



To: All Subaru Retailers
From: Subaru of America, Inc. - Parts
Date: August 18, 2016
Re: **Manage recall scheduling demand when you're short on part supplies**

Please see the below announcement that was sent out from Subaru Care Connect on 8/18 pertaining to managing recalls within Schedule Connect:

When a customer makes an appointment for service, they expect the Service Department to be able to handle the service. If they can't, the customer shouldn't be able to make the appointment. It just makes sense. That's why we've updated our system so that customers booking their own recall service through Schedule Connect will no longer be able to book services online if there may not be enough parts available at your retailer. Instead, these customers will receive a prompt with your phone number encouraging them to call for parts availability and scheduling.

Your system will now be set up to limit online scheduling for the most common recalls with limited parts available, including the Takata recalls:

- WQR53
- TKA16
- TKB16
- TKC16

And this hood latch recall code:

- WQY60

This change, while creating a better customer experience, requires no effort on your part. The update only impacts Schedule Connect. You can even turn the feature off and continue scheduling appointments as you always have, if you prefer.

In the meantime, we're working behind the scenes to ensure that you'll eventually be able to configure default scheduling behavior down to the specific recall status by VIN.

This feature saves you time and saves your customers frustration. Make sure you contact your Care Connect Account Manager if you have any questions about this time-saving update.

Sincerely,
Subaru Care Connect

Additionally, please see below as a reminder from the 7/26/16 Subarunet posting about adding messaging about limited parts availability to your retailer websites:

Adding Messaging to the Schedule Service on your Retailer Website

In order to maintain as positive a customer experience as possible, while we are in a limited parts supply condition, we recommend you add language to your retailer websites at the start of the on line appointment setting process.

Suggested wording: *“Takata Airbag Recall Info: We are currently unable to schedule repairs online for the Airbag Recall. Please contact the retailer (phone at XXX-XXX-XXXX or email to Joe @ subaruservice) with your Vehicle Identification Number (VIN) so that replacement parts can be pre-ordered specifically for your vehicle, and you can be notified when the parts are available. We apologize for any inconvenience.”*

Please follow the steps below to add this content on your retailer website. Or, if you would prefer to obtain assistance from your Digital Advisor, please contact him/her (via your DPSM) and ask to have the content added to your Schedule Service page.

- 1) Log into the Dealer.com Control Center. Place your mouse over “Welcome” in the upper-left hand corner of the screen, and choose “Website” from the fly-out menu.
- 2) Once on the Website home screen, click on the button labeled “Edit Website”.
- 3) Now that you see the homepage of your website in the Website Editor, click on the “Sitemap” icon in the upper-left hand corner of the screen. A pop-up window will appear. Scroll down to the folder icon labeled “service”, and click on “appointment”.
- 4) Once on the Schedule Service page, click on the retailer-editable content widget (this widget will be between the title content area, and the service scheduler content area).
- 5) Now that the content widget is open, you can add the Subaru recommended text. Once you are happy with the size and placement of the text, click on the “Save” button directly below the content widget.
- 6) You’re done! The content will appear immediately on your retailer website.

Please contact your DPSM if you have any additional information.

Thanks,

Subaru of America