

Subarunet Announcement



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.
- Later in the week of September 26th SOA will begin entering orders to cover retailer used vehicle inventory referenced by VIN. Orders will ship ground from facing RDCs and will likely be combined with retailer stock orders.
- October 3rd part numbers will be available for retailer order input through the **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. PRIME order screen shot examples will be posted in PRIME ‘Hot Topics’ by end of business next Tuesday, 9/27

Below is the initial maximum quantity setting for restricted Takata airbag inflators by ‘Dealer Level’ by Part Number:

Dealer Level	98279FE070	98279AG05A	98279AE00A	98279AJ02A	98279SC010	98279FE160	98279XA02A
1	2	2	1	1	1	1	0
2	3	3	2	2	2	1	0
3	5	5	3	3	3	1	0
4 - 5	8	8	4	4	4	2	0

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.