

Announcement and FAQ – Takata – New Inflator Return Instructions (Continental US Saab OSC's Only)

Applies to: Recalls 15036, 15040 and 15042

Effective: May 25, 2016

Announcement: Takata has approved new Inflator Return Instructions that will simplify your return processing.

There are four key points:

- 1. Fedex should no longer be used to return Takata airbag inflators.**
- 2. A new LTL procedure is in effect** (Less than Truckload) [Click for Reference Library Link](#)
- 3. Future Orio inflator part shipments will include the new instructions.**
- 4. Your current inventory will have “old” instructions that you should replace.**

Frequently Asked Questions - (FAQ)

Question: Why is the procedure changing?

Answer: Three reasons, 1) to simplify the process, 2) to make Takata the shipper of record, 3) to correct previously inaccurate instructions that were inadvertently placed in some Orio inflator boxes.

Question: What are the New Hazmat Shipping Procedures for Airbag Inflators?

Answer: See the attached complete procedure from Takata. Saab and Takata are implementing a new shipping procedure effective immediately. A company called Takata XPO will arrange pick up of the inflators and return them to Takata. Once a month please call Takata XPO at 1-877-650-3476 for pick up. Please see step 6 of the return instructions. Takata XPO will provide all documents that are required to return the used inflators.

Question: What if my OSC is not in the US Continental 48 States?

Answer: NOTE: Locations outside of the Continental United States (Hawaii, Alaska, Puerto Rico, Virgin Islands INCLUDING Mexico and Canada CANNOT use the attached shipping instructions. Instead, OSC's in these locations MUST contact the following Takata/XPO USA representative directly for shipping instructions: Armando Gonzales– Tel #: 210-250-5039 or Email: Armando.Gonzales@xpo.com SCTakataRestrains_International@XPO.com

Question: What if the instructions in the boxes that I currently have are old and do not comply with the new procedure?

Answer: Use the **new procedure only!** Discard the old instructions. The updated instructions will be included in future shipments or contact Takata XPO at 877-650-3476. They will send whatever material that is required.

Question: What if a part box that I receive is missing return labels and/or paperwork?

Answer: Contact Takata XPO at 877-650-3476. They will send whatever material that is required.

Question: Can we get reimbursed for the Hazmat fees and shipping?

Answer: Yes, you can submit for reimbursement for the Hazmat fees and shipping. The amount for Hazmat and shipping should be put in the sublet section of the claim. The sublet comment field must also be filled out identifying what the sublet amount is for. The Hazmat fee is the same amount whether 1 part is ordered or 5 parts. The amount must be divided by the number of Hazmat parts that are on the invoice. Only the amount of the Hazmat and shipping for the part that is on the claim should be submitted.

Question: Should we send back the parts individually or should we hold them until we have quantities?

Answer: Each removed air bag inflator must be returned directly to the supplier, Takata U.S.A. in the box in which the replacement airbag was received. The shipping box contains a bar code label, which will be used by Takata USA to document the replacement of the old inflator with the new inflator. Therefore, **it is very important that the removed inflator be returned in the exact same box** that contained the newly installed inflator for the vehicle. If the original box cannot be re-used, please refer to the shipping instructions under "Requesting a new box/shipping labels." Hold the parts for 90 days and then contact Takata XPO.

Question: How can I return the inflators to Takata if I am not Hazmat Certified?

Answer: Hazmat certification will not be necessary. Complete the paperwork specified in the instructions. Takata XPO will pick up the inflators and they will now become the shipper

Question: What if I am a new Saab OSC and do not have a CCN number.

Answer: A CCN number will no longer be necessary if you are using Takata XPO to return the inflators.

NOTE INFLATOR RETURNS

These Return Instructions are for the Continental US Saab OSC (48 States).

NOTE: Locations outside of the Continental United States (Hawaii, Alaska, Puerto Rico, Virgin Islands **INCLUDING Mexico and Canada**) **CANNOT** follow below shipping instructions. Instead, Saab OSC in these locations **MUST** contact the following Takata/XPO USA representative directly for shipping instructions: Armando Gonzales- Tel #: 210-250-5039 or Email: Armando.Gonzales@xpo.com
SCTakataRestrains_International@XPO.com

1. Shipping Documents

a) Box Label

- Supplied with each Kit
- To be affixed to each box



b) Over-pack Label

- To be supplied by XPO.
- To be affixed to the outside of each pallet



c) Bill of Lading

- To be supplied by XPO.
- Print 2 copies: 1 for Saab OSC Records, 1 for LTL Driver



d) ERG Document

- To be supplied by XPO.
- To be provide by the Saab OSC to the LTL Driver for each shipment



4b. Shipping Instructions – Label each Box

a) If you continue receiving Inflator Kits with the original FedEx Documentation:

1. Peel off the backing of the FedEx Ground PRP Shipping label and affix to top of box to left of the Class 9 label.
- Use the scribe line on the box as a guide
- The FedEx Ground PRP Shipping label must not touch any portion of the printing to the right of the scribe line.
2. Discard the remaining Documentation
3. Do Not contact FedEx



2. Packing Instructions

a) Confirm box is in acceptable condition. If a new box is needed, follow the New Box instructions located in Box 8 of this page.

b) Place the un-deployed air bag inflator in the "cradle" of the box insert.



5. Shipping Instructions – Prepare the shipment or pallet

a) Accumulate and package kits

- Arrange Kits on Pallet (if needed) as pictured here
 - 20 boxes per row/layer (5x4)
 - 10 rows/layers per pallet (200 boxes)
- Shrink-wrap Kits to Pallet if used
- Affix Over-pack Label on (1) side of Pallet (Not on Top)



3. Closure Instructions

a) Close the top box flap, per box closure instructions located on front panel of box.



6. Shipping Instructions – Schedule LTL Pickup

a) **Every 90 days** (or upon accumulating 200 kits 1 Over-pack/Pallet)
Call XPO at 1-877-650-3476

b) Have the following information Available

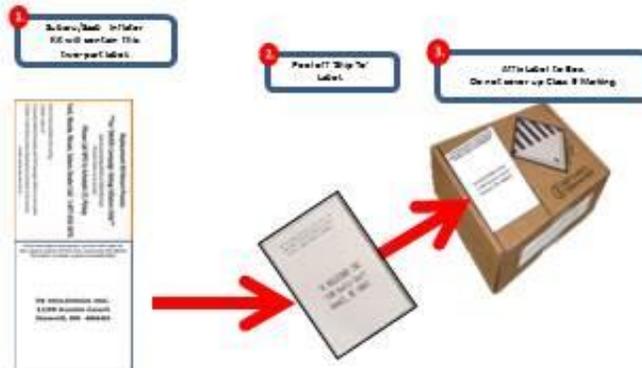
- OSC #
- Quantity of kits/packs/pallets
- Quantity of Inflator Kits in each package/pallet
- Email Address where shipping Documentation can be received

7. Shipping Instructions – Ship

- Give 1 Copy of BOL and 1 Copy of ERG to Driver
- Retain 1 Copy of BOL for Saab OSC records and archive for 2 Years

4a. Shipping Instructions - Label each Box

a) New Labels began shipping in each kit starting mid August, 2015



8. Requesting a New Box / Shipping Labels

If a new box or replacement shipping labels are needed, please contact the representative listed below by phone or email to request replacement materials.

Primary Contact- XPO Customer service Rep Tel #: 210-250-5079
E-Mail: SCFieldAction.14305@xpo.com

To help expedite your request, please be prepared to provide the following information:

- Serial number on the original box
- What Type of shipping material needed
 - Replacement Box
 - Two Part Return Label
 - Bill of Lading
 - ERG Form
 - OSC Shipping Information
 - Contact name
 - OSC Address
 - Phone Number

