

## Product Notice

Date: August 10, 2022

Contact Number: 734-384-7898

Contact Name(s): Tenneco / DRiV Warranty



### Products

Part Number(s): 5549

Product Name: Monroe OE Spectrum Shock Absorber

Packaging Label Date Codes Affected: P22062, P210xx, P192xx (x represents any digit)

### Reason / Process For Return

A manufacturing error has been identified related to the part number listed above. Affected Shock Absorbers were manufactured with an extended length that is too short. This error will compromise ride quality. **This is not a safety issue.**

1. Please return affected inventory of part number 5549 with packaging date code of P22062, P210xx, P192xx
2. Record quantity of units being returned.  
Part number 5549: \_\_\_\_\_
3. Email warranty@driv.com with the number of units being returned, reference RGA 27962 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 27962**.

DRiV Inc.  
Return Center  
RGA 27962  
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

#### Label Date Code Location Example



Packaging Label Date Code Affected:  
**P22062**



Packaging Label Date Code Starts with:  
**P210xx**



Packaging Label Date Code Starts with:  
**P192xx**