

Product Recall - E2222 and E2500

Immediate Action Required: Do not sell product, segregate, and return.

A deficiency in the structure of the anti-drain back valve used in the E2222 and E2500 oil filters creates a potential for the material to tear. This issue is on a limited production of these two oil filters. Please see below for details and required actions.

Scope

- Production of the suspect oil filters is limited to **date codes from 10/01/2018 to 03/13/19**. Any receipts of oil filters after 11/15/18 and until 3/14/19 should be investigated to determine the date codes of such stock.

Required Actions

- **SUSPEND** sales of E2222 and E2500.
- **QUARANTINE** your inventory of E2222 and E2500 immediately.
- **INSPECT** – Product with a date code on the filter prior to 10/01/18 is safe to use. Product with older date codes do not have the defective anti-drain back valve. If possible, inspect your stock and continue sale of product with older date codes.
- **NOTIFY your servicing distributor** with the defective quantities by filter.
- **RETURN** product to **your servicing distributor**.

Recommended Actions

- Service Professionals should contact vehicle owners upon whose vehicle either oil filter models E2222 or E2500 were **installed during the period from November 15, 2018 through March 14, 2019**. Those vehicle owners should bring their vehicle in for the replacement of the oil filter in order to eliminate any potential for engine damage.

Reimbursement

- **Your servicing distributor** will reimburse costs associated with providing replacement oil change services for affected vehicle owners. Please submit the following to receive reimbursement:
 1. Original oil change service invoice documenting use of E2222 or E2500 oil filter along with cost.
 2. Replacement oil change service invoice documenting “no charge” oil change service to replace suspect oil filter.
 3. Your servicing distributor will reimburse the installer for the same cost as the original oil change service.