

## Directed Stock Return

**TO:** All Valued Beck/Arnley Customers **2011-01-DSR-1**  
**FROM:** Tom Fritsche, Director of Product Management  
**DATE:** February 2, 2011  
**SUBJECT:** Directed Stock Return

The attached list shows part number and date codes for product that may not meet certain specifications. Please evaluate your inventory for this product and return any suspected product to Beck/Arnley before the end of the expected return period. Record the quantity of each part number returned in the "EST. QTY." column.

Please note > return 101-4824 for credit. Only date codes listed (06-05510 and 06-11710) will be accepted for return.

### SHIPPING INSTRUCTIONS

Once you have reviewed your inventory and you find you have some of the noted date code product, please call our Customer Service at 888-464-2325 (in Tennessee call 615-220-3200) for an RGA and a call tag will be issued.

Every shipping box that is returned must be marked with RGA authorization number and **2011-01-DSR-1** on or next to the shipping label.

Any carton returned without the proper authorization number or shipped by an unauthorized freight carrier will be refused

### RETURN OF OTHER ITEMS

**A return of non-suspected parts or the return of the wrong items will result in the customer paying the freight expense.** In these situations, freight reimbursement will not apply and a freight collect shipment will be charged to the customer's account.

### CUSTOMER ASSISTANCE

Any question concerning the Directed Stock Return bulletin should be directed to Customer Service Department at Beck/Arnley at 888-464-2325 (in Tennessee call 615-220-3200). We regret any inconvenience that this service bulletin may cause, and appreciate your cooperation and continued support.

**CUSTOMER INFORMATION**

Name: \_\_\_\_\_ Cust. ID# \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: (\_\_\_\_\_) \_\_\_\_\_

Date Shipped: \_\_\_\_\_ Number of Pieces returned: \_\_\_\_\_

**NOTE: Place Bulletin # on all packages**

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**FOR BECK/ARNLEY USE ONLY**

Received by \_\_\_\_\_ Credit Issued: \_\_\_\_\_

Inv. Control: \_\_\_\_\_ (310-RC) Invoice #: \_\_\_\_\_

Comments: \_\_\_\_\_

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EST. QTY.	QTY. REC'D. BWC	COMPONENT NUMBER	DESCRIPTION	AFFECTED DATE CODE	VEHICLE APPLICATION	REASON/ ACTION NECESSARY		REQUESTED RETURN PERIOD
		101-4824	Ball Joint	06-05510 06-11710	Infinti and Nissan	Will fit the application – but interfere with axle during installation	Reorder 101-4824	2/7/11 – 3/11/11

