



SI M01 09 17
Warranties

June 2017
Technical Service

SHIPPING SPECIFIC NON-DEPLOYED VEHICLE SAFETY DEVICES TO LIGHTING RESOURCES, LLC

MODEL

All			
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INFORMATION

This Service Information bulletin provides information on shipping “specific” non-deployed vehicle safety devices that are classified as Dangerous Goods (DG) to Lighting Resources, LLC.

All claim-related safety device replacements (airbag modules, seat belt and buckle pre-tensioners):

- Will be “return requested” upon claim payment on the Detailed Credit Note
- These safety devices must not be shipped to the Warranty Parts Return Center (WPRC).
- Shipping these safety devices (Classified as Dangerous Goods) to the WPRC is a violation of the applicable DOT regulations.

Detailed Credit Note

Claim-related safety device replacements must be returned when the line item for these parts on the Detailed Credit Note contain the message “PLEASE RETURN PART.”

The Detailed Credit Note is your dealer’s **first and primary notification** to return a specific claim-related part at the quantity paid.

SITUATION

Based on the component’s manufacturer and the type of repair being performed (Recall, Service Action or applicable Limited Warranty), the processing facility where these safety devices to must be sent to will vary.

Some of these items will be required to be sent to Lighting Resources, LLC, this is determined by the information displayed in the “**SHIP TO**” box on the lower left side of the DCSnet generated “Warranty Part Tag.”

The screenshot shows a 'Warranty Part Tag' for a MINI vehicle. The 'SHIP TO' section is highlighted with a red box and contains the following information:

SHIP TO:	MINI NORTH AMERICA LLC
	WARRANTY PARTS RETURN CENTER
	1200 PENNSYLVANIA PARKWAY
	LANCASTER, PA 17604

Below the 'SHIP TO' box, the text 'GRUSB0117-11' is visible.

There are currently three (3) possible “**SHIP TO**” facility locations that will display on the Warranty Part Tag,

they are the:

1. Warranty Parts Return Center (WPRC) in Easton PA;
2. Special Part Handling Required (Dangerous Goods/DG, Refer to the corresponding Service Information bulletin for special shipping instructions); or
3. Lightning Resources in Johnson City TN (Dangerous Goods/DG) (<https://www.lightningresourcesinc.com/>)

PROCEDURE

To help ensure that all “return requested” parts are properly identified, assigned and shipped to the correct receiving facility location, please implement the following procedure:

DCSnet - Warranty Part (Return) Tag

- Daily: Print out your current batch of pending DCSnet generated Warranty Part (Return) Tags.
- Sort and group “like **SHIP TO** category” Warranty Part Tags together first, this will help with separating these shipments.
- Use these sorted and grouped Warranty Part Tags to coordinate and assemble your shipments by these separate categories.
- Retrieve the corresponding return requested parts “by category” and attach the matching Warranty Part Tag as required and assemble your separated shipments

DCSnet - Claim Packing Slip

- Assign the Warranty Part tag(s) “by category” for each “separated” assembled shipment to a DCSnet Claim Packing Slip (one or more as necessary)
- Generate the Claim Packing Slip(s) “by category” and attach/include them with the corresponding assembled shipment.

Note: Please **do not assign a mix** of these “categorized Warranty Part Tags” to single Claim Packing Slip, this will only further complicate the shipping procedure.

Claim-Related DG shipments to Lighting Resources

This bulletin addresses those situations when a comprehensive “pre-paid” safety device part return procedure does not apply to the repair being performed.

For these cases, your dealer will be instructed to return and ship the corresponding safety devices to Lighting Resources, LLC (Category # 3) for disposal/recycling. As noted above, this based on the “SHIP TO” information on the Warranty Part Tag.

MINI USA will reimburse these shipping costs, please refer to the Warranty Information section below for the corresponding claim submission information.

LableMaster® Dangerous Goods Information System (DGIS)

MINI strongly recommends utilizing the LabelMaster® Dangerous Goods Information System (“DGIS”). The use of this DGIS is not mandatory, but it is highly recommended due to its ease of use.

MINI has partnered with LabelMaster® to offer their DGIS Solution to authorized MINI dealers. DGIS helps you to prepare the necessary paperwork for a Hazmat/DG shipments and instructions you on how to properly label these packages. For more information, please refer to [SI M01 03 17](#)

Note: DGIS does **NOT** take the place of your parcel carrier, DGIS is a tool to provide guidance in preparing a hazardous/dangerous good for shipment.

FedEx® Ground

MINI recommends using FedEx® Ground as your main carrier for returning your claim-related safety devices to Lighting Resources, LLC, however, you may utilize the carrier of your choice

If you are using FedEx, you **MUST** contact their Dangerous Goods Hotline (1.800.GoFedEx or 1.800.463.3339 and press "81" or say "dangerous goods") to reach trained personnel and enable the Hazmat Shipping on your account. If you do not have the Hazmat Shipping enabled on your FedEx account, the shipment will be returned back to your dealer.

Bulk vs. Standalone/Single Component Shipments to Lighting Resources

Based on your dealer's volume, please do your best to gather these items and send "bulk ground shipments" whenever possible to Lighting Resources, as long as you can return these components within the part return submission time limit that applies.

However, you may be required to ship the occasional standalone/single component ground shipment to Lighting Resources.

Non-Claim Related (Customer Pay) DG shipments to Lighting Resources

Except for as noted below, when the replacement of a non-deployed safety device is performed as customer pay or other, MINI is unable to reimburse your dealer the cost of this shipping these items to Lighting Resources, this will be your dealer's responsibility.

However, MINI will absorb the cost of disposing/recycling of these items when your dealer properly arranges to have them shipped to Lighting Resources, LLC.

Part Retention - Out Dated Defective/Non-Deployed Safety Devices (One-Time Return Allowance)

To assist your dealer in cleaning your part retention area of out dated defective/non-deployed safety devices, MINI will allow your dealer to make a "one-time bulk" ground shipment to Lighting Resources, LLC as follows:

- Identify all the "claim and non-claim" related defective/non-deployed safety devices (**excluding category # 2 air bag modules if applicable**) with repairs date up to and including **Friday June 23, 2017** that are currently being stored in your part retention area.
- Assemble (with Warranty Part Tags when applicable) and ship your out dated defective/non-deployed safety devices by bulk ground shipment to Lighting Resources by **July 31, 2017**.
- **After July 31, 2017**, MINI will no longer be able to reimburse your dealer for the cost of the out dated bulk shipments to Lighting Resources.
- The bulk shipment must be properly packaged and shipped according to the applicable DOT rules and regulations.
- You may use a qualified carrier of your choice, MINI specifically recommends using a qualified freight company in order to obtain the best rates.
- To be reimbursed for the shipment costs, open an IDS Ticket for "WPRC for Airbag Returns."
- Submit a copy of the original invoice with the ticket along with a total count of safety devices.
- This reimbursement will be issued through "Miscellaneous Billing," it will NOT appear on your Detailed Credit Note.
- Please do not submit a DCSnet claim for this "one-time bulk" ground shipment reimbursement.

Questions and Inquires

Any questions or concerns regarding this process may be directed to the Warranty Parts Return Center by:

- Opening an IDS Ticket under WPRC - Airbag Returns, or by
- Calling the WPRC Helpdesk at 610-365-3065

WARRANTY INFORMATION

Only in conjunction with claim-related safety device replacement(s) where the “SHIP TO” section of the corresponding DCSnet Part Return Tag identifies “Lighting Resources” as the receiving facility for that component.

Please submit for the corresponding shipping costs as follows:

Defect Code:	85800302DG	DG Part Return Requests/Specified Shipments to Lighting Resources
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And, for:

Bulk Shipments (Preferred, whenever possible)

Sublet Code “3”	See below	Reimbursement for bulk DG Part Return shipping costs for components specified to be returned to Lighting Resources
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Sublet Calculation:

- Sum the estimated “Hazmat/DG documentation-related (fixed) cost” and “(variable) cost of shipping these components” to Lighting Resources.
- Divide this sum total by the total number of VINs/claims that will be in the shipped to determine the “estimated equal fractional/average amount.”
- Claim this “estimated equal fractional/average amount” with each claim submission.

Or, for:

Standalone/Single Component Shipment (Only when necessary/unavoidable)

Sublet Code “3”	See below	Reimbursement for standalone/single component DG Part Return shipping cost for a component specified to be returned to Lighting Resources
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Sublet Calculation:

- Sum the estimated “Hazmat/DG documentation-related (fixed) cost” and “(variable/minimum) cost of shipping this component” to Lighting Resources.
- Claim this estimated amount as noted above with the claim submission.

Note: The use of bulk vs. standalone/single component shipments and the corresponding claimed shipping costs are subject to audit.

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