

## **CUSTOMER RELATIONS QUESTIONS & ANSWERS: AIRBAG INFLATOR RECALL (JULY 24, 2017)**

### **Why is this recall necessary?**

The recall is due to the possibility that the front passenger Takata airbag inflator may over time be susceptible to moisture intrusion. This could make the inflator assembly prone to rupture during an accident, increasing the risk of occupant injury. Subaru Australia has decided to carry out this recall, following notification from the factory (Subaru Corporation of Japan).

### **Which airbags are affected by this recall?**

This recall pertains to the "passenger's front airbag only".

### **Which Subaru vehicles are affected by this recall?**

Several models and variants across the Subaru range are affected by this recall, a complete list of which can be found below.

### **Why are some vehicles being supplied with "like-for-like" airbag inflator replacements?**

Several media outlets have reported that a number of manufacturers (including Subaru) are replacing some defective airbag inflators with "like for like" replacement parts. Whilst this is technically correct, it is very important to note that the "age" of the airbag inflator is one of the key contributing factors as to whether a defect will have manifested itself or not. **In short, a new inflator (even if it is of the same specification as the replaced inflator) is much less likely to suffer from a defect than an aged one is.** As a result, Subaru Australia has elected to fit new like for like inflators (instead of waiting for future replacement parts from an alternative supplier to become available which could be more than 1 year away) to some of the affected vehicles in order to substantially reduce the overall risk associated with leaving aged inflators in some affected vehicles, and thereby better protect our customers.

These "like for like" replacement airbag inflators will of course need to be replaced at a future date with an airbag inflator from an alternative supplier. Subaru Australia is working with Subaru Corporation to secure supply of such inflators as soon as possible. As soon as stock is available from Subaru Corporation, owners will be notified by Subaru Australia.

Of course wherever stock is available, airbag inflators in affected vehicles are being replaced with replacement inflators that do not require further replacement down the track.

### **How many airbag inflators has Subaru replaced with airbag inflators that will subsequently need replacing again?**

We initially repaired 10,154 vehicles with new airbag inflators that will subsequently need changing again. To date, these inflators were installed on affected VINs for the following vehicles:

- Model Year 2004 - 2007 Impreza and WRX vehicles
- Model Year 2008 – 2011 Impreza and WRX vehicles
- Model Year 2008 – 2011 Forester vehicles
- Model Year 2007 – 2009 Tribeca vehicles

We have also sourced 63,670 airbag inflators that will not require subsequent replacement and expect (based on current factory advice) an additional 76,882 of these airbag inflators to be delivered by the end of 2017.

**Are new Subaru vehicles affected by the Recall?**

Subaru is not selling any new vehicles with the recalled Takata airbag inflators.

**Under what conditions can the airbag deploy?**

The potential problem can only occur during an accident of sufficient severity to deploy the front passenger airbag. Careful, safe driving helps minimise the potential for vehicle accidents. Accident severity is detected by sensors installed in the vehicle. Airbags will not deploy in anything other than a relatively severe accident scenario. For more information on when your airbags should (or should not) deploy, please refer to your Owner's Manual.

**Can I drive my Subaru?**

The driver's side front airbag inflator is not affected by this recall, however, you should continue to take all precautions to ensure careful, safe driving to help minimise the potential for vehicle accidents that may result in the deployment of the front passenger airbag.

**Can the airbags be disconnected?**

Subaru Australia cannot recommend that that airbag system be disconnected as this would mean your vehicle would be in breach of the Australian Design Rules (ADRs).

**Have there been any incidents in Australia caused by this issue?**

To the best of our knowledge, there have been no reported incidents of Takata airbag inflator rupture in Subaru vehicles in Australia.

**What is Subaru doing to address this issue?**

Potentially affected customers have been contacted by Subaru Australia, advising them of the recall. Several shipments of replacement parts for certain models and variants have already been received by Subaru Australia and are being dispatched to Authorised Subaru Retailers to rectify some of the affected vehicles. Replacement parts for the balance of affected Subaru vehicles are being prepared in Japan and will be dispatched as soon as possible.

**How long does the repair take?**

All work will be conducted for free and is estimated to take approximately 1.7 hours.

**Is there anything Subaru can do to speed-up the replacement process?**

Subaru Australia is working closely with Subaru Corporation to secure supply of replacement parts as soon as possible. In turn Subaru Corporation is working closely with Takata and other suppliers to expedite the sourcing and supply of replacement airbag inflators for Subaru cars.

**What impact do the recent Takata bankruptcy in Japan and the US announcement have on Australia?**

As reported in the media in June 2017, motor vehicle airbag manufacturer, Takata Corporation, filed for bankruptcy protection in both Japan and the United States on Monday 26 June 2017. Subaru Corporation of Japan (the manufacturer of Subaru vehicles), has confirmed that this development will not affect the number or timing of airbag recall parts to be supplied to Australia as part of the Takata airbag recall.

Replacement parts for the Takata airbag inflator recall continue to be prepared in Japan.

**How many vehicles are involved in the recall?**

A total of 177,282 Subaru vehicles are involved in the recall.

**What vehicles are affected by the recalls for the related airbag inflator issue?**

Below are the Takata airbag inflator announcements:

- **March, 2017:** A total of 33,228 vehicles were involved in that recall:
  - 11,234 Model Year (MY) 2008-2011 Impreza and WRX vehicles
  - 12,313 MY 2009-2012 Forester vehicles
  - 1,817 MY 2004-2009 Liberty and Outback vehicles
  - 673 MY 2009-2010 Tribeca vehicles
  - 432 MY 2010 Liberty Exiga vehicles
  - 6,759 MY 2009-2014 Liberty and Outback vehicles
- **July 2016:** A total of 75,943 vehicles were involved in that recall:
  - 72,022 MY 2004-2009 Liberty and Outback vehicles
  - 3,921 MY 2007-2009 Tribeca vehicles
- **November 2016:** A total of 34,563 vehicles were involved in that recall:
  - 18,619 MY 2008-2009 Impreza and WRX vehicles
  - 15,944 MY 2009 Forester vehicles
- **May, 2015:** A total of 33,548 vehicles were involved in that recall:
  - 33,548 MY 2004-2007 Subaru Impreza and WRX vehicles

**If customers have enquiries, what should they do?**

Customers can view affected vehicles at [subaru.com.au/recalls](http://subaru.com.au/recalls) or contact the Subaru Customer Relations Team on 1300 550 994.