



# Bulletin

Bulletin #:	TBD
Published:	2/15/24
Deadline:	3/29/24

## RETURN FOR INSPECTION NCP 2674219

Author: Chelsey Healy

### DC Bulletin

Our records indicate that we shipped product that does not conform to our standards. **This is not a safety issue.** This letter authorizes the return of **NAPA Chassis (NCP) part number 2674219 where there is only 1 bushing per box.** Please return product with only 1 bushing per box. Product with 2 bushings per box are correct and should NOT be returned.

NAPA Shocks & Struts	PART NUMBER	DATE CODES
NCP	2674219	Return boxes with only 1 bushing



There should be 2 bushings per box.

Stores are instructed to pull all affected inventory and return to the DC. Store should request a CR on Storefront, listing all parts being returned and include this Bulletin information in the Storefront request. Once the CR request is processed, store should return all parts included on the CR to the DC with the tare provided. The DC will scan the CR tare and release credit to the store.

Once all returns are collected, the DC will need to email warranty@driv.com with the number of units being returned, reference RGA29903 in the subject line. The DRiV Warranty Department will issue call tags to return the product to below address. After the shipping labels are received, contact the appropriate carrier for pick-up. Affected product will ship to the address below. Ensure all boxes are marked with RGA29903.

**DRiV Inc.**  
**Return Center**  
**RGA 29903**  
**2250 Midway Ln**  
**Smyrna, TN 37167**

Credit will be issued upon receipt of returned product. Please reorder product as needed. If you have any questions, please call 734-384-7898 and speak with a DRiV Warranty CSR.



# Bulletin

## Local Bulletin

Our records indicate that we shipped product that does not conform to our standards. **This is not a safety issue.** This letter authorizes the return of **NAPA Chassis (NCP) part number 2674219** where there is **only 1 bushing per box**. Please return product with only 1 bushing per box. Product with 2 bushings per box are correct and should NOT be returned.

NAPA Shocks & Struts	PART NUMBER	DATE CODES
NCP	2674219	Return boxes with only 1 bushing



There should be 2 bushings per box.

Store are requested to take immediate action and follow the process below.

requested to

Stores are instructed to pull all affected inventory to be returned to the DC. Store should request a CR on Storefront, listing all parts being returned and include this Bulletin information in the Storefront request. Once the CR request is processed, store should return all parts included on the CR to the DC with the tare provided. The DC will scan the CR tare and release credit to the store.

If you have any questions, contact your servicing DC.



# Bulletin

## Jobber Store Bulletin

Our records indicate that we shipped product that does not conform to our standards. **This is not a safety issue.** This letter authorizes the return of **NAPA Chassis (NCP) part number 2674219 where there is only 1 bushing per box.** Please return product with only 1 bushing per box. Product with 2 bushings per box are correct and should NOT be returned.

NAPA Shocks & Struts	PART NUMBER	DATE CODES
NCP	2674219	Return boxes with only 1 bushing



There should be 2 bushings per box.

Store are requested to take immediate action and follow the process below.

Stores are instructed to pull all affected inventory to be returned to the DC. Store should request a CR on Storefront, listing all parts being returned and include this Bulletin information in the Storefront request. Once the CR request is processed, store should return all parts included on the CR to the DC with the tare provided. The DC will scan the CR tare and release credit to the store.

If you have any questions, contact your servicing DC.