Ferrari North America
Technical Information

Date: April 2019
Bulletin #: FNA 162
Campaign #:
Supersedes:
Section:

Subject: Airbag Campaign parts return procedures and shipping instructions

Please be advised of the new replaced airbag return procedures shipping instructions for airbags replaced as part of any Takata Airbag Recall campaigns (Recall 57,60,61,63 and 65).

The following procedure in attachment is effective immediately.

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Campaign Inflator Kit Returns – LTL Shipping Instructions

NOTE: **International and ALL Locations outside of the Continental United States (Hawaii, Puerto Rico, Canada, Mexico, Central and South America dealers)** ***CANNOT*** follow below shipping instructions. Instead, dealerships in these locations ***MUST*** contact the following TK services /XPO USA representative directly for shipping instructions:
XPO Representative – Tel #: 210-250-5061 or Email: **Chris.Gomez@xpo.com** **SCTakataRestraints_International@XPO.com**

Continental US 48 State Dealerships, please follow steps 1-7 below.

1. Shipping Documents

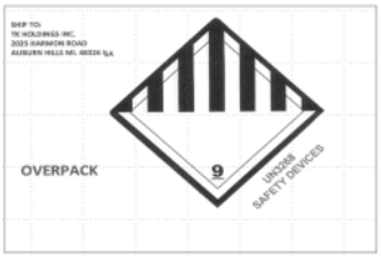
a) Pallet Label

- To be emailed by XPO
- To be affixed to each Pallet

TK SERVICES
1199 AUSTIN COURT
HOWELL, MI 48843

b) Over-pack Label

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



c) Bill of Lading

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

d) ERG Document

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

2. Packing Instructions

DO NOT DEPLOY THE INFLATOR

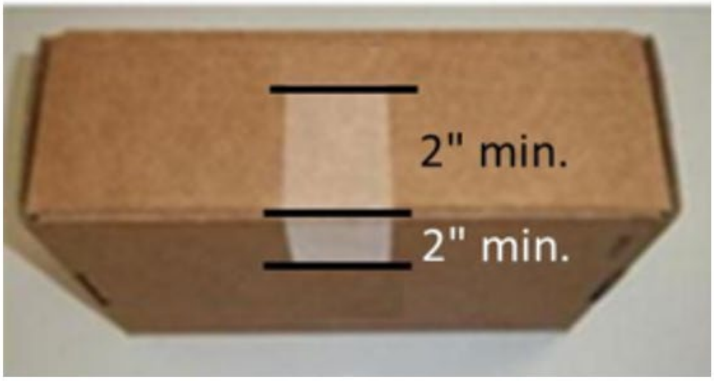
a) Confirm box is in acceptable condition.
Box should be in good condition with no visible signs of damage and should be capable of withstanding additional transportation.

b) If a new box is needed, follow the New Box instructions located in Box 7 of this page.

C) 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 using a 2" wide by 4" long piece of tape to securely Close the box.

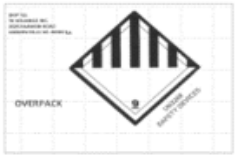


4. Shipping Instructions – Prepare the Pallet

a) Accumulate and palletize Kits
b) Arrange Kits on Pallet as pictured here
- 9 boxes per row/layer (3x3)
- 5 rows/layers per pallet (45 boxes)

c) Shrink-wrap Kits to Pallet
d) Affix Over-pack Label and Pallet Label on (1) side of Pallet (Not on Top)
e) If 45 boxes are not accumulated every 2 weeks, please proceed to step 5.

Note: If you receive non-uniform sized kits (Older version), Please contact XPO via the instructions in Box 5 for additional Instructions



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5. Shipping Instructions – Schedule LTL Pickup

a) Upon Accumulating 45 kits (1 Over-pack/Pallet) Minimum

- Call XPO at **210-250-5079** or Emails us at SCFieldAction.14305@xpo.com
- If 45 Kits have not been accumulated every 2 weeks, please call XPO for direction

b) Have the following Information Available

- Dealer #
- Quantity of Over-packs/Pallets
- Quantity of Driver Kits and Quantity of Passenger Kits on each Pallet
- Email Address where shipping Documentation can be received
- Lift gate Service Needed?

6. Shipping Instructions – Ship

a) Give 1 Copy of BOL and 1 Copy of ERG to Driver

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

7. Requesting a New Box / Shipping Labels

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

Primary Contact: **Customer Service** - **Tel #: 210-250-5079**

E-Mail: SCFieldAction.14305@xpo.com

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

a) Serial number on the original box (if replacement box is needed)

b) What Type of shipping material needed

- Replacement Box
- Two Part Return Label
- Bill of Lading
- ERG Form

c) Dealer Shipping Information

- Contact Name
- Dealer Address
- Phone Number