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**Announcements**

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**Rental Reimbursement for the Release of the Takata Recall Expansion TKA16, TKB16 and TKC16**

**To:** CEN WST EST SDC  
**From:** Subaru of America, Inc.  
**Department:** Subaru Service  
**Date:** 2016-07-21 13:31  
**Category:** Parts/Service

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The following is information regarding rental reimbursement for the release of the Takata Recall Expansion TKA16, TKB16 and TKC16.

If a customer requests a loaner car due to the insufficient supply of parts, retailers should make every effort to comply with that request. Please follow the normal authorization procedures described in Section 8.4.7 of the Claims Policies and Procedures Manual located in Subarunet under Claims & Warranty Administration.

If the part is unavailable, please use the attached ([https://content.subarunet.com/snet/\\_content/\\_attachment/open\\_rental\\_form.xls](https://content.subarunet.com/snet/_content/_attachment/open_rental_form.xls)) document for multiple rental requests. Please email it as an attachment to [PICEMAIL@SUBARU.COM](mailto:PICEMAIL@SUBARU.COM) (<mailto:PICEMAIL@SUBARU.COM>).

Requests *must be* in EXCEL format.

Single rental requests can be called into the PICs directly at 1-866-782-2782, Option 1.

The request should be made when the rental is assigned to the customer.

SSLP rentals will be reimbursed at \$40.00 per day. When entering the claim, please use the Rental field to enter the total amount of the rental.

In the event a 3<sup>rd</sup> part rental is required, reimbursement will be up to \$50.00 per day. When entering the claim, please use the Sublet field to enter the total amount of the rental.

All supporting documents must be retained and must reflect the date and the time down for a specific vehicle.

For your convenience, attached ([https://content.subarunet.com/snet/\\_content/\\_attachment/vehicle\\_inactivation\\_agreement.pdf](https://content.subarunet.com/snet/_content/_attachment/vehicle_inactivation_agreement.pdf)) is the Vehicle Inactivation Agreement for customer vehicles not held on the lot.

Please make a note of this important information and call the Claims Helpline at 1-866-782-2782 with any questions.

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