



Airbag Inflator Recall Information.



Subaru is driven by safety.

Safety has been, and always will be, the driving force within every Subaru – from engineering to real-world results. It is one of the reasons you and your family have put trust in our brand, and we want to assure you that you have made the right choice. To stay true to our values, we are informing our owners of the Takata supplied airbag inflator recall – the largest recall in automotive history, currently affecting vehicles across the industry – and how your Subaru may be impacted.

Subaru is committed to keeping our extended family of owners safe and informed. We will continue correcting this airbag issue until all affected Subaru vehicles are repaired.

- Subaru of America, Inc.



We strive to make recall repairs as easy and convenient as possible and **FREE of charge**.
Call us to find a local Subaru retailer: **1-888-575-1382**.

Have you received any of these materials?

Have you contacted us?



If not, we need to hear from you!



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Is your Subaru under recall?

Use your VIN to see if your vehicle has an open recall by visiting here:

[Subaru.com/vehicle-recalls/airbags.com](https://subaru.com/vehicle-recalls/airbags.com).

We encourage you to re-check every three months for updates. You can learn more about this recall from the National Highway Traffic Safety Administration by clicking the link below.

safercar.gov/rs/takata/index.html



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IMPORTANT: Your Subaru requires an urgent airbag repair!

Since August, 2016, we've been working with our valued customers to help replace their passenger-side airbags.



We have repaired many Subaru vehicles on the road, but we still have work to do! ***Be a part of our 100%!***

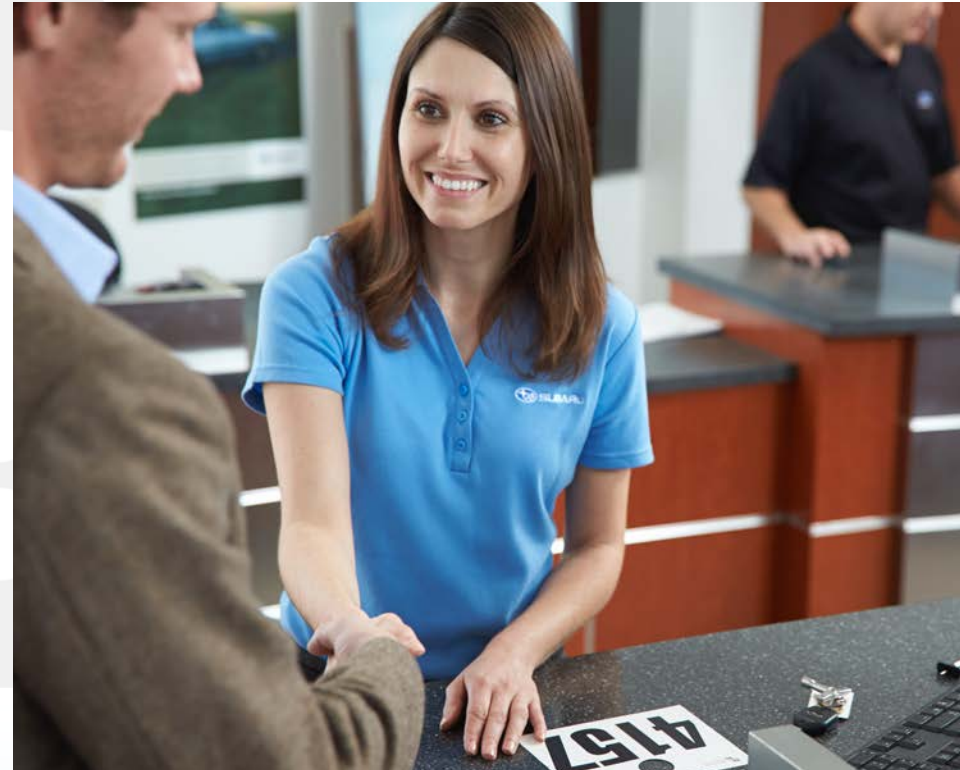


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IMPORTANT: We have the replacement part needed!

Do not allow anyone to sit in the front-passenger seat of your vehicle until this repair is complete.

If the inflator ruptures, metal fragments could strike vehicle occupants, potentially resulting in serious injury or death.



Helping you keep your passengers safe is very important to us.



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Have you moved or sold your vehicle?

The image shows a sequence of three web pages from Subaru's Customer Support site, connected by red arrows indicating a navigation path. The first page, 'Customer Support', has a 'Quick Links' section at the bottom. A red arrow points from 'Quick Links' to the 'Ownership Update' link in the 'Quick Links' section of the second page. The second page, 'Quick Links', displays a grid of links including 'Address Update', 'Roadside Assistance', 'Ownership Update' (highlighted with a red box), 'Get a Brochure', 'Navigation Tools', 'Resource Center', 'Bluetooth®', 'Financing Options', 'Guaranteed Trade-In Program', 'Find Coupons', 'Owners Manuals', and 'Vehicle Recalls'. A red arrow points from the 'Ownership Update' link to the third page. The third page, 'Email Us', is a contact form with fields for 'Subject / Category' (set to 'Update Address/Owner Info'), 'First Name', 'Last Name', 'Address 1', 'Address 2', 'City', 'State' (a dropdown menu), 'Zip Code', 'Email', and 'Comments'. It also includes a checkbox for 'Subscribe to Subaru's email list' and 'Cancel'/'Send' buttons.

Customer Support
Looking for answers? You've come to the right place. Search below or get in touch with us.

Answers to Common Questions

View by: Most Popular or [Search]

Who should I contact first if I am experiencing a problem with my vehicle?

Your local authorized Subaru retailer is the first stop for any questions or concerns about your Subaru. This includes product recall and campaign information.

Where do I find more detailed information about my vehicle's Bluetooth® system?

Where do I find more detailed information about my vehicle's navigation system?

How do I change the email address and password assigned to my MySubaru account?

When and how often are Subaru incentives updated?

What is a Badge of Ownership? How do I order my badge?

Contact Us

Find a Retailer

Email Us

Call Us

Write Us

Hours of Operation

Monday through Thursday
7:30 a.m. - 8:00 p.m. (EST)
Friday
10:30 a.m. - 5:00 p.m. (EST)
Saturday
9:00 a.m. - 3:30 p.m. (EST)
Sunday
Closed

Canada
Website: www.subaru.ca

Hawaii
Website: www.subaru-hawaii.com

Distributors outside the U.S.
Website: www.subaru-global.com

Quick Links

Address Update

Roadside Assistance

Ownership Update

Get a Brochure

Navigation Tools

Resource Center

Bluetooth®

Financing Options

Guaranteed Trade-In Program

Find Coupons

Owners Manuals

Vehicle Recalls

Email Us * = Required

Subject / Category *
Update Address/Owner Info

Are you a Subaru Owner? *
Yes No

VIN *
Enter 17 digit number here

First Name *

Last Name *

Address 1 *

Address 2

City *

State *
Select

Zip Code *

Email *

Comments 0 / 1500

* Subscribe to Subaru's email list

Cancel Send

If you have moved or sold your vehicle, you may update your customer record by visiting subaru.com/customer-support and clicking Ownership Update.



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There are multiple ways to contact us.
Choose one of these options below to learn more!



SCHEDULE ONLINE
4 Easy Steps



CALL US TODAY!



SEARCH YOUR VIN



**MOVED OR SOLD
YOUR VEHICLE?**



**CONTACT US
THROUGH FACEBOOK!**



@SubaruCustCare



FREE TOWING
When available – ask your
scheduling representative



COME TO A SUBARU EVENT



SUBARU

Confidence in Motion

We strive to make recall repairs as easy and convenient as possible and **FREE of charge**.
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Schedule Online – 4 Easy Steps

Make your ***complimentary*** recall appointment in just a few clicks:

4 Schedule online in
EASY STEPS



Log on to our scheduler now at: subaru.com/find-retailer/index.html



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