

## Important Information regarding WQH-44 Floor Mats

**TO:** SDC EST CEN WST  
**FROM:** Subaru of America, Inc.  
**DEPARTMENT:** Subaru Service  
**DATE:** 07/10/2013  
**CATEGORY:** Parts/Service

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We have received several calls from dealers who have customers eligible for the WQH44 Subaru Carpeted Floor Mat recall but do not have the original mats that were in the vehicle at the time of sale. In most cases, the customers have stated that they have discarded or destroyed the mats. In other instances, the customers indicated that their vehicle did not have the mats when they purchased the vehicle.

If, or when, this situation arises, please fill out the [attached form](#) and have the customer sign it and retain the signed form with the repair order.

If you have any questions, please contact the Claims Helpline at 866-782-2782.

Thank you.

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