



To: All Subaru Retailers
From: Subaru of America, Inc. – Parts & Service
Date: November 4, 2016
Re: *Takata Recall Parts Order Process– TKA,TKB,TKC*

Attn: Parts Managers / Service Managers

New Recall Parts Order Process

Starting October 3rd SOA implemented a **NEW Recall Parts Order Process** designated for recall parts in restricted supply:

1. All orders **MUST** be input through PRIME ordering only (orders input through DMS or RPM will NOT be accepted)
2. Maximum inventory on-hand/in-transit/on-order quantity will be set for retailers according to ‘Dealer Level’ as posted in RPM/Marketing Inquiry screen
3. PRIME will accept additional orders up to the amount of maximum quantity setting (Maximum quantity levels will be adjusted as flow of incoming SOA inventory increases)
4. Visit PRIME ‘Hot Topics’ to view order process screen shots

Maximum quantity setting for restricted Takata airbag inflators by ‘Dealer Level’ by Part Number:

Dealer Level	WQR53	98279FE070	98279AG05A*	98279AE00A	98279AJ02A	98279SC010	98279FE160	98279FG010
1		5	5	1	3	3	1	5
2		10	10	2	4	4	1	5
3		15	15	3	6	6	1	10
4-5		20	20	4	10	10	2	15

*Superceeds 98279AG00A

Note: Tribeca part number 98279XA02A is expected to be available in December 2016. SOA will maintain a weekly exception report to monitor compliance to this new order process.