

Subarunet Announcement

To: All Subaru Retailers

From: Subaru of America, Inc.

Date: April 19, 2019

Subject: XPO Logistics - Takata Recall Parts Returns

We have been advised that XPO Logistics is currently experiencing heavy call volumes, as a result of the recently expanded Takata air bag recalls.

Please do not place multiple phone calls to XPO for the same pickup request, as this may result in duplicate scheduling.

In order to help alleviate the heavy call volume situation, XPO Logistics has recommended that Subaru retailers contact them by email rather than by phone to request inflator/module pickup, at SCFieldAction.14305@xpo.com.

Thank you for your patience and cooperation.