



SERVICE ACTION J074: TAKATA PASSENGER AIRBAG

SERVICE BULLETIN

19-DEC-16

NO.: 6-311USA
(ISSUE 2)

SEC.: GENERAL
INFORMATION

MKT.: USA

CHANGES ARE HIGHLIGHTED IN GRAY

DESCRIPTION OF ISSUE

Following the recent Customer Letters sent as part of Recall Action J069 Takata Passenger Airbag, this Service Action is released to support retailers where Customers may have serious concerns following receipt of the initial defect notification letters dated 29 July 2016.

The Recall Action provides for the replacement of the passenger airbag once a permanent remedy parts are available, that are due towards the end of Q4 2016. Until such time as Customers are notified of the availability of the permanent remedy part, a Customer may raise concerns or feel that they cannot continue to use their vehicle in an unrepaired state. Immediate advice to Customers, repeated here for ease of reference is:

“Jaguar Land Rover North America is not aware of any case of airbag module rupture on our vehicles. Nonetheless, if you are uncomfortable while waiting for the repair, you may elect to avoid having a passenger sit in the front passenger’s seat until the recall repair has been performed.”

A limited number of like-for-like airbags have been procured from Takata to support retailers in managing Customers who are insistent that they will not use their vehicle, in spite of assurances concerning risk provided.

AFFECTED VEHICLE RANGE

XF (X250)

Model Year: 2009-2011

VIN: R00002-S20750

ACTION TO BE TAKEN

Where Customers are unwilling to adhere to the above advice, to support Customers and provide reassurance, in the first instance, please make sure that the vehicle is included in Safety Recall J069.

Where the VIN is shown as open, on behalf of the customer, please contact the Customer Relationship Centre (800-452-4827, Option 9) to identify the VIN and customer details. Customers may also contact the Customer Relationship Centre directly to discuss any concerns should they wish to do so.

Once the VIN is confirmed as eligible for J074, the process identified in the Service Instruction of the Technical Bulletin noted below should then be followed.

In addition to the above, irrespective of this action, the passenger airbag will be replaced again in the future once the required parts become available. This program has been constructed with the agreement of NHTSA.

Refer to Technical Bulletin J074NAS, *Service Action: Takata Passenger Airbag*, for detailed repair instructions.

PARTS

Special Ordering Procedure

Requests under this program for use of replacement 'like-for-like' passenger airbags are to be exclusively routed via the Customer Relationship Centre (CRC). If a request is approved, the retailer will be provided an authorization number and asked to place an order for the part listed below.

The order must contain the 17-digit VIN and CRC authorization number in the order reference field. The part will then ship to the retailer.

DESCRIPTION	PART NO. / SUNDRY CODE	QTY. / VALUE*
Passenger airbag	C2Z15835	1

SPECIAL DISPLACED PARTS HANDLING PROCEDURE

All retailers EXCEPT Hawaii, Puerto Rico, and Guam

Displaced parts require special handling and shipping procedures. For airbags ordered before 4 November 2016, the necessary shipping documents will be supplied to the Service Manager for those displaced airbags which are awaiting return shipment. For airbags ordered from 4 November 2016, the necessary shipping documents are provided with the new airbag.

See the attached file for complete return shipping instructions (all retailers EXCEPT Hawaii, Puerto Rico, and Guam).

Hawaii, Puerto Rico, and Guam retailers ONLY:

- Contact XPO at sctakatarestraints_international@xpo.com or 210-250-5039.
- Provide XPO with retailer details (name, address), contact information, and cargo details (number of pieces and weight).

TOOLS

Refer to the Technical Bulletin referenced above for any required special tools.

WARRANTY

NOTE: check DDW to ensure that a vehicle is affected by this program prior to undertaking any rework action.

At the time of confirming a booking for vehicle repair, ensure that **all** outstanding Recall and Service Actions are identified to ensure the correct parts are available and adequate workshop time is allocated for repairs to be completed in one visit.

Warranty claims must be submitted quoting the Program Code together with the relevant Option Code. The SRO and part information listed have been included for information only. The Option Code(s) that allows for the drive in/drive out allowance may only be claimed if the vehicle is brought into the workshop for this action alone to be undertaken.

Warranty claims must be submitted for payment within 30 calendar days of completion of the repair.

Repair procedures are under constant review and therefore times/prices are subject to change; those quoted here must be taken as guidance only. Refer to TOPIx to obtain the latest repair time.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PART NO. / SUNDRY CODE	QTY. / VALUE
J074	B	Passenger airbag - Renew	76.73.37	1.90	C2Z15835	1
J074	C	Passenger airbag - Renew Drive in/drive out	76.73.37 10.10.10	1.90 0.20	C2Z15835 -	1 -

Normal Warranty policies and procedures apply.

IMPORTANT SPECIAL DISPLACED PARTS HANDLING PROCEDURE

Displaced parts require special procedures and all are must be shipped to Takata Holdings:

- The packaging for the received replacement part **MUST** be retained to be used to return the displaced passenger airbag.
- Pack the displaced passenger airbag in the packaging in which the replacement part was received. This is a vital step as the replacement part serial number serves as a record identified at Takata.
- **IMPORTANT:** Place a copy of the related repair order in the packaging.
- Complete the Hazmat shipping documentation.

Packing – Closing Instructions

****DO NOT DEPLOY THE INFLATOR****

Confirm box is in acceptable condition.

Box should be in good condition with no visible signs of damage and capable of withstanding additional transportation.

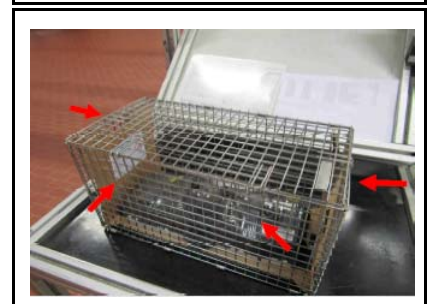
a. Place the tray module to the position shown and fold tray.



b. Insert the tray into the cage, placing the AE13962 label on the inside of the tray as shown.



c. Close the cage, making sure to engage the locking tabs.



d. Make sure the original box is in good condition. .



- e. Make sure the cage is upside down when placing inside the box.

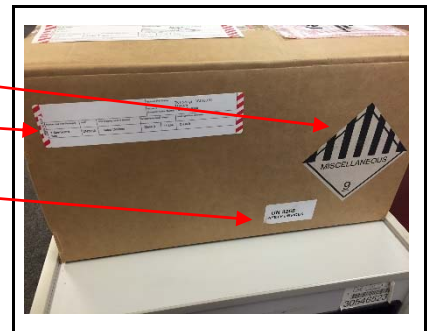


- f. Insert a copy of the relevant repair order and close the box.

Package labels required on return box

1. Hazard Class Labels Class 9 (pre-printed)
2. Ship To Address label
3. UN3268 label

Do not cover up Class 9 or UN3268 labels.



- g. Follow HAZMAT shipping documentation process below.
- h. Provide package with *OP 900PRP* form to FedEx Ground driver.

1. Shipping Documents: OP 900PRP Hazardous Materials Certification Form; will be mailed by Takata upon request.



FedEx Ground Shipping Label



FedEx Ground Shipping Envelope



4. Shipping Documentation Instructions (cont'd)

- a** Separate the **FedEx Copy** and **Customer Copy** of the *OP 900PRP* form. Keep the FedEx copy with the box.

Attach the **Customer Copy** to the Repair Order.



Note: Dealers must retain the Customer Copy of OP 900PRP form in their records for 2 years.



2. Shipping Documentation Instructions

- a** Separate the bottom 4 labels (*OP 900PRP* form), place them in the FedEx Ground envelope, and remove the backing and firmly place on bottom of the box.

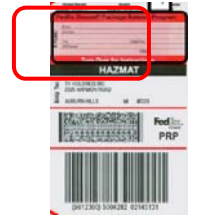


- b** Peel off the **BOX COPY** of the *OP 900PRP* form and firmly apply to the front of the box



5. FedEx Ground PRP Shipping Label

- a** Fill in **Shipper Name & Address** in the upper section of the *FedEx Ground Shipping* label.
Note: (RMA# is not required).



- b** Peel off the backing of the **FedEx Ground PRP Shipping** label and affix to the back side of the box.



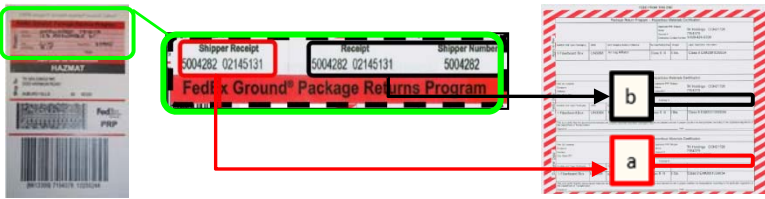
- c** Provide the package and the FedEx Copy of the *OP 900PRP* form to the FedEx Ground Driver.

Note: If you don't receive regular pickups from FedEx, call 800-463-3339 to schedule a pickup of the package.

3. Shipping Documentation Instructions (cont'd)

- a** Peel off the **SHIPPER RECEIPT** from the top of the *FedEx Ground PRP Shipping* label, place it in the **Tracking ID** box on the *Customer Copy* of the *OP 900PRP* form.

- b** Peel off the **RECEIPT & SHIPPER NUMBER** from the top of the *FedEx Ground PRP Shipping* label and place it in the **Tracking ID** box on the *FedEx copy* of the *OP 900PRP* form.



6. Requesting a New Box / Shipping Labels

If a new box, replacement box, or 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:

- a) What Type of shipping material needed
 - Replacement Box
 - HazMat Certification Form
 - FedEx Shipping Label
 - FedEx Shipping Envelope
- b) Dealer Shipping Information
 - Contact Name
 - Dealer Address
 - Phone Number