

**Subarunet Announcement**

**To: All Subaru Retailers**

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

**Date: June 26, 2017**

**Subject: Takata Recalls - Loaner Car Utilization**

This is a reminder of our continuing efforts to increase repair completion rates for the various phases of our Takata air bag inflator recall. Of course, our number one priority is to ensure the safety of our customers, but secondly, we should also be making our best efforts to minimize any inconvenience in getting the repair work completed. Subaru of America is continuing with its policy that if a customer requests a loaner car due to any repair delays related to either a parts supply condition or a short-term retailer service capacity issue, retailers shall make every effort to provide customers with a loaner car. Normal warranty procedures should be followed to obtain reimbursement for the loaner car, in accordance with [section 8.4.7](#) of the Claims Policies and Procedures Manual on Subarunet.com.