325 (in Tennessee call 615-220-3200). We regret any inconvenience that this service bulletin may cause, and appreciate your cooperation and continued support.

CUSTOMER INFORMATION

| Name: | | _ Cust. ID# | ID# | | | | | |
|--|--------|---------------------|-----|--|--|--|--|--|
| Address: | | | | | | | | |
| City: | State: | Zip: | | | | | | |
| Phone: () | | | | | | | | |
| Date Shipped: | | Weight: | | | | | | |
| Method: (check one) () FedEx Charge \$ () UPS Charge \$ | | | | | | | | |
| NOTE: Place Bulletin # on all packages | | | | | | | | |
| FOR BECK/ARNLEY US Received by | - | Credit Issued: | | | | | | |
| Inv. Control: | | (310-RC) Invoice #: | | | | | | |
| Comments: | | | | | | | | |
| | | | | | | | | |

| QTY. | QTY. REC'D. B/A | PART NUMBER | DESCRIPTION | AFFECTED DATE CODE | VEHICLE APPLICATION | REASON / ACTION NECESSARY | EXPECTED AVAILABILITY | REQUESTED RETURN PERIOD |
|------|-----------------------|----------------|--------------------------|--------------------------|---------------------------|---|--|-----------------------------------|
| | | 072-9831 | Brake Master Cylinder | All Date Codes | VW Beetle and VW Jetta | The crimp that secures the cover around the plunger is not adequate. The problem would be observed before or during installation. Out of an abundance of caution, we request all stock be returned. | Do not Reorder until improved parts are announced (New Number), likely September 2020. | 6-24-2020 through 9-24-2020 |