

Subarunet Announcement



To: All SOA and SDC Subaru Retailers
From: Subaru of America, Inc.
Date: October 13, 2016

Subject: UPDATE - Takata Recall Expansion TKA-16, TKB-16, TKC-16 – Rental Car Policy:

This update is in reference to the September 23, 2016 Takata TK-16 Subarunet posting (see excerpt below with relevant sentence in yellow highlight).

To: All SOA and SDC Subaru Retailers
From: Subaru of America, Inc.
Date: September 23, 2016

Subject: UPDATE - Takata Recall Expansion TKA-16, TKB-16, TKC-16 – Parts Shipment Plan and NEW Recall Parts Order Process Description:

- Monday September 26th: SOA will enter orders to cover approved rental claims referenced by individual VIN. Shipments will be overnight air coded as "Special Order" type so SOA will cover shipping cost. **SOA will continue to cover daily rental cost of covered VINs for up to 7 business days from parts shipment date.**

SOA is aware that some retailers have large numbers of customers in rental cars and may not be able to complete repair of all these vehicles within 7 business days of receiving the part. However, there are an even greater number of retailers that have fewer than 15 rentals out and it is reasonable to expect that most of those can be repaired within 7 business days of receiving the part. Of course there will be some exceptions and SOA will work with retailers to accommodate them. Retailers requiring rental car extensions beyond stated policy should contact the PIC line for approval.