

RETURN PROCEDURE - AIRBAG INFLATORS

Continental U.S. - Saab OSCs Only! (48 States).

NOTE: Saab OSCs 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: XPO Representative Armando Gonzales—Tel #: 210-250-5039 or Email: SCTakataRestrains_International@XPO.com or MLGTakataRestrains_International@menlowworldwide.com

1. Packing Instructions

- Confirm box is in acceptable condition. If a new box is needed, follow the New Box instructions located in Box #9 of this page.
- Place the un-deployed air bag inflator in the "cradle" of the box insert.



2. Closure Instructions

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



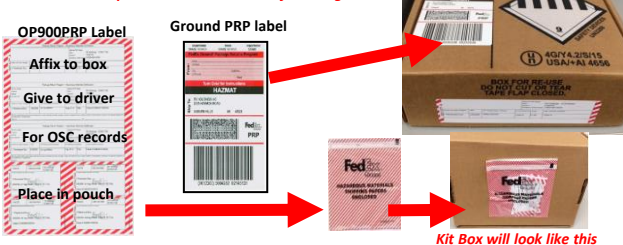
3. Schedule Pickup

- Every 90 days or upon accumulating 200 kits (1 Pallet) minimum**
 - Call XPO at 1-877-650-3476
 - Have the following Information Available
 - Saab OSC #
 - Quantity of Pallets, Boxes
 - Quantity of Passenger Inflator Kits in each Pallet or Box
 - Email address where shipping docs should be sent for LTL
 - If LESS than 10 inflators are being returned - REFER TO BOX - #4**
 - A FedEx Package Return Program (PRP) will be authorized by XPO.
 - Required documents will be sent at that time (shipping address will be request at this time).
 - If More than 10 inflators are being returned - REFER TO BOX - #5**
 - A Less Than Truckload (LTL) shipment will be arranged.

4. FedEx – Package Return Program (PRP) - Label each Box

- If you have less than 10 Inflator Kits OR existing kits ready to ship, follow PRP process
 - Peel off the backing of the Fedex Ground PRP Shipping label and affix to top of each box to left of the Class 9 label (see below)
 - Use the scribe line on the box as a guide.
 - The FedEx Ground PRP Shipping label must not touch any portion right of the scribe line.
 - OP900PRP label is a multiple part label, please see below for further instructions
 - A single combined shipment of your individually labeled boxes will be scheduled by XPO (Example: one shipment of 9 boxes)
 - Do Not** contact FedEx **unless you are instructed to by XPO.**

XPO will send post mail to the OCS the following:



Kit Box will look like this

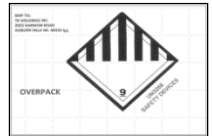
5. LTL Shipping Instructions - Label each box

- If you do not have labels, please refer to BOX #9.



6. LTL Shipping Documents (Less than Truckload)

- Box Label**
 - Supplied with each Kit
 - Affix address label to each box
- Over-pack Label**
 - To be supplied by XPO.
 - To be affixed to the outside of each pallet
- Bill of Lading**
 - To be supplied by XPO.
 - Print 2 copies: 1 for Saab OSC Records, 1 for LTL Driver
- ERG Document**
 - To be supplied by XPO.
 - To be provided by the Saab OSC to the LTL Driver for each shipment



7. If LTL - Prepare the pallet or box(es) for shipment

- Accumulate and palletize or box kits
- Arrange Kits on Pallet as pictured here
 - 20 boxes per row/layer (5x4)
 - 10 rows/layers per pallet (200 boxes)
- Shrink-wrap Kits to Pallet
- Affix Over-pack Label on (1) side of Pallet (Not on Top)



8. Complete the Shipment

- If LTL - Give 1 Copy of BOL and 1 Copy of ERG to Driver
- Retain 1 Copy of BOL and archive for 2 Years

9. Requesting a New Box / Shipping Labels

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

XPO Customer service Rep **Tel #: 210-250-5079**

E-Mail: SCFieldAction.14305@xpo.com

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

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

