



## Subarunet Announcement

**To: All Subaru Retailers**  
**From: Subaru of America, Inc.**  
**Date: February 10, 2016**

**Subject: Owner Notification (non-HAH) Front Passenger Air Bag Inflators WQR-53 (2005-2008 Legacy and Outback vehicles)**

### ***Owner Notification***

Based on ballistic testing results, it has been determined that affected vehicles with registration history in high absolute humidity (HAH) areas are more susceptible to rupture. Owner notification letters were mailed to the owners of those vehicles on January 29, 2016.

On Friday, February 12, 2016 initial owner notification letters will be mailed to the current owners of non-HAH vehicles. Non-HAH vehicles have not had any registration history in the high absolute humidity areas.

Due to limited parts availability, the February 12, 2016 notification letters will advise the affected owners of this recall, and that we are currently experiencing a parts shortage. Until the repair can be performed, they should not allow passengers to ride in the front passenger seat. As parts supply improves, second owner notification letters will be mailed in phases based on age of the inflator (oldest to newest).

### ***Limited Parts Availability***

We are currently experiencing a parts shortage for part number 98279AG00A. As we receive inventory from Takata, we will continue to automatically ship parts to each retailer based on their proportion of affected HAH vehicles.

You will be notified once the automatic HAH shipments are complete, at which time we will begin accepting additional VOR retailer orders only for part number 98279AG00A. Orders will be monitored by SOA Parts for reasonableness based on AOR assigned VIN population.

As a reminder, if a customer requests a loaner car due to the insufficient supply of parts, retailers should make every effort to comply with this request, and should follow normal warranty procedures to obtain reimbursement for the loaner car. See Section 8.4.7 of the Claims Policies and Procedures Manual on subarunet.com for details on rental authorizations.

### ***Affected VIN Lists***

Each Subaru retailer should have already received an affected VIN list of the vehicles that have a registration history in the HAH areas from their Zone Office. It is important that each retailer prioritize contacting these customers to schedule the repair. If you did not receive your list, please contact your District Parts and Service Manager immediately.

Each Subaru retailer will also receive an affected VIN list of the vehicles included in the February 12, 2016 non-HAH mailing. Vehicles will be assigned to retailers in the affected VIN list as follows:

- Original vehicle owners are assigned to the original selling retailer when their current address is within a 100 mile radius of that retailer.
- If the original selling retailer is inactive, the VIN has been assigned to the nearest active retailer.
- For any new owners or when original owners live more than 100 miles from the original selling retailer, the VIN has been assigned to the nearest active retailer.

*Important: Retailer affected VIN lists include owner name and address information for vehicles affected by this recall. In many cases the VIN lists also include phone numbers. This information will enable retailers to follow-up with owners of potentially affected vehicles. The lists contain owners' names and addresses obtained from State Motor Vehicle Registration Records. The use of such motor vehicle registration data for any other purpose is unlawful. Accordingly, retailers are required to limit the use of these lists for the purpose of completion of this safety recall.*