

Hazardous Materials Returns-Compliance Reminder

TO: SDC EST CEN WST
FROM: Subaru of America, Inc.
DEPARTMENT: Parts
DATE: 08/15/2014
CATEGORY: Parts/Service

With the announcement of the WQL-48 Front Passenger Air Bag Inflator Recall (NHTSA ID 14V-399) we would like to take this opportunity to remind all Subaru Retailers of the requirements regarding the return of hazardous materials. The requirement to ensure the dealership is certified to ship hazardous materials, along with available certification options, can be found on Subarunet under Fixed Op/Inventory Ops> Operations>Dangerous Goods.

The procedures for the return of the Front Passenger Air Bag Inflator can be found in the above-mentioned Subarunet Announcement

Thank you

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CAMPAIGN WQL48 – 48 STATE FEDEX GROUND SHIPMENT PREPARATION

As the shipper, you are responsible for proper packing and document completion. 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 Customer Copy of OP 900PRP form is not kept on file for a minimum of 2 years.

IMPORTANT: Do not deploy any inflator. Return the used inflator within 1-2 business days. The person packing the used inflator must read and follow the provided instructions.

NOTE: Dealers in **Alaska, Canada, Hawaii, and Puerto Rico 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@menloworldwide.com

1. Shipping Documents

OP 900PRP Hazardous Materials Certification Form

FedEx Ground Shipping Label

FedEx Ground Shipping Envelope



5. Shipping Documentation Instructions (Cont.)

a) Fill in the following on the FedEx Copy and the customer copy:

- Shipper Name (dealer)
- Address
- CCN (The CCN # can be found in the enclosed Subaru dealer list. If you are unable to locate your CCN, please contact Cheryl Malloy at Takata: Cheryl.Malloy@Takata.com or TEL # 843-537-8284)

b) Date the FedEx Copy and Customer copy (MM/DD/YY)

6. Shipping Documentation Instructions (Cont.)

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.



2. Packing Instructions

a) Confirm box is in acceptable condition. If a new box is needed, follow the New Box instructions located on the next page.

b) Place the un-deployed air bag inflator in the "cradle" of the box insert, with a completed SOA warranty parts tag (MSA5W402A) attached to it. The tag must contain the following information: Claim No, Repair Date, 17-digit VIN, and Mileage



3. Closure Instructions

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



7. Shipping Documentation Instructions (Cont.)

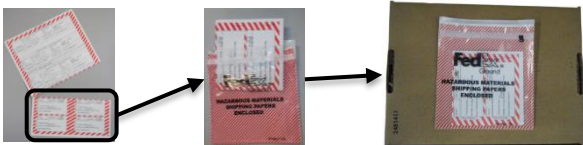
a) Separate the FedEx Copy and Customer Copy of the OP 900PRP form. Keep the FedEx copy with the box. Attach the Customer Copy to the Repair Order.

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

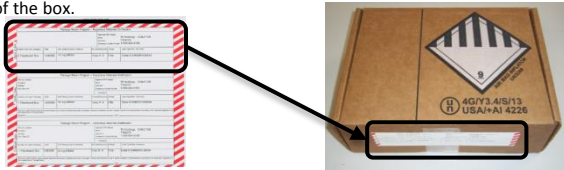
Dealership Copy

4. Shipping Documentation Instructions

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



b) Peel off the Box Copy of the OP 900PRP form and firmly apply to the front side of the box.



8. FedEx Ground PRP Shipping label

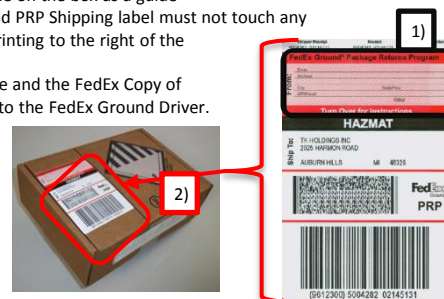
a) Fill in Shipper Name & Address in the upper section of the FedEx Ground Shipping label. Note: (RMA# is not required).

b) Peel off the backing of the FedEx Ground PRP Shipping label and affix to top of box to left of the Class 9 label.

- Use the scribe line on the box as a guide
- The FedEx Ground PRP Shipping label must not touch any portion of the printing to the right of the scribe line.

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 888-777-6040 to schedule a pickup of the package.



Requesting a New Box / Shipping Labels

If a new box or replacement shipping labels are needed, please contact a Takata USA representative listed below by phone or email to request replacement materials.

Primary Contact: **Miguel Prigadaa - Tel #: 210-250-5078**

E-Mail: MLGTakataRestraints_International@menlowworldwide.com

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

- a) Serial number on the original box
- b) What Type of shipping material needed
 - OP-900prp Hazardous Materials Certification Form
 - FedEx Ground Shipping Label
 - FedEx Ground Shipping Envelope
- c) Dealer Shipping Information
 - Contact name
 - Dealer address
 - Phone Number



ATTENTION SOA DEALERS →

IMPORTANT: All removed air bag inflators must be returned directly to Takata USA as described in this shipment document and in the recall bulletin.

Upon claim approval, Subaru of America, Inc. will generate a parts return notice to you, requesting the following information:

- The FedEx Shipper Receipt #
- The OLD and NEW air bag inflator serial numbers

To ensure proper claim credit, the above information must be recorded on the Part Return Notice and sent to SOA Part Collection Center as instructed on the Return Notice.

The instructions on the Return Notice will read as follows:

IMPORTANT: Part should be returned to Takata as instructed in Recall Bulletin. Note the FedEx Shipper #, the OLD and NEW serial number on this form and return to the address below.

Under no circumstances should the air bag inflator be returned to Subaru of America, Inc.