



URGENT MESSAGE

To: All Parts and Service Managers
From: SOA Parts Department
Date: January 28, 2016

Subject: Expanded Takata Front Passenger Air Bag Inflator Recall WQR-53 (2005-2008 Legacy and Outback vehicles)

We announced late last month that the WQR-53 Takata front passenger air bag inflator recall has been expanded to include all 2005-2008 model year Legacy and Outback vehicles.

Due to the severity of the industry-wide Takata recall situation, it is very important that all Subaru retailers ensure that recalled vehicles are repaired as soon as possible.

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. Therefore, we urge you to focus your initial efforts on contacting your affected customers with a registration history in the HAH areas, to schedule and complete this repair (see "Affected VIN Lists" below).

Parts

Because of this very recent expansion, we are currently experiencing a parts shortage and we are working diligently with Takata to procure the parts needed to perform the repairs.

At the end of this week, we will begin pre-shipping parts to each retailer based on vehicle registration history in the high absolute humidity (HAH) areas as described below:

- The following States and U.S. Territories:
 - Florida
 - Hawaii
 - Puerto Rico
 - U.S. Virgin Islands
 - Guam
 - Saipan
 - American Samoa
- The counties of Georgia which are adjacent to Florida
- The coastal areas of:
 - Alabama
 - Louisiana
 - Mississippi
 - Texas

ALL CURRENT RETAILER ORDERS FOR PART NUMBER 98279AG00A WILL BE CANCELLED JUST BEFORE THE AUTOMATIC SHIPMENTS BEGIN.

Until the automatic shipments are complete, this part will not be orderable. The automatic shipment orders will be visible through the Retail Parts Management System, under Order Inquiry. Do not cancel these orders, or attempt to file a return claim for this part. You will need to have these parts in stock to complete this critical safety recall.

You will be notified once the automatic shipments are complete, at which time we will begin accepting additional VOR retailer orders only for part number 98279AG00A.

Affected VIN Lists

Each Subaru retailer will receive an affected VIN list of the vehicles that have a registration history in the HAH areas from their Zone Office when owner notification begins. It is important that each retailer prioritize contacting these customers to schedule the repair.

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.

Owner Notification

Owner notification letters will be mailed to owners of vehicles with registration history in the HAH areas only, on January 29, 2016 advising them to contact their retailer to schedule an appointment. The letter will include the following messages:

The registration history of your vehicle indicates that your vehicle has been registered in an area of high absolute humidity. Therefore, your vehicle is included in the highest priority group (Priority Group 1) as defined in the NHTSA (National Highway Traffic Safety Administration) Coordinated Remedy Order. For more information about this Order, please refer to <http://www.safercar.gov/rs/takata/index.html>.

You should immediately contact your Subaru retailer (dealer) for an appointment to have the front passenger air bag inflator replaced with a new one.

*It is important that you are aware that your vehicle is affected by this safety recall and that you should take the following precaution: **Until this repair is performed, do not allow passengers to ride in the front passenger seat.***

Initial notification letters will be mailed to the remaining owners (non-HAH) on February 12, 2016, with the message that parts are not available and that they will receive another letter once parts supply improves. Please make sure that your personnel contact your affected customers with HAH registration history prior to this February 12 mailing for all remaining owners.

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.

If you have any questions or concerns, please feel free to contact the Parts Information Coordinators at 1-866-SUBARU2 (782-2782).

We thank you in advance for your support of this critical situation, and for your efforts to achieve 100% completion for the HAH registered vehicles under this critical safety recall.