

*** * TECHNICAL INFORMATION NOTICE * ***

DATE: March 12, 2018
TO: Mitsubishi Motors US & Puerto Rico Dealer Service and Parts Managers
RE: Expedited Return & Disposal of Takata Air Bag Inflators
TIN NO. TIN-18-SR-005

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AFFECTED VEHICLES: All Models, 2004 – Current model year

PURPOSE

MMNA has received reports that some dealers may be unnecessarily retaining replaced Takata air bag inflators.

As stated in the Takata air bag Recall Campaign bulletins, air bag inflators replaced as part of a Takata recall **MUST be returned to Takata once per week.**

It is extremely important that you immediately call to have your replaced Takata air bag inflators picked up and returned to Takata – see attached Recall Campaign bulletin excerpts for the appropriate phone number and procedures.

In most cases, the replaced Takata air bag inflators will be picked up within 3 business days.

This will enable you to free up valuable space in your parts department and better serve your customers.

If you have any questions, please contact your District Parts and Service Manager.

INFLATOR RETURNS

!! IMPORTANT !!

Do NOT deploy any inflator.

Contact the appropriate Takata USA representatives below to obtain return shipping documents.

US – 48 Contiguous States

XPO Customer Service Rep

Phone: 888-708-5712

Email: SCFieldaction.14305@xpo.com

Puerto Rico

Forwarder: Crane Worldwide

Contact Person: Juan Armstrong

Email: Juan.Armstrong@craneww.com

Phone: (787) 410-6777

Hawaii, Alaska, US Virgin Islands, and Other US Territories

XPO Representative

Phone: 210-250-5061

Email: SCTakataRestrains_International@XPO.com

The removed air bag inflator modules are to be returned to Takata **once per week**. If you have NOT accumulated 6 inflator modules after one week, follow the return procedures on **page 17**. If you have accumulated **6 or more inflator modules** after one week, follow the inflator return procedures on **page 18**.

There will not be a system generated material return request. Regardless, the campaign claim is subject to chargeback if the replaced air bag inflator is not returned to Takata. Please make sure you keep a copy of proof of shipment with the repair order.

As the shipper, you are responsible for proper packing and document completion. The person packaging the inflator must have received hazardous material training per 49 CFR 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.

DO NOT SHIP REPLACED INFLATORS TO MMNA. SHIP ONLY TO TAKATA.

48 STATE FEDEX PRP SHIPMENT PREPARATION

NOTE: Dealers in **Canada CANNOT** follow these shipping instructions. The dealer **MUST** contact the following Takata USA representative directly for shipping instructions: XPO Representative— Tel #: 210-250-5061 or Email [SCTakataRestrains_International@XPO.com](mailto: SCTakataRestrains_International@XPO.com)

1. Shipping Instructions

If 6 Kits have not been accumulated within a week, please follow the instructions below

a) Call XPO for direction at 1-888-708-5712

E-Mail: SCFieldAction.14305@xpo.com

1.a Shipping Documents

OP 900PRP Hazardous Materials Certification Form



FedEx Ground Shipping Label



FedEx Ground Shipping Envelope



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 box.



3. Closure Instructions

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



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.



5. 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. 3)

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. 4)



6. 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



7. 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). 1)

b) Peel off the backing of the FedEx Ground PRP Shipping label and affix to the back side of the box. 2)

c) Provide the package and the FedEx Copy of The OP 900PRP form to the FedEx Ground Driver. 1)

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



INFLATOR RETURNS Mitsubishi Kits

These Return Instructions are for the Continental US dealerships (48 States)

NOTE: International and ALL Locations outside of the Continental United States (APAC, EMEA, Mexico, Hawaii, Alaska, Puerto Rico, and US Virgin Islands dealers) **CANNOT** follow below shipping instructions. Instead, dealerships in these locations **MUST** contact the following Takata/XPO USA representative directly for shipping instructions: XPO Representative – Tel #: 210-250-5061 or Email: SCTakataRestrains_International@XPO.com

NOTE: For Continental US 48 State dealerships, please follow steps 1-6 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



3. Shipping Instructions – Prepare the Pallet

- Accumulate and palletize Kits
- Arrange Kits on Pallet
 - A maximum of 120 pieces (boxes) per pallet .
- Shrink-wrap Kits to Pallet
- Prepare to ship LTL when you accumulate 6 or more Kits
- Affix Over-pack Label and Pallet Label on (1) side of Pallet (Not on Top)
- If a minimum of 6 Kits have not been accumulated within a week follow PRP instructions



2. Packing 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 should be capable of withstanding additional transportation.
- If a new box is needed, follow the New Box instructions located in Box 6 of this page.
- Place the un-deployed air bag inflator in the "cradle" of the box insert.

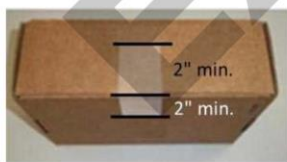


4. Shipping Instructions – Schedule LTL Pickup

- When ready to ship
 - Call XPO at 1-888-708-5712
- Have the following Information Available
 - Dealer #
 - Quantity of Over-packs/Pallets
 - Quantity of module Kits on each Pallet
 - Email Address where shipping Documentation can be received

2.1 Closure Instructions

- Close the top box flap, per box closure instructions located on front panel of box using a 2" wide by 4" long piece of tape to securely Close the box.



5. 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

6. 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 #: 1-888-708-5712
E-Mail: SCFieldAction.14305@xpo.com

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

- 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

