

## Product Notice

Date: January 3, 2024

Contact Number: 734-384-7898

Contact Name(s): Tenneco / DRiV Warranty



### Products

Part Number(s): K500066 and K500067

Product Name: Ball Joint

#### Packaging Label Date Codes Affected:

**K500066**- from 1512032 to 1513305 (February 1, 2022 – November 1, 2023)

**K500067**- from 1511335 to 1513346 (December 1, 2021 – December 12, 2023)

### Reason / Process for Return

A design error has been identified for the part numbers listed above. DRiV has determined that these parts may not be able to be installed without damaging part and knuckle. **This is not a safety issue.**

- Please identify inventory of part numbers and review box date codes compared to ranges below:  
**K500066**- date codes from 1512032 to 1513305  
**K500067**- date codes from 1511335 to 1513346  
If part is outside this date code range then **no further inspection is needed.**
- For parts inside of defective date code range perform a visual inspection using visual aid below. The black coated housing part is defective. Return all inventory of part numbers K500066 and K500067 with black coated housing to DRiV. Silver colored parts have no issue and can be used.
- Email warranty@driv.com with the number of units being returned, reference RGA # 29479 in the subject line.
- The warranty department will then issue call tags to return the product to:  
DRiV Inc.  
Return Center  
RGA # 29479  
2250 Midway Ln  
Smyrna, TN 37167
- Credit will be issued to your account upon receipt of returned product.
- Replacement product will be available soon.  
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 Codes Affected:

**K500066**- from 1512032 to 1513305

**K500067**- from 1511335 to 1513346

#### Part Coating Examples

