

WTD-65 Steering Column Recall - Ordering Process (Revised)

TO: SDC EST CEN WST
FROM: Subaru of America, Inc.
DEPARTMENT: Fixed Operations
DATE: 06/01/2016
CATEGORY: Parts/Service

Due to the substantial shipments which were processed this past weekend and an expected ample supply of incoming steering columns, the ordering restriction will be removed on Wednesday, 6/1 at approximately 11 am ET for part numbers 34500AL02A and 34500AL03A. Gasket kits, SOA635143, will be available for shipping.

Retailers can order through RPM. Orders must be placed as a VOR until further notice. We will continue to ship the orders next day air. However, to avoid the handling charge request a ship method of Ground or Will Call. Orders will be monitored for reasonableness. Please keep in mind your daily capacity. Order one bolt, part number 83140GA000, for each column ordered. Before placing additional orders, please check RPM for possible incoming shipments that will have an order date of May 28, 29 or 30.

If you have received an excess quantity of 34500AL02A or 34500AL03A, please contact your DPSM and they will work with you to move the excess inventory to another retailer who is in need. Or, enter a parts claim and return to your facing warehouse as soon as possible. Use the return reason of RJ, Return Parts.

Thank you for your cooperation and patience.