

TO: Subaru Parts and Service Managers

FROM: Subaru Fixed Operations

DATE: November 17, 2017

SUBJECT: Chemical Product Stop Sale & Product Return for Credit

This is to advise all retailers of a stop sale on the Subaru Top Engine Cleaner (SOA868V9160) and the Subaru Engine Maintenance Kit (SOA868V9340) due a product packaging issue. A potential air leak in the packaging may have caused some crystallization of the product in the bottle.

Please review your current inventory for the part numbers listed below.

Part Number	Part Description
SOA868V9160 SOA868V9340	Subaru Top Engine Cleaner Subaru Engine Maintenance Kit

If you have any of the part numbers listed, please contact Zep Customer Service at 1-866-854-0895 or e-mail ALPMG.custserv@zep.com. You will be provided a Return Goods Authorization and an address to return the materials to ZEP Chemical, freight collect. Retailers are requested to complete the review of their current inventory by December 1, 2017.

After any affected product is returned Retailers will receive a credit on their AR statement. New product will be available late December 2017. We apologize for any inconvenience this may have caused.

If you have any questions, please contact Zep Customer Services at 1-866-854-0895.

SOA868V9160



SOA868V9340

