

Attn: Dealer Principals, General Managers, Parts & Service Managers, and Fixed Ops Directors - Forester Carpet Floor Mats

TO: SDC EST CEN WST
FROM: Subaru of America, Inc.
DEPARTMENT: Parts & Service
DATE: 05/29/2013
CATEGORY: Parts/Service

We have good news to report. Forester Carpet Floor Mats are now in production with a new supplier, and we will be shipping product starting next Monday, June 3. Mats will be shipped to every dealer, based on vehicles subject to the recall and based on vehicles sold without mats plus vehicles in dealer inventory. Dealers do not have to order these mats. We fully expect that production and our shipments will be sufficient to cover all of the dealer requirements by mid June. After the dealer needs are met, we will resume shipping Foresters from the ports with mats.

Customer notification letters for the recalled units will be mailed early the week of June 3. At that time we will also provide the recall bulletin and claim procedures. Dealers will need to contact their customers who were delivered a car without mats to arrange for installation of the new mats once they have mats in inventory. We ask that dealers prioritize mats for vehicles which have already been sold to customers.

We thank you very much for your patience and understanding during this unusual situation.

Subaru Parts & Service