

Subarunet Announcement

To: All Subaru Retailers

From: Subaru of America, Inc.

Date: February 28, 2017

Subject: Owner Notification - Takata Recall Expansion TKA-17, TKB-17, TKC-17

Owner Notification

Owner notification letters will be mailed on or around March 6, 2017, and emails will be sent to all affected owners with a valid email address on file with MySubaru.com.

With the exception of 2009 model year Legacy and Outback, this will be an interim notification. VIN lists for the newly-affected 2009 model year Legacy and Outback vehicles will be distributed prior to owner notification.

The interim letters for the other models will state that parts are not available at this time, and those owners will be re-notified based on the priority group assignments as established by NHTSA.

As a reminder, if a customer requests a loaner car due to the insufficient supply of parts, retailers should make every effort to comply with this request, and should follow normal warranty procedures to obtain reimbursement for the loaner car. See Section 8.4.7 of the Claims Policies and Procedures Manual on subarunet.com for details on rental authorizations.

As previously announced last year, the National Highway Traffic Safety Administration (NHTSA) is expanding and prioritizing the recalls of all non-desiccated Takata-sourced passenger side Takata air bag inflators based on the risk of injury or death to vehicle occupants. NHTSA has ordered the automakers to prioritize the Takata recalls by age and location of the vehicles. To do so, NHTSA has established three geographical Zones – A, B, and C – based on the level of heat and humidity.

This phase of the Takata recall expansion includes the following model year vehicles:

- **Zone A vehicles – 2012 model year and older (Recall code TKA-17)**
- **Zone B vehicles – 2009 model year and older (Recall code TKB-17)**
- **Zone C vehicles – 2008 model year and older (Recall code TKC-17)**

Future phases of the Takata recalls will be implemented each year until the year 2020, to include additional vehicles until all non-desiccated Takata-sourced passenger side Takata air bag inflators are recalled.

Affected Vehicle Information

The following models have been added to the Takata recalls in this phase of the expansion.

- Vehicles with registration history in Zone A:
 - 2012 Legacy and Outback
 - 2012 WRX and STI

- 2012 Forester
- 2012 Tribeca
- Vehicles with registration history in Zone B:
 - 2009 Legacy and Outback
 - 2009 Impreza, WRX, and STI
 - 2009 Forester
 - 2009 Tribeca
- Vehicles with registration history in Zone C:
 - 2005-2006 Baja
 - 2006-2008 Impreza, WRX, and STI
 - 2006-2008 Tribeca

In addition, any older models not previously recalled which have established registration within Zones A or B since recalls TKA16 and TKB16 were implemented last year will also be included in this phase of the expansion.

Affected vehicle information is available in the system.

Parts Information and Repair Procedures

Please refer to the TKA17/TKB17/TKC17 bulletin posted on STIS.

We sincerely appreciate the efforts and cooperation of our retailers as we work through this unprecedented recall. Let's take every opportunity to take care of these customers and provide a great service experience, despite the circumstances.