

Takata Recall Customer Letters

To:	SDC EST CEN WST
From:	Subaru of America, Inc.
Department:	Parts & Service
Date:	2017-03-22 15:23 ET
Category:	All Categories

Recently a large number of customers received letters related to the Takata recalls. Those letters included language about future parts availability, which caused many customers to contact our retailers and our Customer Retailer Service Dept.

The [attached message](#) is intended to assist in clarifying the content and nature of these letters.

Thank you,

TKA17 TKB17 TKC17 OWNER NOTIFICATION

Owners of the vehicles included in this phase of the Takata recall expansion were notified by first class mail earlier this month, as required by NHTSA regulation. Except for 2009 MY Legacy and Outback, this was an interim owner notification, advising them of the recall and that they will be notified again by mail once sufficient parts supply is available. **NHTSA has ordered that automakers prioritize repairs from the previous recalls first** according to risk factors identified through testing.

Until sufficient parts supply is available for Subaru to re-notify owners, the status will show as "Open-Limited Parts Available." Limited parts supply will be available prior to owner re-notification therefore this status is not intended to discourage scheduling these repairs and will not affect the retailers' ability to file a claim for repairs performed prior to owner re-notification.

Pursuant to their obligations to remedy a defect within a reasonable time, as set forth in 49 U.S.C. § 30120(a)(1) and § 30120(c)(2), each Affected Vehicle Manufacturer shall acquire a sufficient supply of remedy parts to enable it to provide remedy parts, in a manner consistent with customary business practices, to dealers within their respective dealer networks and, further, to launch the remedy program, by the timelines set forth in this Paragraph. **Each Vehicle Manufacturer shall ensure that it has a sufficient supply of remedy parts on the following schedule, and any interim letter must include the applicable date listed below:**

Priority Group	Sufficient Supply & Remedy Launch Deadlines
Priority Group 1	March 31, 2016
Priority Group 2	September 30, 2016
Priority Group 3	December 31, 2016
Priority Group 4	March 31, 2017
Priority Group 5	June 30, 2017
Priority Group 6	September 30, 2017
Priority Group 7	December 31, 2017
Priority Group 8	March 31, 2018
Priority Group 9	June 30, 2018
Priority Group 10	March 31, 2019
Priority Group 11	March 31, 2020
Priority Group 12	September 30, 2020

VEHICLE PRIORITY GROUPS ESTABLISHED BY NHTSA

The primary factors utilized in prioritizations remain the same as in the CRO and are: (1) age of the inflator (with older presenting a greater risk of rupture); (2) geographic location of the inflator (with prolonged exposure to HAH presenting a greater risk of rupture); and (3) location of the Takata inflator in the vehicle (driver, passenger, or both). Prioritizations also take into account continuity of previous recall plans and priority groups. In order to timely and adequately complete its remedy program, each Affected Vehicle Manufacturer shall, pursuant to 49 U.S.C. § 30120(a)(1) and (c), carry out its remedy program in accordance with the following prioritization plans unless otherwise authorized by the Agency.

The Priority Groups are as follows:

- a. Priority Group 1 – Highest risk vehicles that were recalled May through December 2015.
 - WQR53: vehicles with HAH registration history
- b. Priority Group 2 – Second highest risk vehicles that were recalled May through December 2015.
 - WQP51: vehicles with HAH registration history
- c. Priority Group 3 – Third highest risk vehicles that were recalled May through December 2015.
 - WQR53: vehicles with non-HAH registration history
- d. Priority Group 4 – Highest risk vehicles that were recalled January through June 2016.
 - TKA16: 2003-2005 Baja
 - TKA16: 2003-2004 Legacy and Outback
- e. Priority Group 5 – Second highest risk vehicles that were recalled January through June 2016.
 - TKA16: 2006 Baja
 - TKA16: 2009 Forester
 - TKA16: 2006-2009 Impreza/WRX/STI
 - TKA16: 2009 Legacy and Outback
 - TKA16: 2006-2009 Tribeca

- TKB16: 2003-2005 Baja
 - TKB16: 2003-2004 Legacy and Outback
- f. Priority Group 6 – Third highest risk vehicles that were recalled January through June 2016.
- TKA16: 2010-2011 Forester
 - TKA16: 2010-2011 Impreza/WRX/STI
 - TKA16: 2010-2011 Legacy and Outback
 - TKA16: 2010-2011 Tribeca
 - TKB16: 2006 Baja
 - TKB16: 2006-2008 Impreza/WRX/STI
 - TKB16: 2006-2008 Tribeca
 - TKC16: 2003-2004 Baja
 - TKC16: 2003-2004 Legacy and Outback
- g. Priority Group 7 – Vehicles scheduled for recall by the Affected Vehicle Manufacturers in January 2017 that have ever been registered in Zone A.
- TKA17: 2012 Forester
 - TKA17: 2012 Legacy and Outback
 - TKA17: 2012 Tribeca
 - TKA17: 2012 WRX/STI
 - TKA17: any older models not previously recalled which have established registration within Zone A since recall TKA16 was implemented.
- h. Priority Group 8 – Vehicles scheduled for recall by the Affected Vehicle Manufacturers in January 2017 that have not ever been registered in the Zone A region during the service life of the vehicle.
- TKB17: 2009 Forester
 - TKB17: 2009 Legacy and Outback
 - TKB17: 2009 Tribeca
 - TKB17: any older models not previously recalled which have established registration within B since recall TKB16 as implemented.
 - TKC17: 2005-2006 Baja
 - TKC17: 2006-2008 Impreza/WRX/STI
 - TKC17: 2006-2008 Tribeca
- i. Priority Group 9 – Vehicles scheduled for recall by the Affected Vehicle Manufacturers in January 2018.
- j. Priority Group 10 – Vehicles scheduled for recall by the Affected Vehicle Manufacturers in January 2019.
- k. Priority Group 11 – Vehicles ever registered in the HAH or Zone A that were previously remedied with a “like for like” part20 under a recall initiated by an Affected Vehicle Manufacturer during calendar year 2015 or before.

I. Priority Group 12 – Vehicles previously remedied with a “like for like” part and are not covered in Priority Group 11.