

WQL48, WQM49 Takata Front Passenger Air Bag Inflator Recalls

TO: SDC EST CEN WST
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DATE: 11/06/2014
CATEGORY: Show in all Categories

Part Numbers:

- 98279AE00A
- 98279FE000
- 98279AG00A

In consideration of the sensitivity and urgency surrounding the Takata air bag inflator recalls, Subaru of America, Inc. has decided to waive Fixed Freight charges for these parts. This will be effective immediately.

We currently have inventory available for these repairs. To receive no charge shipping, the parts should be ordered as follows: enter a VOR order; request 'Next Day Air' ship method. These orders are on a 'Special Hold' which means that you will not be charged freight for these orders. This only applies to the part numbers listed above for the Takata air bag recalls.

Although we have not experienced a parts shortage, we will cover the expense of a loaner vehicle if the retailer does not have the part in stock to repair a customer's vehicle under these recalls. We will also cover towing if the customer is not comfortable driving the vehicle in for the repair.

We strongly urge you to ensure that the vehicles are repaired in an expeditious manner. If necessary, offer extended hours and priority for these appointments. Also, please have your Service Advisors review the open recall lists on a daily basis. To get a current report of open recalls use the following link for Care Connect:

<https://subaruconnect.com/DMS/App/Reports/OpenRecallReport.aspx>. *

If there are any issues or questions that would hinder a quick resolution to a vehicle repair, please immediately contact the appropriate Subaru retailer call center: Parts Information, Claims or Techline.

* After downloading the open recall report, search for the recall code, NOT the recall description. If you need assistance with your Care Connect username or password, contact Subaru Care Connect support at 877-273-3783 or support@subaruconnect.com.

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