

Safety Recall

Code: 69S8



Audi

REVISION

Subject	Driver Frontal Airbag Inflator (Takata)
Release Date	December 10, 2021
Revision Summary	<u>USA ONLY</u> <ul style="list-style-type: none">• Added Rental Car/Loaner program claiming instructions• Added Appendix for Rental Car/Loaner program FAQs
Affected Vehicles	U.S.A. & Canada: Certain 2017 MY Audi R8 Spyder and Audi R8 Coupe and Certain 2016-2017 MY Audi TT Roadster and Audi TT Coupe <p>Check Campaigns/Actions screen in Elsa on the day of repair to verify that a VIN qualifies for repair under this action. Elsa is the <u>only</u> valid campaign inquiry & verification source.</p> <ul style="list-style-type: none">✓ Campaign status must show "open."✓ If Elsa shows other open action(s), inform your customer so that the work can also be completed at the same time the vehicle is in the workshop for this campaign.
Problem Description	The driver airbag may explode in a crash with airbag deployment. Sharp metal fragments can hit people and cause serious injury or death.
Corrective Action	Replace the driver frontal airbag.
Code Visibility	On March 29, 2019, affected vehicles were listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports (found on www.accessaudi.com & OMD Web). A list was not posted for dealers who did not have any affected vehicles. On March 29, 2019, this campaign code showed open on the affected vehicles in Elsa.
Owner Notification	Owner notification occurred in March 2019. Owner letter examples are included in this bulletin for your reference.
Additional Information	Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions. IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS <u>New Vehicles in Dealer Inventory:</u> It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied. By law, dealers must correct, prior to delivery for sale or lease, any vehicle that fails to comply with an applicable Federal Motor Vehicle Safety Standard or that contains a defect relating to motor vehicle safety. <u>Pre-Owned Vehicles in Dealer Inventory:</u> Dealers should not deliver any pre-owned vehicles in their inventory which are involved in a safety or compliance recall until the defect has been remedied. Dealers must ensure that every affected inventory vehicle has this campaign completed <u>before delivery to consumers</u> .
Parts Information	Due to the small number of affected vehicles, there will be a small initial allocation for part number (8S0880201AR6PS, criteria 10). Not all dealers will receive an initial allocation based on the projected amount of facing vehicles at your dealerships. If parts are needed to support a vehicle repair, please contact the Parts Specialists via phone (800-767-6552), email (VWoAPartsSpecialists@vw.com) or chat/text/AVA with the VIN to order.

Claim Entry Instructions

The labor times listed here may differ from the labor operations and labor times listed in ELSA.

After campaign has been completed, enter claim as soon as possible to help prevent work from being duplicated elsewhere. Attach the Elsa screen print showing action open on the day of repair to the repair order.

If customer refused campaign work:

- ✓ U.S. dealers: Submit the request through Audi Warranty Online under the Campaigns/Update option.
- ✓ Canada dealers: Upload the repair order to Audi WIN/Operations/Campaign Closure.

Service Number	69S8
Damage Code	0099
Parts Vendor Code	002
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90
Causal Indicator	Mark driver frontal airbag as causal part*
Vehicle Wash/Loaner	USA: Do not claim wash under this action. For rental/loaner claiming, see special coverage claiming section. Canada: Do not claim wash/loaner under this action

Vehicles have more than one criteria. Claim all applicable criteria listed below on one claim.

Criteria I.D.	4S and 18						
	Install new driver frontal airbag Labor operation: 6958 55 99 75 T.U. <table border="1"><thead><tr><th>Quantity</th><th>Part Number</th><th>Description</th></tr></thead><tbody><tr><td>1.00</td><td>4S0880201KDF9</td><td>Driver frontal airbag*</td></tr></tbody></table>	Quantity	Part Number	Description	1.00	4S0880201KDF9	Driver frontal airbag*
Quantity	Part Number	Description					
1.00	4S0880201KDF9	Driver frontal airbag*					
Criteria I.D.	4S and 19						
	Install new driver frontal airbag Labor operation: 6958 56 99 75 T.U. <table border="1"><thead><tr><th>Quantity</th><th>Part Number</th><th>Description</th></tr></thead><tbody><tr><td>1.00</td><td>4S0880201K1KT</td><td>Driver frontal airbag*</td></tr></tbody></table>	Quantity	Part Number	Description	1.00	4S0880201K1KT	Driver frontal airbag*
Quantity	Part Number	Description					
1.00	4S0880201K1KT	Driver frontal airbag*					
Criteria I.D.	FV and 10						
	Install new driver frontal airbag Labor operation: 6958 57 99 55 T.U. <table border="1"><thead><tr><th>Quantity</th><th>Part Number</th><th>Description</th></tr></thead><tbody><tr><td>1.00</td><td>8S0880201AR6PS</td><td>Driver frontal airbag*</td></tr></tbody></table>	Quantity	Part Number	Description	1.00	8S0880201AR6PS	Driver frontal airbag*
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1.00	8S0880201AR6PS	Driver frontal airbag*					

Continued on next page

Criteria I.D.	FV and 12		
	Install new driver frontal airbag		
	Labor operation:	6958 58 99	55 T.U.
	Quantity	Part Number	Description
	1.00	8S0880201AT1KT	Driver frontal airbag*

USA ONLY – Special Coverage Claiming

Rental Car/Loaner Claiming			
Criteria I.D.	All criteria		
	OUTSIDE LABOR		
	Labor Number	Description	Amount
	LOAN	RENTAL/LOANER	Enter dollar amount on rental/loaner invoice

Customer Letter Example (USA)

This notice applies to your vehicle: <VIN>

NHTSA: 19V014

**Subject: Safety Recall 69S8 – Driver Frontal Airbag Inflator (Takata)
Certain 2017 Model Year Audi R8 Spyder and Audi R8 Coupe and Certain 2016-2017 Model Year
Audi TT Roadster and Audi TT Coupe**

Dear Audi Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Audi has decided that a defect, which relates to motor vehicle safety, exists in certain 2017 model year Audi R8 Spyder and Audi R8 Coupe vehicles, and in certain 2016-2017 model year Audi TT Roadster and Audi TT Coupe vehicles. Our records show that you are the owner of a vehicle affected by this action.

DANGER!

**The driver airbag may explode in a crash with airbag deployment.
Sharp metal fragments can hit people and cause serious injury or death.**

What should you do? Your Audi dealer will have parts available to perform this recall repair starting on March 29, 2019.

Contact your Audi dealer immediately to schedule this recall repair.

For your convenience, you can also visit www.audiusa.com and click on the "Find a Dealer" link to locate a dealer near you and schedule this service.

What will we do?

To correct this defect, your authorized Audi dealer will replace the driver frontal airbag in your vehicle. This work will take about an hour to complete and will be performed for you free of charge.

Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

Lease vehicles and address changes

If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

Can we assist you further?

If you need help scheduling this repair, or if your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, please contact Audi Customer Experience at 1-800-253-2834 or via our "Contact Us" page at www.audiusa.com.

Checking your vehicle for open Recalls and Service Campaigns

To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit the **Recall/Service Campaign Lookup** tool at www.audiusa.com and enter your Vehicle Identification Number (VIN).

If you still cannot obtain satisfaction, you may file a complaint with: The Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your safety and continued satisfaction with your vehicle.

Sincerely,

Audi Customer Protection

Customer Letter Example (CANADA)

This notice applies to your vehicle: <VIN>

**Subject: Safety Recall 69S8 – Driver Frontal Airbag Inflator (Takata)
Certain 2017 Model Year Audi R8 Spyder and Audi R8 Coupe and Certain 2016-2017 Model Year
Audi TT Roadster and Audi TT Coupe**

Dear Audi Owner,

This notice is sent to you in accordance with the requirements of the Motor Vehicle Safety Act. Audi has decided that a defect, which relates to motor vehicle safety, exists in certain 2017 model year Audi R8 Spyder and Audi R8 Coupe vehicles, and in certain 2016-2017 model year Audi TT Roadster and Audi TT Coupe vehicles. Our records show that you are the owner of a vehicle affected by this action.

DANGER!

**The driver airbag may explode in a crash with airbag deployment.
Sharp metal fragments can hit people and cause serious injury or death.**

What should you do? Your Audi dealer will have parts available to perform this recall repair starting on March 29, 2019.

Contact your Audi dealer immediately to schedule this recall repair.

What will we do?

To correct this defect, your authorized Audi dealer will replace the driver frontal airbag in your vehicle. This work will take about an hour to complete and will be performed for you free of charge.

Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

Lease vehicles and address changes

If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

Can we assist you further?

If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, please contact Audi Customer Relations Monday through Friday from 8AM to 8PM EST at 1-800-822-2834 or via our "Contact Audi Canada" page at www.audi.ca.

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your safety and continued satisfaction with your vehicle.

Sincerely,

Audi Customer Protection

Repair Overview

DANGER

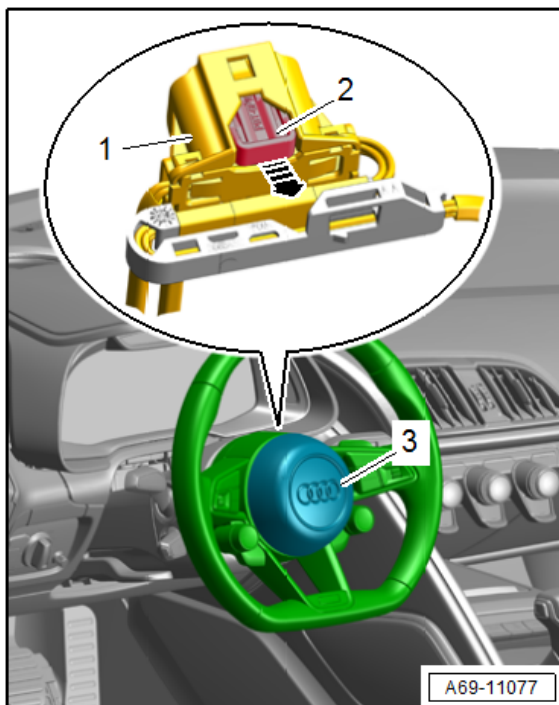
- The driver frontal airbag inflator could potentially rupture (due to propellant degradation occurring after long-term exposure to absolute high humidity and temperature cycling). In the event of an inflator rupture, in very rare cases metal fragments could pass through the airbag cushion material, which may result in serious injury or death.
- All Takata recalls should be performed before any other work is performed on the vehicle.

WARNING

Risk of injury. Refer to “Warning and Safety Precautions”, found in **Appendix A** at the end of this document.

NOTE

- These repair instructions may differ from the labor operations and labor times listed in ELSA.
- Damages resulting from improper repair or failure to follow these work instructions are the dealer’s responsibility and are not eligible for reimbursement under this action.
- This procedure must be read in its entirety prior to performing the repair.
- Due to variations in vehicle equipment and options, the steps/illustrations in this work procedure may not identically match all affected vehicles.
- Diagnosis and repair of pre-existing conditions in the vehicle are not covered under this action.
- When working during extreme temperatures, it is recommended that the vehicle be allowed to acclimate inside the shop to avoid temperature-related component damage/breakage.



- Replace driver frontal airbag <3>.

Required Parts

<u>Criteria</u>	<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
4S and 18	1	4S0.880.201.K DF9	Driver frontal airbag
4S and 19	1	4S0.880.201.K 1KT	
FV and 10	1	8S0.880.201.AR 6PS	
FV and 12	1	8S0.880.201.AT 1KT	

! NOTE

The specified part numbers reflect the status at the start of this recall. Interim updates made in ETKA can cause a listed part number to become unavailable. In this case, the new part number specified in ETKA should be used.

Required Tools



Bar Code Scanner
-VAS6161/1-
(or equivalent)



Diagnostic Tester
-VAS6150X-
(or equivalent)

Repair Instruction

Section A - Check for Previous Repair

Applicable criteria ID(s)	Campaign/Action Status
01 ← 2	Open ← 1

EXAMPLE

- Enter the VIN in Elsa and proceed to the “Campaign/Action” screen.

TIP

On the date of repair, print this screen and keep a copy with the repair order.

- Confirm the Campaign/Action is open <arrow 1>. If the status is closed, no further work is required.
- Note the Applicable Criteria ID <arrow 2> for use in determining the correct work to be done and corresponding parts associated.

Proceed to Section B

Section B – Airbag Identification

⚠ WARNING

Risk of injury.

- People in the immediate vicinity of the workplace must be protected from possible noise and projectiles.
- Pyrotechnic components can trigger unintentionally.
- In the event of unintentional deployment:
 - Single-stage generators: allow airbag to cool down completely. Wait at least 10 minutes before handling.
 - Two-stage generators: wait for second airbag ignition. Allow airbag to cool down completely. Wait at least 10 minutes before handling.



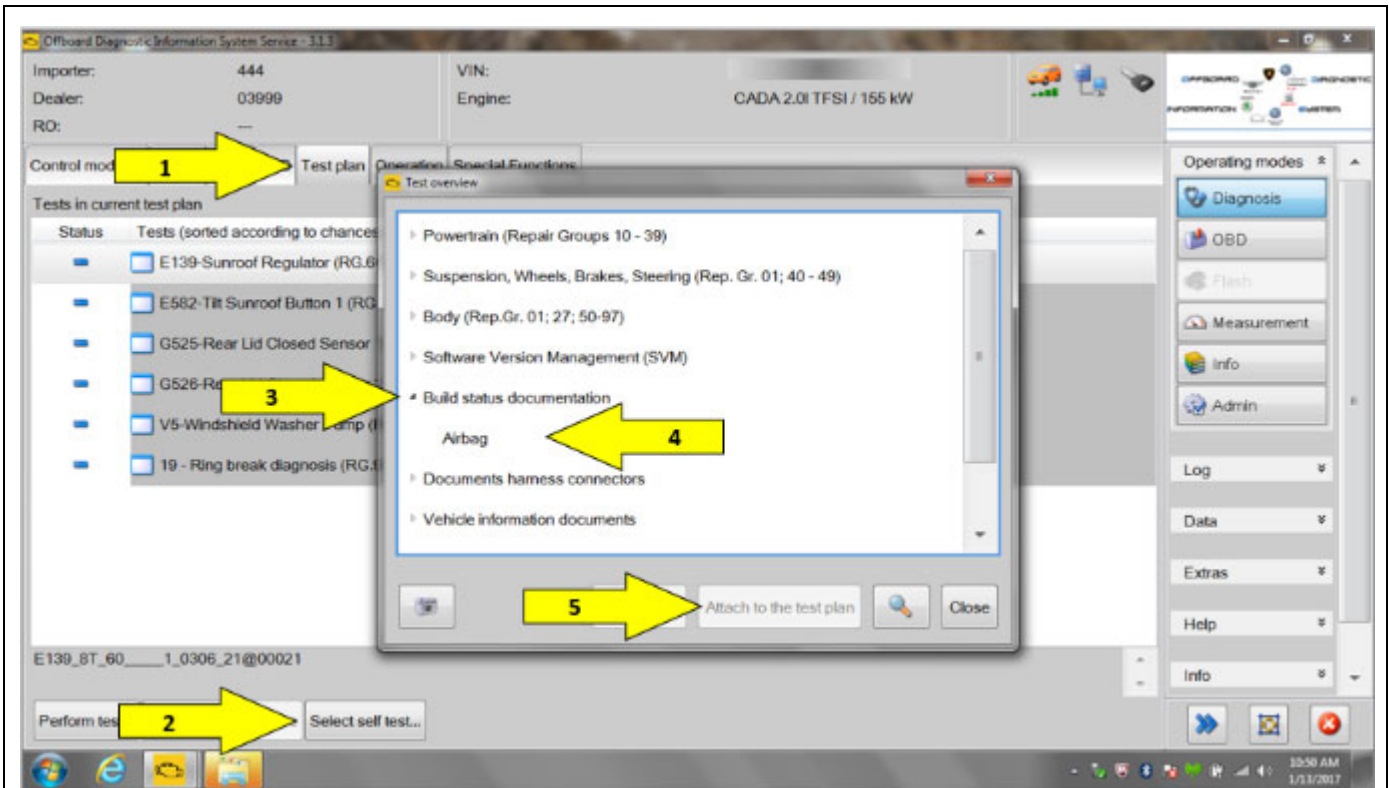
- Prior to beginning repairs, verify the horn is operational.

ⓘ NOTE

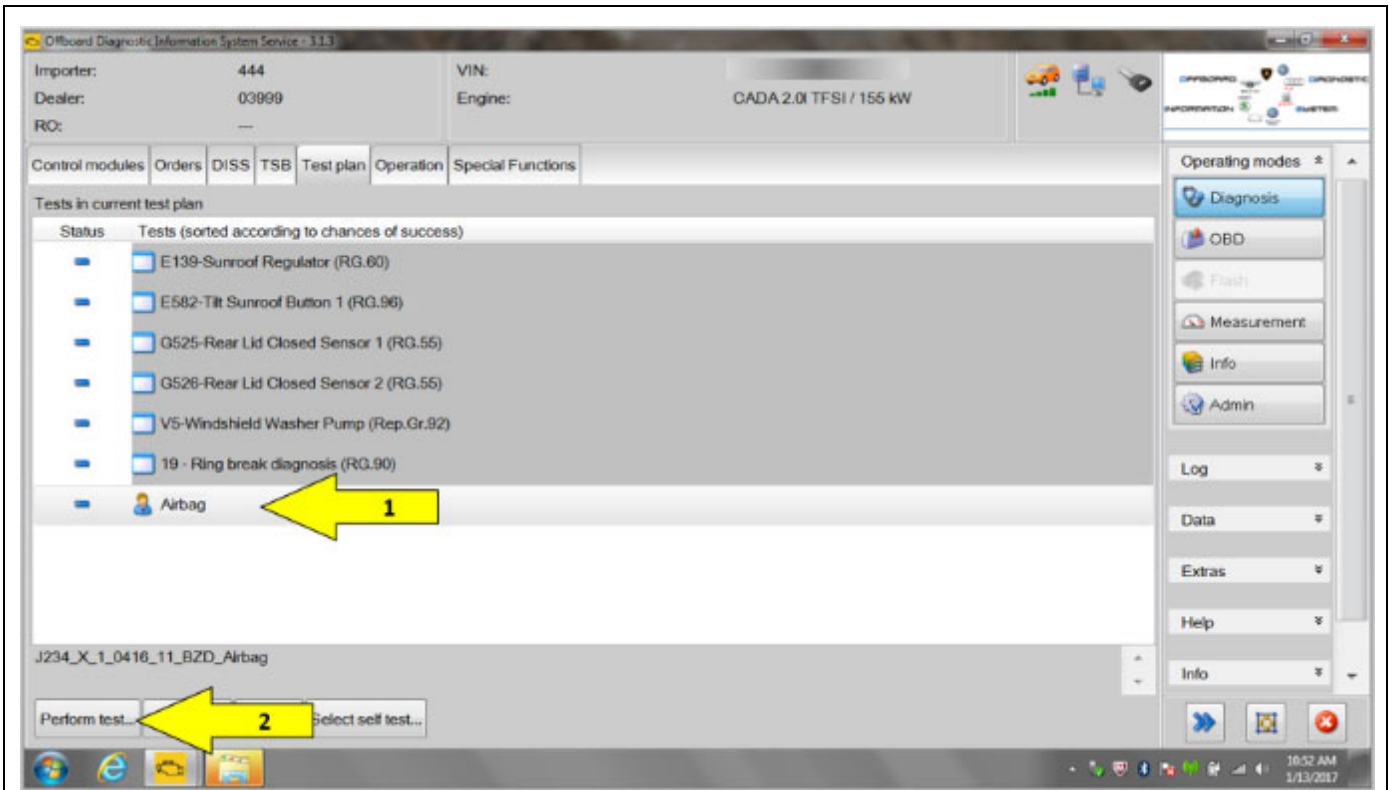
Diagnosis and repair of an inoperable horn, before or after airbag replacement, will not be covered under this campaign.



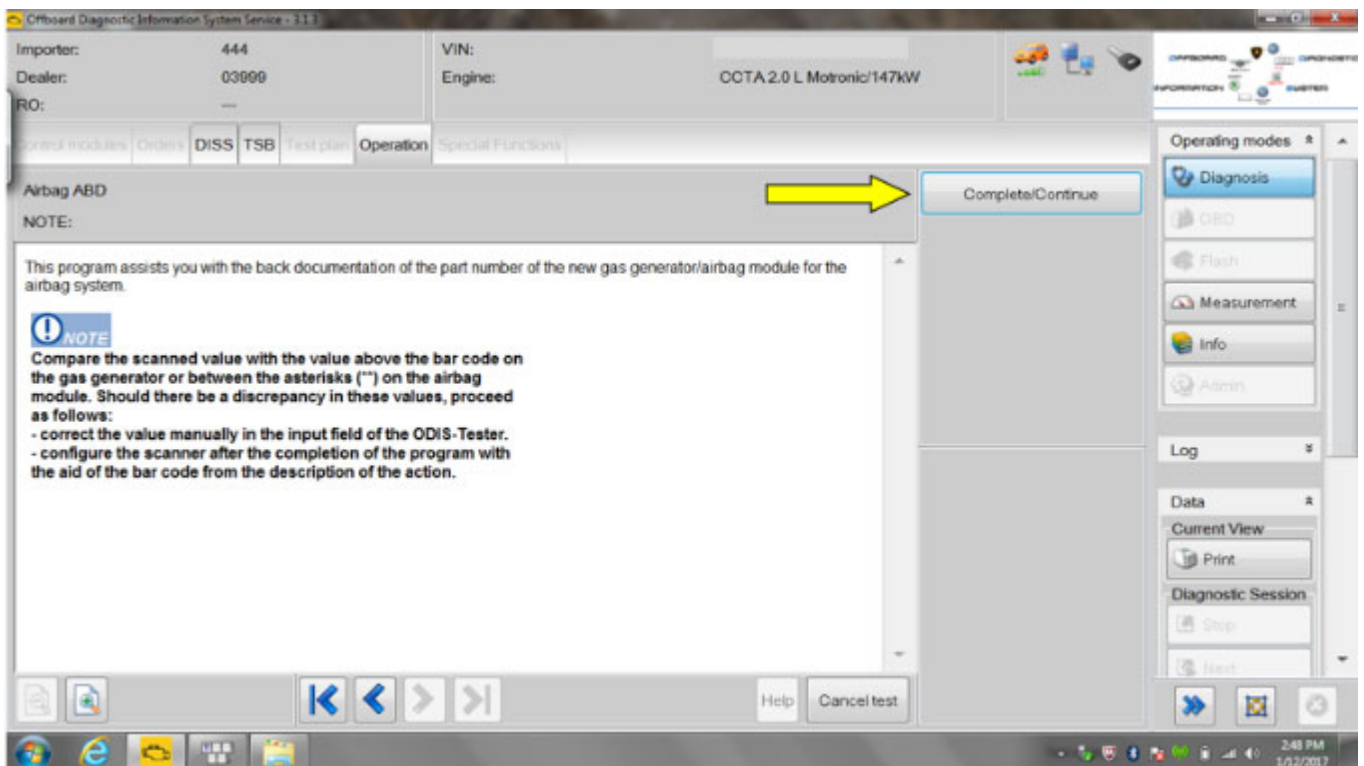
- Ensure ODIS is updated to the latest version.
- Connect vehicle diagnostic tester to the vehicle.
- Select Start Diagnosis function and identify vehicle.
- After identification of control units, Guided Fault Finding is started automatically.
- Follow the instructions on screen.



- Select the “Test plan” tab <1>.
- Select “Select self test...” <2>.
- Open the “Build status documentation” dropdown <3>.
- Highlight “Airbag” <4>.
- Select “Attach to the test plan <5>.



- Highlight the “Airbag” test plan <1>.
- Select “Perform test...” <2>.



- Scanning the data matrix code during this test plan step calibrates the scanner to avoid error messages.
- Scanning the calibrating data matrix code may not have to be done every time (only when the scanner requires calibration). You will know if the scanner needs calibrating if the scanner does not scan the airbag data matrix code.
- If the data matrix code cannot be scanned, then print out the data matrix code shown below and scan the printout.



- After calibrating the scanner, select **“Complete/Continue”**

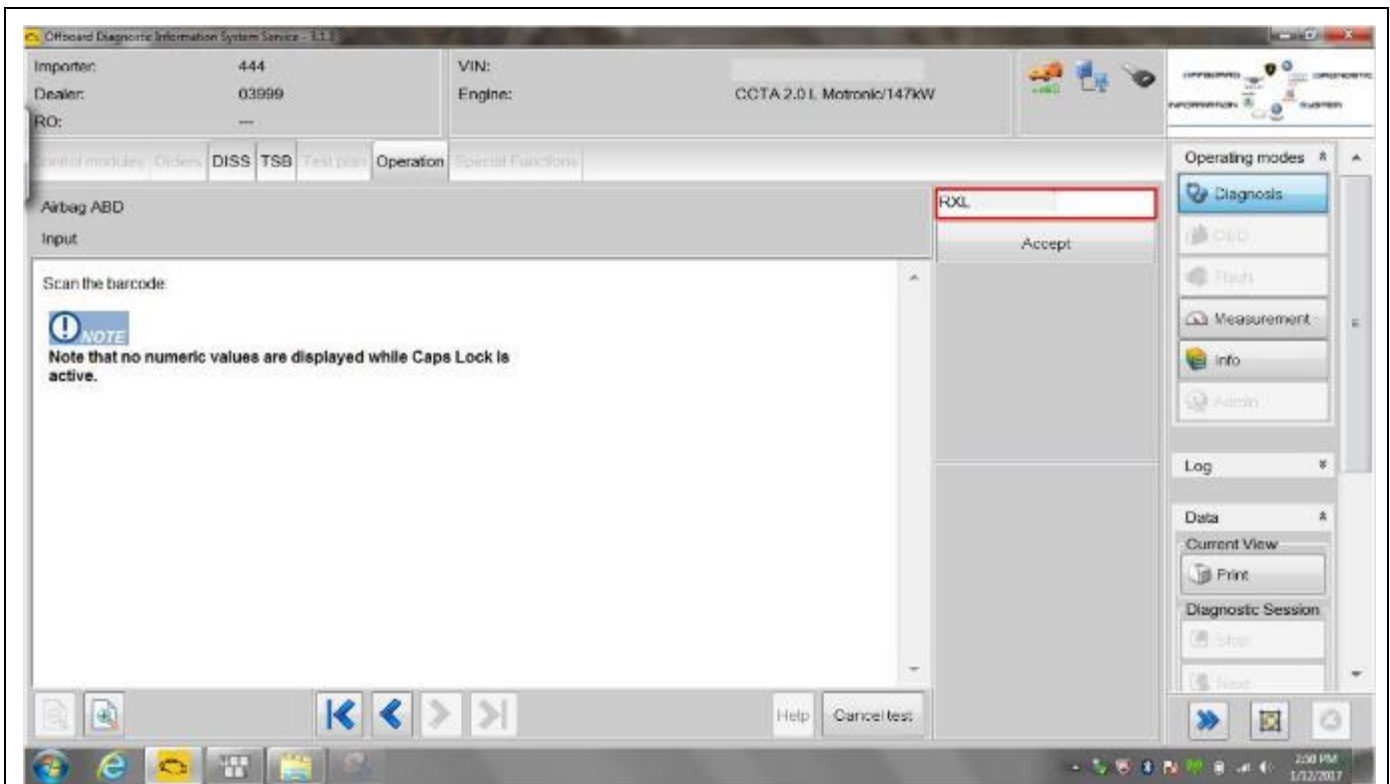


- Scan the data matrix code <circle> of the new airbag at a distance of about 15 cm.

⚠ CAUTION

Ensure the correct airbag is scanned and installed into the vehicle.

<u>Crit.</u>	<u>Part Number</u>
4S and 18	4S0.880.201.K DF9
4S and 19	4S0.880.201.K 1KT
FV and 10	8S0.880.201.AR 6PS
FV and 12	8S0.880.201.AT 1KT



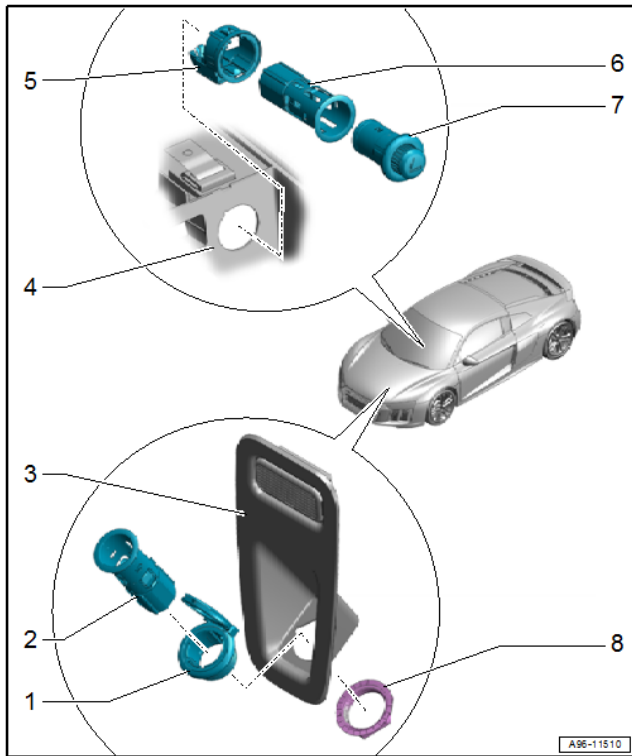
- Once the new airbag has been successfully scanned, press **“Accept”**

ⓘ NOTE

- Compare the scanned value with the value shown above the data matrix code on the new airbag.
- If there is a discrepancy, manually enter the value from the new airbag in the input field.
- If no value appears, recalibrate the scanner.

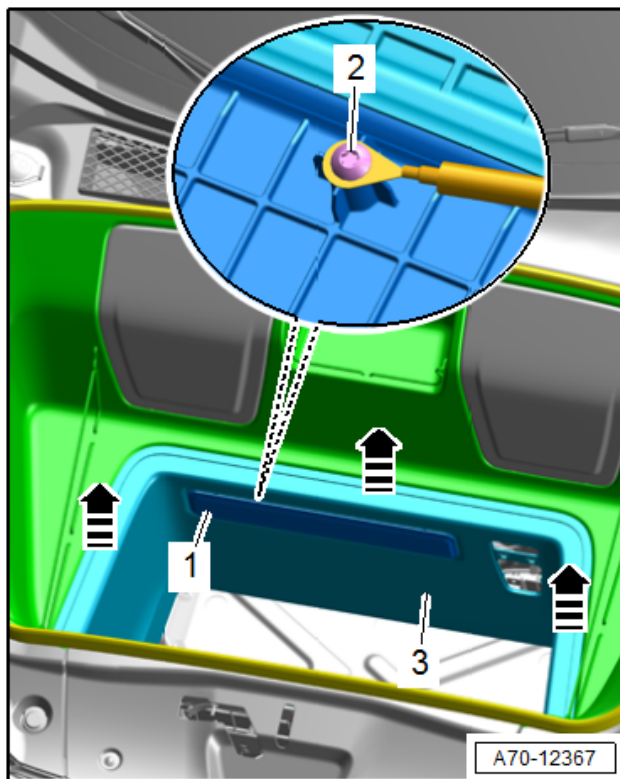
Proceed to Section C.

Section C – Battery Disconnect



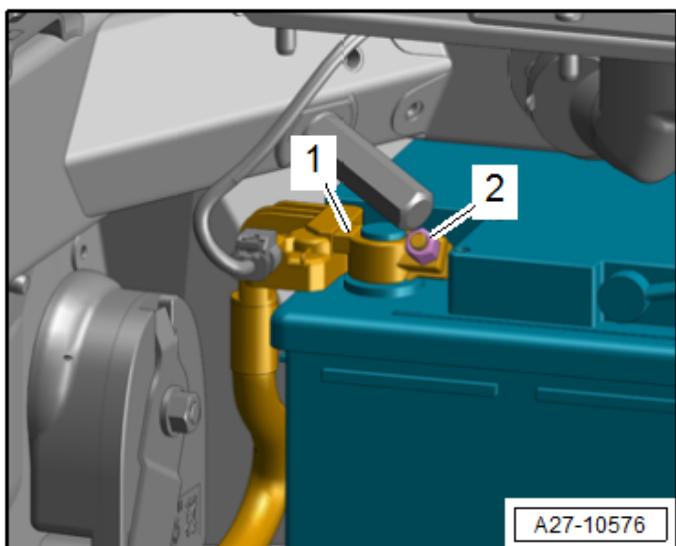
Remove 12V socket trim and luggage compartment lamp (R8 ONLY):

- Carefully unclip 12V socket trim <3> with 12V socket from luggage compartment trim.
- Disconnect 12V socket.
- Disconnect luggage compartment light.



Remove luggage compartment rear trim panel (R8 ONLY):

- Remove the luggage compartment floor.
- Open the lid <1> and remove the ground wire bolt <2>.
- Unclip the luggage compartment rear panel trim panel <3> using the -80-200- <arrows> and remove upward.



Disconnect battery ground cable:

- Lift the luggage compartment floor covering by the handle and fold it forward (TT ONLY).

⚠ WARNING

Accident risk. When replacing pyrotechnic components (such as airbags and belt tensioners), the battery must be disconnected with the ignition switched **ON**.

! NOTE

Before disconnecting the battery, it is recommended to record the customer's radio presets so they can be restored before returning vehicle to the customer.

- Turn **ON** the ignition.
- Move the driver seat to the most rearward position.
- Fully recline driver seat.

⚠ CAUTION

Reclining the driver seat before disconnecting the battery allows for additional safety in the event Terminal 15 power is not restored when reconnecting the battery at the end of the repair.

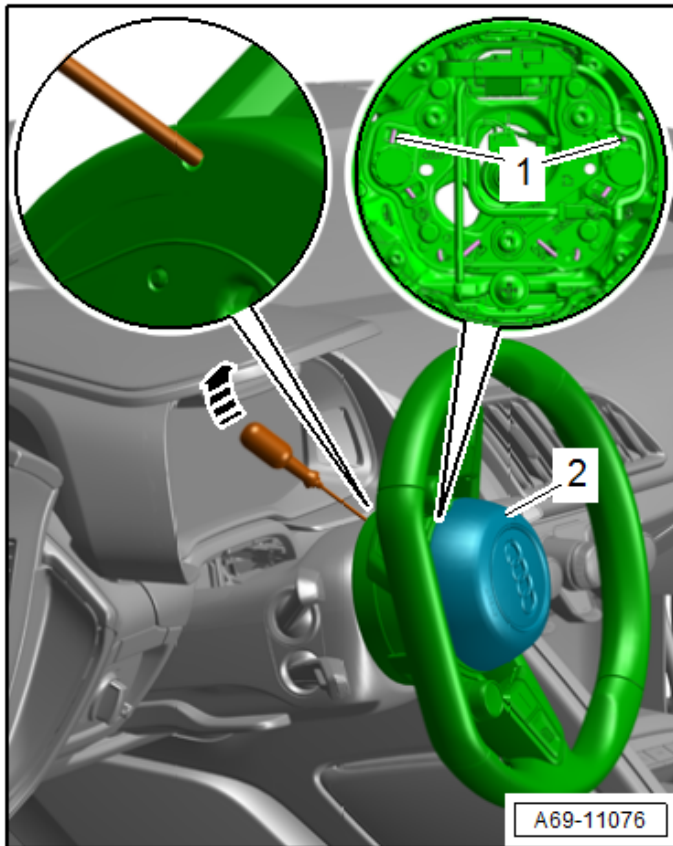
- Loosen the nut <2> several turns and remove the battery ground cable terminal <1> from the battery terminal.

! NOTE

R8 shown, TT models are similar.

Proceed to Section D.

Section D – Airbag Replacement



Remove driver frontal airbag:

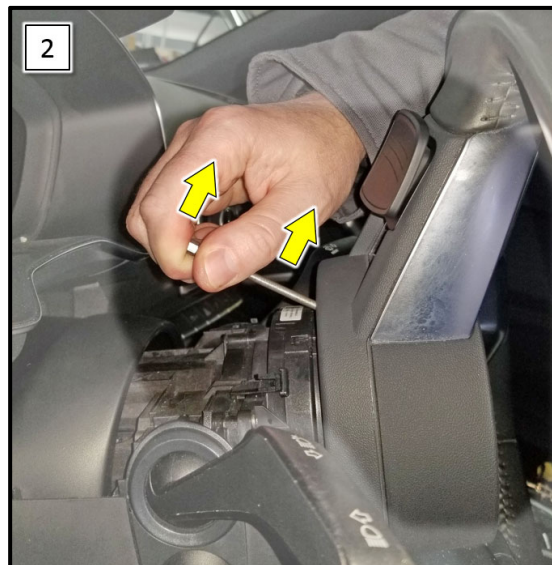
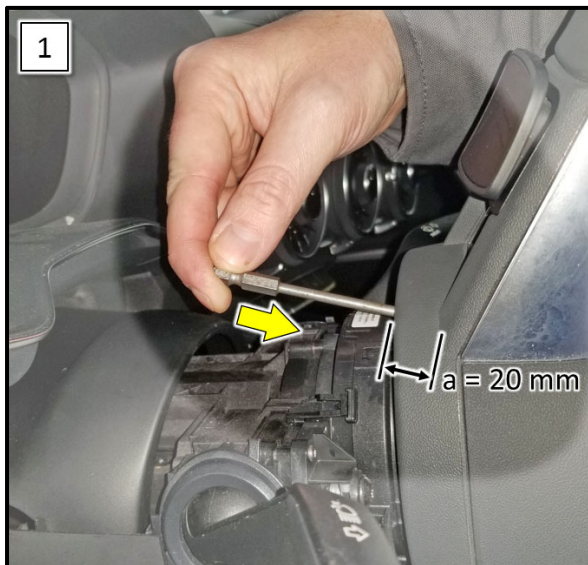
⚠ WARNING

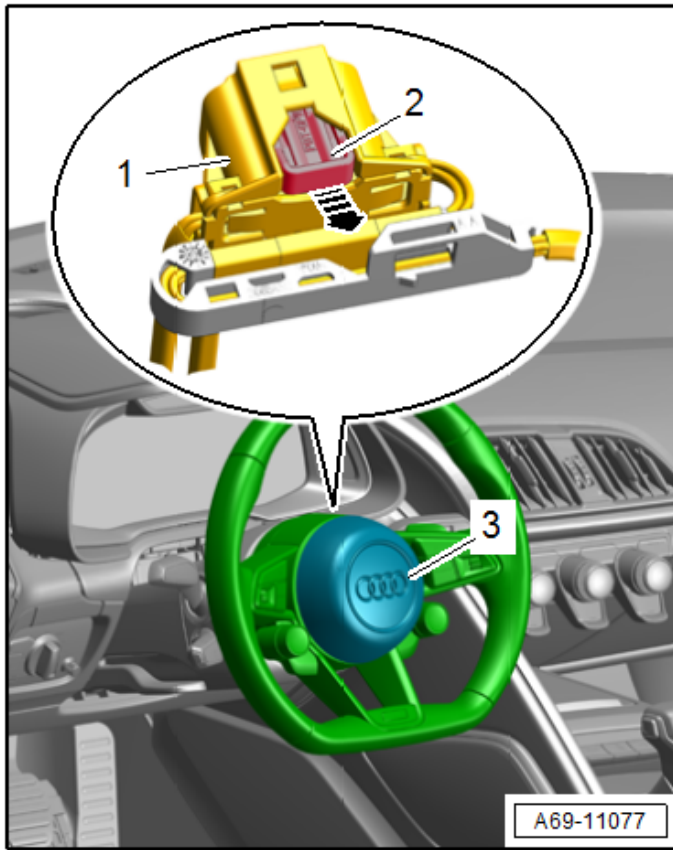
Before handling pyrotechnic components (for example, disconnecting the connector), the person handling it must “discharge static electricity”. This can be done by touching the door striker, for example.

- Move the steering wheel as far to the rear and down as possible. Use the full steering column adjustment range for this.
- Turn the steering wheel 90° from the straight ahead position.
- Insert a TORX or Allen driver into hole on back of steering wheel.
 - Max tool diameter = 3.8 mm.
 - Tool is inserted approximately 20 mm into the steering wheel.
- Release the locking bracket <1> for the driver frontal airbag <2> in direction of <arrow>.
- Turn the steering wheel 180 degrees and release the 2nd locking bracket.

! NOTE

- Photo 1 shows tool positioning after being inserted into back of steering wheel approximately 20 mm <dimension a>
- Photo 2 shows tool positioning after being pulled up to release the locking bracket in the steering wheel.





⚠ WARNING

- The battery must be disconnected.
- Before handling pyrotechnic components (for example, disconnecting the connector), the person handling it must “discharge static electricity”. This can be done by touching the door striker, for example.

- Bring the steering wheel back into the center position (wheels are straight).
- Carefully remove the driver frontal airbag <3> slightly from the steering wheel.
- Pull out the connector lock <2> in direction of <arrow> and press it down, disconnect the connector <1>.
- Disconnect the connectors for the buttons in the steering wheel.

⚠ WARNING

Set the airbag down so the logo on the impact cushion faces upward.

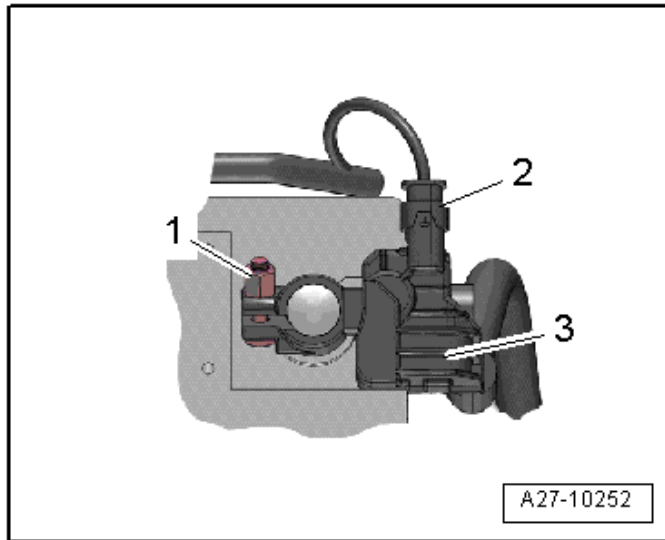
Install new airbag in the reverse order of removal:

<u>Crit.</u>	<u>Part Number</u>
4S and 18	4S0.880.201.K DF9
4S and 19	4S0.880.201.K 1KT
FV and 10	8S0.880.201.AR 6PS
FV and 12	8S0.880.201.AT 1KT

- Connect the connector <1>. The connector must click into place.
- Press the connector lock <2> on the connector <1>.
- Reconnect connectors for steering wheel.
- Position the driver frontal airbag in the steering wheel and press on it until it audibly engages.

Proceed to Section E.

Section E – Battery Reconnect



Connect battery:

⚠ WARNING

Ignition must be **ON** when connecting battery. If pyrotechnic components (e.g. airbag, belt tensioner) are not repaired correctly, they may deploy unintentionally after connecting battery. There must not be anyone inside the vehicle when connecting the battery.

- Disconnect the connector <2> from the Battery Monitoring Control Module -J367- <3>.
- Attach the battery ground cable clamp by hand to the battery negative terminal and torque the nut <1> to 6 Nm.
- Reconnect the connector to the Battery Monitoring Control Module -J367-.
- Reassemble any trim removed.
- Cycle the ignition off and back on.
- Bring driver seat to an upright position.
- Set clock to local time.
- Activate the convenience open/close functions.
- Check the DTC memories of all the control units and erase under-voltage faults if necessary.

ⓘ NOTE

After reconnecting the power supply, the ESP warning lamp can only go out after the vehicle has been driven a few meters.

Proceed to Section F.

Section F – Campaign Completion Stamp

I certify that this campaign
has been performed in strict
accordance with the applicable
Audi repair procedure.

SAGA Code: _____
Technician: _____
Date: _____

Item#: AUD4927ENG

-OR-

Je certifie que cette
campagne de rappel a été
exécutée suivant les strictes
directives de réparation
d'Audi

Code de SAGA: _____
Technicien: _____
Date: _____

Item # AUD4927FRE

- Once the campaign has been completed, the technician should stamp the repair order.
- Stamps are available for ordering through the Compliance Label Ordering Portal.

Repair is Complete, Proceed to Appendix C
(Mandatory Takata Part Return Process).

Appendix A – Warning and Safety Precautions

WARNING

General Safety Precautions when Working with Pyrotechnic Components:

- Pyrotechnic components always contain propellant that generates a gas during combustion. In some components, there is also a supply of pressurized gas to ensure this gas is generated
- This pressurized gas is stored under high pressure in a compressed gas container. Pyrotechnic components are triggered by electrical/mechanical igniters.
- Only trained personnel should perform testing, assembly and servicing work. Airbags do not have a replacement interval.
- Never check with test lamps, voltmeter or ohmmeters.
- Only check pyrotechnic components when they are installed in the vehicle using vehicle diagnosis, testing and information systems approved by the manufacturer.
- When replacing pyrotechnic components and the airbag control module, disconnect the battery ground strap while the ignition is switched on. Then cover the negative terminal.
- Wait 10 seconds after disconnecting the battery.
- The ignition must be SWITCHED ON when connecting the battery. There should not be anyone inside the vehicle when doing this.
- Exception: vehicles with batteries in the passenger compartment. In this case, stay outside the range of the airbags and seat belts.
- Wash your hands after touching ignited pyrotechnic components from the restraint system.
- Do not open or repair pyrotechnic components. Use only new components to reduce the risk of injury.
- Do not install pyrotechnic components that have fallen onto a hard surface or show signs of damage.
- Discharge static electricity before handling pyrotechnic components, for example before disconnecting the electrical connector. This can be done by touching grounded metal objects such as the door striker pin.
- Install pyrotechnic components immediately after removing them from their transport packaging. If you must stop working, store the pyrotechnic component in its original transport packaging.
- Do not leave pyrotechnic components lying in the open unattended.
- Do not treat pyrotechnic components with grease, cleaning solutions or similar products.
- Do not expose pyrotechnic components to temperatures above 100 °C, even for brief periods of time.
- People in the immediate vicinity of the workplace must be protected from possible noise and projectiles.
- Pyrotechnic components can trigger unintentionally.
- In the event of deployment:
 - Single-stage inflators: allow airbag to cool down completely. Wait at least 10 minutes before handling.
 - Two-stage inflators: wait for second airbag ignition. Allow airbag to cool down completely. Wait at least 10 minutes before handling.

Appendix B – Rental Car/Loaner FAQ

TAKATA AIRBAG CLASS ACTION SETTLEMENT DEALERSHIP FAQS

Q: What is an eligible class member entitled to under the Enhanced Rental Car/Loaner Program?

A: Under the Enhanced Rental Car/Loaner Program, VWGoA or Audi of America will provide a rental or loaner vehicle to every owner or lessee who (i) brings one of the covered recalled vehicles to a Volkswagen or Audi dealer for completion of the remedy of the recall and (ii) requests a rental/loaner vehicle while awaiting the remedy for the recall, while the remedy for the recall is in progress, or if there is a delay in performing the remedy for the recall on the affected vehicle.

Q: Is there any information a customer must provide to participate in the Enhanced Rental Car/Loaner Program?

A: The customer must provide adequate proof of insurance. If a rental car (as opposed to a loaner car) is provided, the customer must meet the applicable rental car company's guidelines, including age restrictions.

Q: How long will a rental or loaner car be provided to an eligible class member under the Enhanced Rental Car/Loaner Program?

A: The rental/loaner car will be available until the remedy for the recall is performed on the affected vehicle, at which time the rental/loaner vehicle must be promptly returned to the provider of the rental/loaner vehicle in the same condition (excepting ordinary wear and tear) as received. Absent extenuating circumstances, the rental/loaner vehicle must be returned when the recall is completed. And in no event will VWGoA or Audi of America pay for a rental car or provide a loaner for more than 7 days after the remedy for the recall is completed on a vehicle.

Q: How early can an eligible class member expect to be provided a rental/loaner car under the Enhanced Rental Car/Loaner Program?

A: The Enhanced Rental Car/Loaner Program will take effect no later than 30 calendar days following November 10, 2021, the date of the Court's issuance of an order preliminarily approving the Settlement.

Appendix C – Mandatory Takata Part Return Process

NOTE

NOTE: International (including Mexico and Canada), Hawaii, Alaska, Puerto Rico, and US Virgin Islands dealers **CANNOT** follow below shipping instructions. Instead, dealerships in these locations **MUST** contact the following Takata/Menlo USA representative directly for shipping instructions: Miguel Prigadaa – Tel #: 210-250-5078 or Email: MLGTakataRestrains_International@menloworldwide.com. Or they can email the attached form to Menlo/XPO, (email is in the form) & they will make arrangements with Crane Worldwide to arrange pick up. As info, both emails go to the same international people that arrange the freight. MLGTakataRestrains_International@menloworldwide.com; SCTakataRestrains_International@XPO.com

NOTE: For Continental US 48 State dealerships, please follow steps 1-8 below.

1. Shipping Documents

a) Box Label

- Supplied with each Kit
- To be affixed to each box



b) Over-pack Label

- To be supplied by XPO
- To be affixed to the outside of each pallet



c) Bill of Lading

- To be supplied by XPO.
- Print 2 copies: 1 for Dealer Records, 1 for LTL Driver



d) ERG Document

- To be supplied by XPO.
- To be provide by the Dealer to the LTL Driver for each shipment



5. Shipping Instructions – Prepare the Pallet

- Accumulate and palletize 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)



2. Packing Instructions

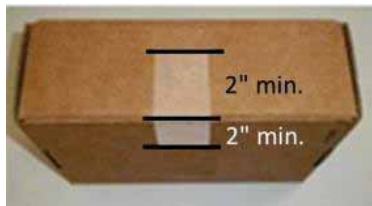
a) Confirm box is in acceptable condition. If a new box is needed, follow the New Box instructions located In Box 8 of this page.

b) Place the un-deployed air bag inflator in the "cradle" of the box insert.



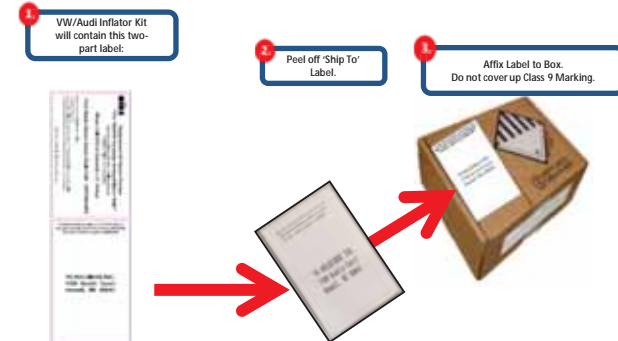
3. Closure Instructions

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



4. Shipping Instructions - Label each Box

a) New Labels will begin shipping in each kit starting mid June, 2015



6. Shipping Instructions – Schedule LTL Pickup

- Upon Accumulating 200 kits (1 Over-pack/Pallet) Minimum
 - Call XPO at 1-888-708-5712
 - If 200 Kits have not been accumulated in 30 days, please call XPO for direction
- Have the following Information Available
 - Dealer #
 - Quantity of Over-packs/Pallets
 - Quantity of Passenger Inflator Kits on each Pallet
 - Email Address where shipping Documentation can be received

7. Shipping Instructions – Ship

- Give 1 Copy of BOL and 1 Copy of ERG to Driver
- Retain 1 Copy of BOL for Dealership records and archive for 2 Years

8. Requesting a New Box / Shipping Labels

If a new box or replacement 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:

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



U.S. Only

NOTE

Crane Worldwide Logistics will arrange pick-up of all return Takata product. Dealers **MUST** follow directions on attached sign up form and pick-up request instructions.

If you have any issues, questions or require additional information regarding shipping, contact the following Takata/Menlo USA representative directly:

Miguel Prigadaa

Tel number: 210-250-5078

Email: MLGTakataRestrains_International@menlowworldwide.com

NOTE: For reference purposes only, see steps 1-8 below.

Canadian Dealers - Do Not Contact XPO

Campaign Specialist

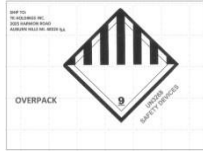
Tel number: (905) 428-4601

E-mail: warranty.campaigns@vw.ca or warranty.campaigns@audi.ca

1. Shipping Documents

a) Over-pack Label

- To be supplied by carrier
- To be affixed to the outside of each pallet



b) Bill of Lading (BOL)

- To be supplied by carrier
- Print 2 copies: 1 for Dealer Records, 1 for truck Driver



c) ERG Document

- To be supplied by carrier
- To be provided by the Dealer to the truck Driver for each shipment



2. Packing Instructions

a) Confirm box is in acceptable condition.

b) Place the un-deployed air bag inflator in the "cradle" of the box insert.



3. Closure Instructions

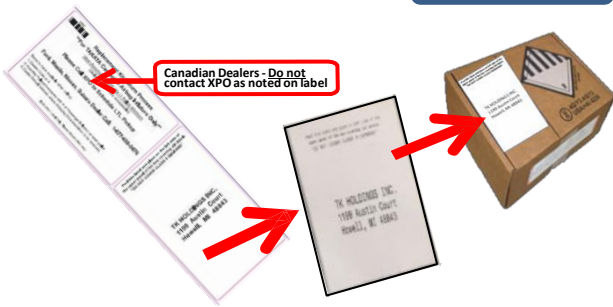
a) Close the top box flap, per box closure instructions located on front panel of box.



4. Shipping Instructions - Label each Box

a) This step is **only** necessary if label is included in box.

- VW/Audi Inflator Kit will contain this two-part label:
- Peel off 'Ship To' Label.
- Affix Label to Box. Do not cover up Class 9 Marking.



5. Shipping Instructions – Prepare the Pallet

- Accumulate and palletize Kits
- Arrange Kits on Pallet as pictured here
 - 20 boxes per row/layer (5x4)
 - 10 rows/layers per pallet (200 boxes MAX)
- Shrink-wrap Kits to Pallet
- Affix Over-pack Label on (1) side of Pallet (Not on Top)
- Kits **cannot** be shipped in a master carton. If not enough to palletize, kits can be returned in their individual Boxes with dangerous goods markings visible. Select "via small package" when shipping individually



6. Shipping Instructions – Schedule LTL Pickup

a) Upon Accumulating 200 kits (1 Over-pack/Pallet) or **30 days since last shipment**:

- Follow request instructions on pick-up

b) Have the following Information Available

- Dealer Number
- Quantity of Over-pack Pallets(200) or individual boxes
- Quantity of Passenger Inflator Kits on each Over-Pack Pallet
- Email Address where shipping Documentation can be received

7. Shipping Instructions – Ship

a) Give 1 Copy of BOL and ERG to driver

b) Retain 1 Copy of BOL for Dealership records and archive for 2 Years

8. Requesting a New Box / Shipping Labels

If a new box or replacement shipping labels are needed, please email to request replacement materials.

E-Mail: MLGTakataRestrains_International@menlowworldwide.com

To help expedite your request, provide the following information:

- Serial number on the original box
- What Type of shipping material needed
 - Replacement Box
 - Two Part Return Label - * if included
 - This picture may appear different on the box



c) Dealer Shipping Information

- Contact name
- Dealer Address
- Phone Number

CANADIAN DEALER DO NOT CONTACT XPO

Do not ship with label inside the box

Label on the box will vary as per country of origin

Please file all tracking documents

Contact your Campaign Specialist