



**To:** All Subaru Retailers  
**From:** Subaru of America, Inc. – Parts & Service  
**Date:** March 8, 2016  
**Re:** *Recall Campaign: WQR-53 Front Airbag Inflator – Parts Supply Update*

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On January 28, 2016 SOA Parts notified retailers of the plan to begin automatic shipment of available Takata Air Bag Inflator parts (# 98279AG00A) to each retailer based on vehicle registration history in the high absolute humidity (HAH) areas. All existing retailer orders at that time were cancelled with the following notification:

You will be notified once the automatic shipments are complete, at which time we will begin accepting additional VOR retailer orders only for part number 98279AG00A.
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We are pleased to inform you that the HAH automatic shipments have been fulfilled. Based upon the planned shipment schedule, which has improved from what was received in the last few weeks, SOA is now accepting retailer placed VOR orders and shipments will be released in the order they are received. This part will not be eligible for stock orders until further notice. Due to ongoing restricted supply individual retailer order volume will be monitored by SOA Parts for reasonableness based on AOR assigned VIN population.

**Reminder:** If a customer requests a loaner car due to the insufficient supply of parts, retailers should make every effort to comply with this request, and should follow normal warranty procedures to obtain reimbursement for the loaner car. See Section 8.4.7 of the Claims Policies and Procedures Manual on [subarunet.com](http://subarunet.com) for details on rental authorizations.

Thanks for your continued patience and cooperation as we work through this challenging parts supply situation.