

**To: All Subaru Retailers**

**From: Subaru of America, Inc.**

**Date: November 28, 2022**

**UPDATE: TAKATA Airbag Inflator and Module Returns LTL Shipping Instructions**

Dear Subaru Retailer,

There is a contact change for Subaru's Airbag retrieval vendor, TK Services/TK Global.

There is an email address change for domestic (Takata Airbag) USA PSAN parts collections. The logistics team members have undergone a reorganization and name change. Formerly XPO, the staff are now RXO. As part of the final transition, XPO's email address has changed. The new RXO group mailbox for all United States retailers to use is [SCFIELDACTION.14305@RXO.COM](mailto:SCFIELDACTION.14305@RXO.COM).

The best method for the retailers to request a pickup will remain **email** communications. The old XPO email address will continue to work for several more months, to allow some time for the retailers to be notified.

The RXO staff have advised the retailers of the address change that have recently submitted a request. In addition to the email change, there is now an escalation contact phone number documented on the forms. If retailers do not receive an email response from an RXO logistics specialists within 48 to 72 hours, then they can utilize the escalation number (210) 317-6436 for further assistance.

Updated retailer [Shipping Instructions](#) and 2 [Collection Forms \(booking templates\)](#) can be found in the following links. The retailer can choose the Collection Form that works best for them.

[Shipping Instructions](#)

Collection Forms ([PDF file](#)) ([Excel file](#))

These forms can also be found in the Subarunet, Recalls & Campaigns/ [Resources & Links](#) area.

Thank you,

Subaru of America

Takata  
Airbag  
Recall

# Inflator and Module Returns LTL Shipping Instructions

11/28/2022

Please contact [scfieldaction.14305@rxo.com](mailto:scfieldaction.14305@rxo.com) for documentation and to arrange pickup

If retailers do not receive a response from an RXO logistics specialists within 48 to 72 hours, then they can utilize the escalation number, (210) 317-6436 for further assistance.

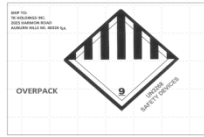
## 1. Shipping Documents

### a) Pallet Label

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

### b) Over-pack Label

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



### c) Bill of Lading

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



### d) ERG Document

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



**TK SERVICES**  
1199 AUSTIN COURT  
HOWELL, MI 48843

## 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 and Pallet Label on (1) side of Pallet (Not on Top)

### e) If 200 boxes are not accumulated every 2 weeks, please proceed to step 5.

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



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## 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 section #8 of this page.

### c) Place the un-deployed air bag inflator or module in the "cradle" of the box insert.

### Inflator



### Module



## 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 - Label each Box

### 1 Subaru module/inflator kit contains this 2-part label



### 2 Peel off 'Ship-To' label



### 3 Affix label to box. Do not cover up Class 9 Marking



## 6. Shipping Instructions – Schedule LTL Pickup

### a) Upon Accumulating 200 kits (1 Over-pack/Pallet) Minimum

- Contact RXO at the e-mail noted above If 200 Kits have not been accumulated every 2 weeks, please contact RXO 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?

## 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 at least 2 Years

## 8. Requesting a New Box / Shipping Labels

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

Primary Contact:

E-Mail: [scfieldaction.14305@rxo.com](mailto:scfieldaction.14305@rxo.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



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 TK services /RXO USA representative directly for shipping instructions: RXO Representative .Email: [scfieldaction.14305@rxo.com](mailto:scfieldaction.14305@rxo.com) Continental US 48 State Dealerships, please follow steps 1-7 below.

**PALLET (S) MUST BE READY BEFORE SENDING IN THE TEMPLATE. ALL FIELDS PERTAINING TO YOUR LOAD MUST BE FILLED IN AND SENT TO SCFIELDACTION.14305@RXO.COM.**

**ESCALATION PHONE NUMBER : 210-317-6436 MIGUEL PRIGADAA**

**TEMPLATE MUST BE USED FOR ALL BOOKING REQUESTS.**

<b>Dealer Code</b>						←
<b>Dealer Name</b>						←
<b>Pickup Address</b>						←
<b>City, State &amp; Zip</b>						←
<b>YOUR Name &amp; Phone#(DO NOT GIVE YOUR CELL #)</b>						←
<b>Hours available for pickup</b>						←
<b>Email Address for BOL</b>						←
<b>Do you need a truck with lift gate and pallet jack (YES or NO)</b>						←
<b>SPECIAL EQPT NEEDS OR SPECIFIC CARRIER REQUEST</b>						←
<b>LTL</b>	Pallet #1	Pallet #2	Pallet #3	Pallet #4	Pallet #5	
<b>Driver Side Count</b>						←
<b>Passenger Side Count</b>						←
<b>TOTAL</b>	0	0	0	0	0	

<b>LTL CONTINUED</b>	Pallet #6	Pallet #7	Pallet #8	Pallet #9	Pallet #10
<b>Driver Side Count</b>					
<b>Passenger Side Count</b>					
<b>TOTAL</b>	0	0	0	0	0

<b>LTL CONTINUED</b>	Pallet #11	Pallet #12	Pallet #13	<b>total boxes</b>
<b>Driver Side Count</b>				0
<b>Passenger Side Count</b>				0
<b>TOTAL</b>	0	0	0	0

<b>TRUCK LOAD IS 14 + PALLETS</b>	<b>USE THIS SECTION FOR 14 PALLETS OR MORE</b>
<b>TOTAL PALLET COUNT</b>	
<b>TOTAL DRIVER COUNT</b>	
<b>TOTAL PASSENGER COUNT</b>	
<b>TOTAL WEIGHT</b>	