

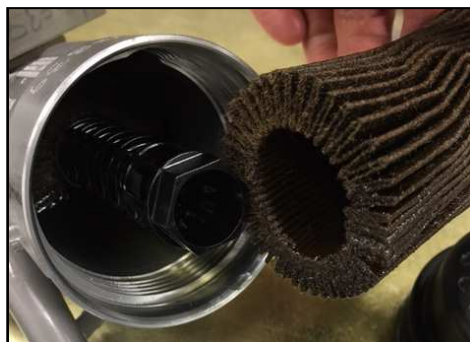
PRODUCT BULLETIN

Bulletin #: FP-17_09-SOPUS
Customer: All SOPUS Customers
Date: April 10, 2017
Subject: Product Removal Precaution

Product Notification – the following part numbers may experience end-cap separation when removing from the housing. When installed properly, the filters meet or exceed factory specifications. In other words, while in service, the filters perform as they should. But there is a slight possibility of an endcap coming loose upon filter removal...therefore we are advising the professional technician to take a moment and inspect this filter upon replacement.

BRAND	PART NUMBER	BRAND	PART NUMBER	BRAND	PART NUMBER
PENNZOIL	PZ171	QUAKER STATE	QS171	PERFORMAX	PO-171
PENNZOIL	PZ180	QUAKER STATE	QS180	PERFORMAX	PO-180
PENNZOIL	PZ184	QUAKER STATE	QS184	PERFORMAX	PO-184
PENNZOIL	PZ53	QUAKER STATE	QS6848		

Filter Replacement Special Instructions – when removing the used filter, please inspect to be sure the endcap remains attached to the filter media assembly. If you do not see the endcap on the filter, then it is likely that the removal process separated the end cap and left it in the housing. This endcap needs to be removed by hand or light tool before installing the new cartridge.



Example of affected filter element after removal



View inside housing – note end cap

Manufacturer Corrective Actions have been put in place as of March 1, 2017. These actions have been in place to ensure a more robust endcap assembly, confirming greater continuity in quality. The improved production filters are now beginning to ship. However, we advise that you continue this special inspection for the next few months, as older affected inventory may be in use until subsequent oil & filter changes.

Your business success is our highest priority. We regret any inconvenience this may have caused.