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**February 15, 2018**

**Attention:** Mazda Dealer Principals, Service and Parts Managers

**Subject:** REMINDER: Dealer Collection Process for Used Takata Airbag Inflators

Please note, as your dealership performs inflator repairs under the Takata airbag recalls, the removed used inflators should be returned in the original box provided with the new inflator kit. Each box should be sealed and kept for collection by XPO Logistics for return to Takata.

**Please ensure your dealership is doing a minimum of one return shipment per month. You can schedule a return to Takata by contacting the XPO customer service number at 1-877-650-3476.**

This inflator collection process is mandated by NHTSA as part of the Recall Preservation Order for Takata inflators. Please make sure all appropriate personnel in your dealership are familiar with this collection process.

Detailed instructions can be found on MGSS or within each new inflator kit.

Thank you for your cooperation.

Technical Services & Parts Operations Division

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# NOTE

**NOTE: Non DDS Dealers and 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/XPO USA representative directly for shipping instructions: Miguel Prigadaa – Tel #: 210-250-5078 or Email: MLGTakataRestraints\_International@menlowworldwide.com.**

**NOTE: For DDS Dealers in the Continental US 48 State dealerships, please follow steps 1-8 below.**

- Specific to Step 4 below:
  - Follow step 4a if you receive the updated NON-FedEx label. Proceed to step 5.
  - Follow step 4b if you receive the FedEx label. Proceed to step 5.

## 1. Shipping Documents

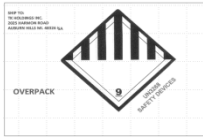
### a) Box Label

- 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



## 4b. Shipping Instructions – Label each Box

a) If you continue receiving Inflator Kits with the original Fedex Documentation:

1. 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.
2. Discard the remaining Documentation
3. Do Not contact FedEx



## 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.



## 5. Shipping Instructions – Prepare the Pallet

- a) Accumulate and palletize Kits
- b) Arrange Kits on Pallet as pictured here
  - 20 boxes per row/layer (5x4)
  - 10 rows/layers per pallet (200 boxes)
- c) Shrink-wrap Kits to Pallet
- d) Affix Over-pack Label on (1) side of Pallet (Not on Top)



## 3. Closure Instructions

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



## 6. Shipping Instructions – Schedule LTL Pickup

- a) Upon Accumulating 200 kits (1 Over-pack/Pallet) Minimum
  - Call XPO at 1-877-650-3476
  - If 200 Kits have not been accumulated in 30 days, please call XPO for direction
- c) 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

- 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 2 Years

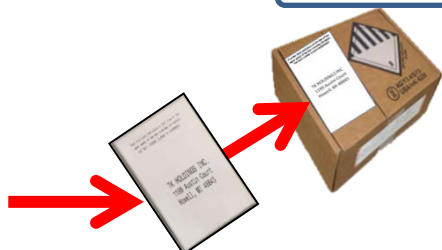
## 4a. Shipping Instructions - Label each Box

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

1. Mazda Inflator Kit will contain this two-part label:

2. Peel off 'Ship To' Label.

3. Affix Label to Box. Do not cover up Class 9 Marking.



## 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: **Armando Gonzalez - Tel #: 210-250-5079**

E-Mail: [FieldAction.14305@menlowworldwide.com](mailto:FieldAction.14305@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
  - Replacement Box
  - Two Part Label
  - Bill of Lading
  - ERG Form
- c) Dealer Shipping Information
  - Contact name
  - Dealer Address
  - Phone Number

