



Subarunet Announcement

To: All Subaru Retailers

From: Subaru of America, Inc.

Date: November 11, 2015

Subject: Takata air bag inflator return procedures (WQP-51 and WQR-53)

REMINDER: In August, the part return procedures were changed for all current Takata air bag inflator recalls.

FedEx will no longer handle the Takata air bag inflator return shipments.

The Product Campaign Bulletins on STIS have been updated with the revised part return procedures and information required on the SOA Part Return Notice. In summary:

- A company called Stericycle will arrange pick up of the inflators and return them to Takata.
- Once a month or upon accumulating 200 kits for return (whichever comes first) please call Stericycle at 1-877-650-3476 for pick up. Please see step 6 of the return instructions. **Please be advised that Stericycle may instruct you to wait until you have accumulated more inflators for pickup. Please follow the direction provided to you by Stericycle.**
- Upon claim approval, Subaru of America, Inc. will generate a Part Return Notice requesting the old and new inflator serial number information only. **DO NOT WAIT FOR STERICYCLE TO PICK UP THE INFLATOR TO SEND THIS INFORMATION TO THE PARTS COLLECTION CENTER (PCC).**

Starting in September, new inflator shipments from Takata to SOA contained the new shipping documents. If you have or continue to receive inventory of inflator kits with the original FedEx shipping documents, do not contact FedEx. Please refer to step 4b. – Shipping Instructions – included in Appendix A of the bulletins.

Please ensure that all appropriate personnel thoroughly read the revised instructions. If you have any questions regarding the new procedures, please contact the Parts Information Coordinators at (866)782-2782.