

S. Brand / TMS Toyota Customer Services
Product Quality and Service Support, Quality Compliance
June 26, 2015
Approved By: Bob Waltz

To: All Lexus Dealers
From: Product Support Division

Safety Recall DSC and ELG Airbag Inflator Module – *New Part Return Shipping Process*

**DSC/ELG
Certain 2002-2007 SC430
(Passenger Side Airbag)**

Safety Recalls DSC and ELG involve the replacement of the airbag inflators for the above listed vehicles.

Effective July 1, 2015, the current inflator part return process, using Fed-Ex as the shipper will be discontinued. A new procedure using a third party coordinator (Stericycle Solutions) has been developed. With this new process, each dealer will be required to perform the following:

- Apply a return address label to the outside of each returned inflator box (Label provided by Takata in the new part box).
- Store the old inflators on a pallet until they accumulate 100 inflators or whatever amount is collected after 30 days.
- Keep a running log of how many of each type (Drivers or Passenger) inflators are on the pallet.
- Secure the inflators on the pallet with shrink wrap.
- Contact Stericycle at **1-800-650-9409** to arrange LTL pick-up.
- Place an over-pack label on the palletized load and provide the LTL driver with the pre-filled out documentation that will be sent to the dealer by Stericycle.

The new process will not require the dealer to fill out any paperwork. All documents will be filled out by Stericycle and returned to the dealer.

Starting June 18th, during part production, Takata started replacing the current FedEx documentation in the inflator box with the new return labels and updated instructions. To support this new process, on Monday June 29th, each dealer will receive:

- 4 laminated Job Aids to help you understand the new process.
- 1 roll (125) of the new return labels to use until the new inflators start to arrive with the correct labels in the box. More labels will be available from Takata if needed.

Refer to the Job Aid for more details on the new process and how to get more labels.

In addition, to compensate dealers for purchasing pallets and shrink wrap, a sublet claim of 0.20 cents per vehicle may be applied to each inflator replacement warranty claim starting July 1st. Please refer to the campaign dealer communication for updated warranty opcode information.

NOTE: This updated inflator recovery program only applies to the Continental 48 States. Alaska, Hawaii and the US Territories will continue to use the current program.

Please review this notification with your staff to assure that all relevant personnel have been briefed and understand this new process.

Thank you for your cooperation.

48 STATE LTL GROUND SHIPMENT PREPARATION

As the shipper, you are responsible for proper packing and labeling on each inflator and the over-pack container being shipped. The person packaging the inflator must have received hazardous material training per 49CFR 172.702, and the training records must be on file at your dealership. The US Department of Transportation will impose substantial fines and/or penalties on the shipper if either packaging, labeling or documentation is not properly prepared and a customer copy of bill of lading form is not kept on file for a minimum of 2 years.

IMPORTANT: Do not deploy any inflators. Return the used inflator according to the instructions below. The person packing the used inflator must read and follow the provided instructions.

NOTE: Dealers in **Alaska, Hawaii, Puerto Rico, and US Territories CANNOT** follow these shipping instructions. The dealer **MUST** contact the following Takata USA representative directly for shipping instructions: Miguel Prigadaa – Tel #: 210-250-5078 or Email: MLGTakataRestraints_International@menlowworldwide.com

1. Shipping Documents

Provided by Takata

a) **Ship To Box Label**
(to be affixed to each box)



b) **Over-pack Label**
(to be affixed to the outside of each Pallet)

c) **Bill of Lading (BOL)**
(2 Copies. 1 for Dealer Records, 1 for LTL Driver)

d) **Emergency Response Guide (ERG) Document**
(to be provided by the Dealer to the LTL Driver for each shipment)

Provided by Stericycle



Note: FedEx Shipping Documents – “Discontinued”

a) If the Inflator Kit contains the original FedEx documentation, those documents can be discarded.



5a. Shipping Instructions – Prepare the Pallet

- Accumulate and palletize old Inflator Kits in groups of 100
(keep a running log sheet of the type of inflators placed on the pallet)
- Arrange Inflator Kits on a Pallet as pictured
(See Pallet Selection Guide on the back)
- Wrap Kits on the pallet with shrink wrap
- Affix Over-pack Label (provided by Stericycle) on (1) side of Pallet (Not on Top)



2. Packing Instructions

- Confirm box is in acceptable condition. Use the package reference guide on the back of these instructions
(If a new box is needed follow instructions in step 7)
- Place the un-deployed air bag inflator in the “cradle” of the box insert.

Drivers Side Inflator

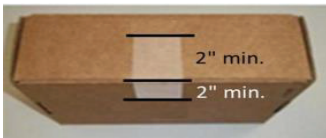


Passengers Side Inflator



3. Closure Instructions

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



4. Apply Ship To (Return Address Label) on each Box

- New labels will begin shipping in each kit approximately June, 2015
- Peel off the “Ship To” label and affix it to the top of the box to the left of the Class 9 marking.
(Do not cover up the Class 9 marking)
- Place the old Inflator to be returned on a pallet for shipping.

Note:

New return labels will be sent to dealers to use until the new labels start to arrive in the package. If more labels are needed see step 7

Toyota Inflator Kits will contain this two-part label:



Peel off 'Ship To' Label.



Affix 'Ship To' Label to Box. Do not cover up Class 9 marking.



5b. Shipping Instructions – Schedule LTL Pickup

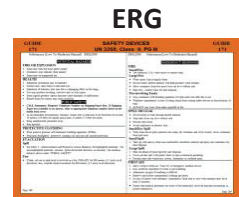
- Upon Accumulating 100 kits Call Stericycle at **1-877-650-9409**
 - If 100 Kits have not been accumulated in 30 days, please call Stericycle for directions
- Have the following Information available:
 - Dealer #
 - Quantity of each type Inflator Kits (Passenger and Driver) on each Pallet
 - Email Address where shipping Documentation can be received

5c. Shipping Instructions – Shipping documents

- After receiving shipping documents from Stericycle, give 1 Copy of the BOL and ERG to the Driver (BOL will be pre-filled out by Stericycle)
- Retain 1 Copy of BOL for Dealership records and archive for 2 Years



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7. Requesting a New Box / Ship to Return Address Labels

- If a new box is required (See packager Reference Guide on the back of these instructions) or additional ship to return address labels (referenced in step 4) are needed, please contact the representative listed below by phone or email to request replacement materials.

Primary Contact: **Miguel Prigadaa - Tel #: 210-250-5079**

E-Mail: MLGTakataRestraints_International@menlowworldwide.com

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

- Serial number on the original box
- Dealer Shipping Information
 - Contact Name
 - Dealer Address
 - Phone Number



PACKAGE REFERENCE GUIDE

Is This Packaging Acceptable?

Hazardous materials packaging damages can be classified into one or more of the following different types. They include:

	Damage Type	YES	NO
A	Abrasions Abrasions result from sliding the package against a rough surface (e.g. concrete floors). Major abrasion (see NO column) are NOT acceptable. Note the flutes are visible.		
C	Compressions Compressions result from superimposed weights (e.g. stacked too high) or from dropping the packages. Small dimples (see YES column) are acceptable.		
D	Dents Minor dents (see YES column) occur through normal handling and picking (e.g. pulling from bin locations) and are acceptable. Major dents (see NO) result from impacts with other objects (e.g. pallet impacts).		
I	Incisions Minor incisions (see YES column) are acceptable. Major incisions (e.g. pallet box cut open with utility knife) are NOT acceptable.		
K	Improper Packing Improper packing (e.g. missing dunnaging) is always unacceptable. The packages must be properly dunnaged to prevent movement in all directions.		
L	Labeling Packages with excessive labeling are NOT acceptable, particularly, if the labels obscure other required marks and labels.		
	Other Damages Multiple damages, such as those shown, may affect the integrity of the package (see NO column). Others are not as severe and may be acceptable. If questionable, repackage the material.		
P	Punctures Minor punctures (see YES column) generally do not affect the structural integrity of the packaging, unless the puncture is completely through the wall of the packaging (see NO column).		
R	Returns UN 4G specification fiberboard boxes are considered to be Single Trip Containers (STCs) and should not be returned, particularly if they have been opened. (see NO column)		
T	Tears Minor tears (see YES column) will not generally affect the structural integrity of the packaging and are considered to be normal "wear and tear." However, large tears or rips are NOT acceptable (see NO column).		
	Water Damage, Wet Water damages, such as the example shown (see NO column) are NOT acceptable. Water damage will affect the structural integrity of the packaging. These packages should be repacked in appropriate specification packages.		
X	Repairs Repairs that may obscure required marks (see NO column) are not permitted. Packages that are damaged in the area of pre-printed specification marks, or packages that have been repaired more than once should not be accepted.		

Pallet Selection Guide

When selecting a pallet to use to ship inflators, follow these basic guidelines:

- Pallet size should be roughly 48 x48. Avoid using a pallet that would allow the material to hang over the edges when stacked.
- Should have no loose or broken slats that could allow the material to shift during transit.
- The wood should not be water damaged or rotted causing the slats to collapse under a load.

(GOOD Examples)



(BAD Examples)

