



To: All Subaru Retailers
From: Subaru of America, Inc. – Parts and Service
Date: November 6, 2018
Re: ***Takata Round Trip Towing Program***

Attn: Retailer Principal, General Manager, Service Manager, Parts Manager

Subaru of America has implemented a towing program to further enable Takata Recall completions. This program will facilitate free towing for customers who live further than 75 miles (round trip) to get their vehicle's Takata recall completed. This program is being administered by Stericycle and their reps will work directly with vehicle owners, Subaru Roadside Assistance (SRA), and retailer service managers to assist in scheduling these repairs.

Stericycle representatives will be reaching out to Service Managers of participating retailers to facilitate appointments. They will be looking to exchange the following information:

1. The Stericycle representative will provide customer contact information, VIN, and all open Recall information – also to explain SRA role.
2. The representative will be looking for assistance in scheduling availability for repair including verification of parts in stock, and estimated window of completion.

Once the repairs are complete, the Stericycle representative will handle communication with the vehicle owner with ETA of completion to verify owner's availability for vehicle return/drop off.

Should a customer contact your store with concerns or questions about getting their vehicle in for the Takata recall, you can direct the customer to contact the Recall Helpline 1-844-373-6614 to determine if they can participate in this program. Retailer questions can also be directed to this helpline.

The towing costs will be handled by Subaru of America and should not be included on the submission of the recall claim.