

# Product Notice

Date: April 29th, 2022

Contact Number: 734-384-7898

Contact Name(s): Tenneco / DRiV Warranty



## Products

Part Number(s): 65171

Product Name: Monroe Magnum 65 Shock Absorber

Packaging Label Date Codes Affected: P22046A

## Reason / Process For Return

A manufacturing error has been identified related to the part number listed above. Affected Shock Absorbers were manufactured with bushing assembly inverted. The unit cannot be installed. **This is not a safety issue.**

1. Please return affected inventory of part number 65171 with packaging date code of P22046A.
2. Record quantity of units being returned.  
Part number 65171: \_\_\_\_\_
3. Email warranty@driv.com with the number of units being returned, reference RGA 27611 in the subject line.
4. The warranty department will then issue call tags to return the product to below address. After the shipping label is received, contact the appropriate carrier. Ship affected product to the address below and ensure all boxes are marked with **RGA 27611**.

DRiV Inc.  
Return Center  
RGA 27611  
2800 Highway 49 North  
Paragould AR 72450

5. Credit will be issued to your account upon receipt of returned product.
6. Reorder replacement product, as required.

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

## Visual Aid

### 1<sup>st</sup> Step: Label Date Code Location Example



Packaging Label Date Code Affected:  
**P22046A**

### 2<sup>nd</sup> Step: Long Sleeve Location Example



**OK:**  
Long Sleeve/Small ID Top



**Affected Parts:**  
Long Sleeve/Small ID on Bottom