

## ***Directed Stock Return***

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TO: All Valued Beck/Arnley Customers

FROM: Jacob Cartmill

DATE: June 27, 2011

SUBJECT: Directed Stock Return

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The following part number does not meet the specifications for the applications noted within the Beck/Arnley catalog. Please review your inventory for this product and return any suspected product to Beck/Arnley, before the end of the expected return period. Please record the quantity of each part number returned in the "QTY RTN" column on the following page.

Please note that replacement inventory is not yet available.

### **SHIPPING INSTRUCTIONS**

Every shipping box that is returned must be marked with authorization number **2011-03-DSR-072** on or next to the shipping label.

Address all returns to:

BECK/ARNLEY Returns Center  
2375 Midway Lane  
Smyrna, TN 37167

Any shipment will require you to call our Customer Service Department at 888-464-2325 (in Tennessee call 615-220-3200). We will need to know how many units you have and we will then have a pick-up tag generated for Federal Express to pick up your DSR items per this bulletin.

Any carton returned without the proper authorization number or shipped by an unauthorized freight carrier will be refused. The number listed in the upper right corner is your authorization number.

### **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 the Product Assurance 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: \_\_\_\_\_ Weight: \_\_\_\_\_

**NOTE: Place Bulletin # on all packages****FOR BECK/ARNLEY USE ONLY**

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

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

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

QTY RTN	QTY. REC'D. BECK	COMPONENT NUMBER	DESCRIPTION	AFFECTED DATE CODE	VEHICLE APPLICATION	REASON/ ACTION NECESSARY	Reorder	REQUESTED RETURN PERIOD
		072-9769	Master Brake Cylinder	Date Codes All	2007 – 2011 Toyota Camry and Avalon	Wrong for application listed in Beck/Arnley on-line catalog	TBD	June 27 <sup>th</sup> to July 27 <sup>th</sup>