

WTD-65 Steering Column Recall - Updates on Parts Supply, Loaner Cars and Towing

TO: SDC EST CEN WST
FROM: Subaru of America, Inc.
DEPARTMENT: Parts/Service
DATE: 05/16/2016
CATEGORY: Show in all Categories

Parts Supply – We will have completed our first shipments to every retailer today. Our attempt was to ship an even mix of each steering column part number to match the national mix of cars, but at some times this weekend we didn't have even amounts available so we shipped what we had. From today going forward, we will be shipping based on a "fair share" allocation of parts required to repair each vehicle type for sold vehicles (key start vs. push button start) which will balance things out. Shipments may include one or both steering column part numbers and these shipments may be several days apart to balance incoming parts shipments and order processing efficiencies for the warehouse and UPS shipments. The current plan, updated today, is that we will have received all required parts from the supplier by the end of May. As we get more details, we will provide them. Retailers should continue to monitor RPM for incoming shipments.

Loaner Cars – because of the severe demand on rental cars, we will immediately extend the \$50 limit to any rental from an outside agency during this time frame and for the foreseeable future – for any recall or warranty alternate transportation need.

Towing – Our Roadside Assistance provider, Agero, will provide towing back to the customer after the repair is completed at our expense. Agero requests that retailer call Agero to request the tow back. Note my announcement on Friday that Agero will tow to either the selling retailer or the closest retailer.

Thanks everyone for your patience and perseverance as we work through this challenging time.

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