

Product Notice

Date: Jun 14th, 2021

Contact Number: 734-384-7898

Contact Name(s): Tenneco / DRiV Warranty



Products

Part Number(s): ZD1037

Product Name: Disc Brake Pad Set

Packaging Label Date Codes Affected: 2207298-B

Reason / Process For Return

An isolated packaging error has been identified related to the part number ZD1037. Please inspect and return affected inventory of part number ZD1037 with packaging date code 2207298-B.

Affected units were mislabeled as ZD1037 but contained ZD632 inside. Affected parts cannot be installed.

1. Please visually inspect parts within the packaged label date codes and visual aid shown below, take a photo of non-conformance product and scrap the parts using the affidavit form included.
Pictures of the locations of the date codes on the affected parts can be found below.
2. Email a copy of the completed affidavit to warranty@driv.com, reference **RGA 26513** in the subject line.
3. Credit will be issued to your account upon receipt of affidavit form.
4. Reorder replacement product, as required.

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

ZD1037 Visual Aid

Product Image Example



Packaging Label Date Code Affected:
2207298-B



**Correct parts
should measure:**
4.165" - Inners
3.175" - Outers

**Affected parts
should measure:**
7.11" - Inners
7.11" - Outers



AFFIDAVIT OF DESTRUCTION

TRC/RGA # _____

Customer Ref #: _____

Customer Name: _____

Customer Acct #: _____

DC Location and #: _____

We, the undersigned, certify that we personally witnessed and or supervised the destruction of the attached list(s) of

BRAND NAME

We further agree that DRiV will not be responsible for any future requests for credit on these specific sku's at this location.

Product has been:

- Destroyed in field – under 60 units (picture of destruction required)
- Shipped To: _____

(for destruction) _____

REQUIREMENTS:

- Provide an electronic excel file with the final inventory list of the product destroyed – part number and quantity.
- Provide a photo of product, unpackaged & spray painted, **(IF LESS THAN 60 UNITS).**
- Provide a receipt of pickup from a scrap yard for inventories above 60 units.

Destruction took place on ____/____/2021

At _____

Signatures required: must be signed by DRiV personnel and customer

DRiV Signature

Customer Signature

DRiV Printed Name/Title

Customer Printed Name/Title

Date

Date