

## Return Procedure Announcement & FAQ – Takata Airbag Inflators (Continental US Saab OSC's Only)

Applies to: Recalls 15036, 15040 and 15042

Effective: July 13, 2016

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

There are five key points:

1. Returns are to be batch processed **every 90 days**.
2. Fedex will be used for returns of **less than 10** inflators.
3. An LTL carrier (Less than Truckload) will be used for returns **10 or more** inflators.
4. Future Orio inflator part shipments will include the new instructions.
5. Your current inventory will have “old” instructions that you should discard

[Click for Return Procedure](#)

### Frequently Asked Questions - (FAQ)

**Question:** Why is the procedure changing?

**Answer:** Three reasons, 1) to batch larger returns and reduce individual inflator processing, 2) to make Takata the shipper of record, 3) to correct previously inaccurate instructions from Takata.

**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 every 90 days you can 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 alternate shipping instructions: Armando Gonzales– Tel #: 210-250-5039 or Email: [Armando.Gonzales@xpo.com](mailto:Armando.Gonzales@xpo.com) [SCTakataRestraints\\_International@XPO.com](mailto:SCTakataRestraints_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 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 has been assigned to all OSCs. If you do not have yours please contact Larry Kish by email at [Larry.Kish@OrioAutoParts.com](mailto:Larry.Kish@OrioAutoParts.com).