

Product Bulletin

Date: October 14th, 2020
Contact Number: 734-384-7898
Contact Name(s): DRiV Warranty



Product

Part Number(s): NAPA Shocks & Struts (NS) part number 5850
Product Name: NAPA OESpectrum Passenger Car Shock Absorbers
Packaging Label Date Codes Affected: DC20135

Reason / Process For Return

A manufacturing error has been identified related to the part number listed above. Please return all NS part number 5850 with date code DC20135, as the affected part cannot be installed.

Credit will be issued to your account upon receipt of returned product.

Please follow this return process:

1. Stores & DCs should identify any impacted parts. Stores return parts to your NAPA DC.
2. NAPA DCs will consolidate and return to DRiV.
3. DRiV will pay for freight on this return. NAPA DCs must contact the warranty department at 734-384-7898 to obtain a shipping label for any size return. After the shipping label is received, NAPA DC should contact the appropriate carrier and ship affected product to the address below. Ensure all boxes are marked with **RGA24969**.
4. DCs must include a copy of the pack list with the returned product.
5. All affected product must be returned from NAPA DC to DRiV at the following address:

DRiV Return Center
RGA24969
2800 Highway 49 North
Paragould AR 72450

To expedite the issuance of credit, please forward a copy of the pack list to: warranty@driv.com

If you have any questions, please call 734-384-7898 and speak with a Warranty CSR.

Visual aid

Label Date Code Location



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