



April 20, 2016

To: All Service Managers and Parts Managers

Subject: Safety Recall GLA
Certain 2016 Model Year RX 350 and RX 450h Vehicles
Driver's Knee Airbag Replacement - **Return and Shipping of Replaced Parts**

The remedy phase of Safety Recall GLA was launched in February, 2016. **Attached is a Return Shipping Instructions job aid for Safety Recall GLA Driver's Knee Airbag.**

It is crucial that all associates involved with the handling of the Driver's Knee Airbags for this Safety Recall understand and follow the instructions in the job aid. **ALL Driver's Knee Airbags replaced at your dealer must be returned to TGMO as outlined in the job aid.**

This only applies to Safety Recall GLA - Certain 2016 Model Year RX350/450h Driver's Knee Airbag. DO NOT use this procedure for any other airbag return program.

The GLA RX 350/450h Driver's Knee Airbag Return Shipping Instructions job aid is also posted on TIS.

Thank you for your on-going support.

GLA RX350/RX450h Driver's Side Knee Airbag Return Shipping Instructions



NOTICE:

These Instructions are for the GLA Driver's Side Knee Airbag Campaign only!

Do not use these instructions for any other airbag return program.

NOTE: As the shipper, you are responsible for proper packing and labeling on each airbag assembly being shipped. The person packaging the airbag assemblies must have received hazardous material training per 49CFR §172.702 and §172.704, 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 airbag assemblies. Return the used airbag assemblies according to the instructions below. The person packing the used inflator/airbag assemblies must read and follow the provided instructions.

Packaging Instructions:

- Confirm the original box is in acceptable condition by referring to the "Packaging Reference Guide" on the back page of this document. If a new box is required, follow the "Requesting New Packaging Instructions" located on the back page of this document.
- Wrap the air bag module in the bubble wrap from the original packaging.
- Place the air bag module in the center of the box. Place original bubble wrap around the air bag module to prevent movement inside the box.



Closure Instructions:

- Use clear box sealing tape.
- Confirm flaps are flush prior to taping.



Compliance Checks on Box

- Confirm UN Identification Number and the Proper Ship Name are legible and not covered.
- Confirm that Class 9 hazard label is not damaged or covered.
- Make sure that the "Up Arrows" are pointed in the correct direction and the box is not upside down.
- Do not cover the "Up Arrows" or "Handle with Care" markings.
- Do not cover UN Package specification markings.



Scheduling Package Pick Up:

- When an air bag module needs to be returned, contact TG Missouri via email address below to begin the return process.
lexus.returns@tgmissouri.com
- TG Missouri will need the following information upon initial contact:
 - Dealer name
 - Dealer address
 - Dealer contact information including email
 - Box and piece quantity to be returned

Contact Information:

If you have a question, need escalation for your shipping request or need to discuss an issue with a TG Missouri representative, please use contact below:

Brett Wilson - Safety Systems General Manager 573-547-1041 ext. 5613

TG Missouri will contact Fed Ex to schedule the pick up at the dealer. All necessary shipping documents will have all fields prepopulated and ready for the dealer to print out. TG Missouri will email the following shipping documents to the dealer:

- Fed Ex Shipping Label
- DDG Form (Declaration of Dangerous Goods)
- MSDS Form

Dealer will need to print documents and fix them to each package as per labeling instructions on the next page.

GLA RX350/RX450h Driver's Side Knee Airbag

Return Shipping Instructions

Package Labeling:

Dealer will need to print documents and fix to each package.

Examples of the 3 documents are shown to the right.

MSDS and Declaration of Dangerous Goods forms must be placed together and fixed to the package in one of the two following methods:

- Placed in a sealed clear pouch with the DDG form facing out.
- Folded and clear taped to the box with the DDG form facing out.

The MSDS does not need to be visible on the outside of the package, only present with the Declaration of Dangerous Goods.

Shipping label must be clear taped to the package next to the DDG and MSDS forms as shown in photo to the right.

Requesting New Packaging:

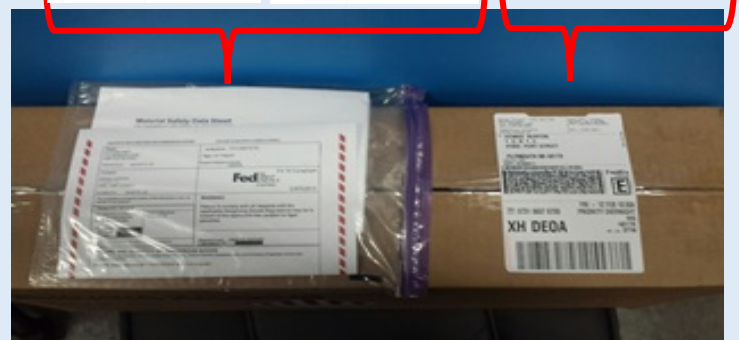
Follow the Package Reference Guide below. If a new box is needed, contact TG Missouri representative:

Contact Person: **Matt Buerck**
 2200 Platin RD Perryville Missouri, 63775
 Phone: 314-989-5376
 email: matthew.buerck@TGmissouri.com

Declaration of Dangerous Goods

MSDS Sheet

Fed Ex Shipping Label



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.		