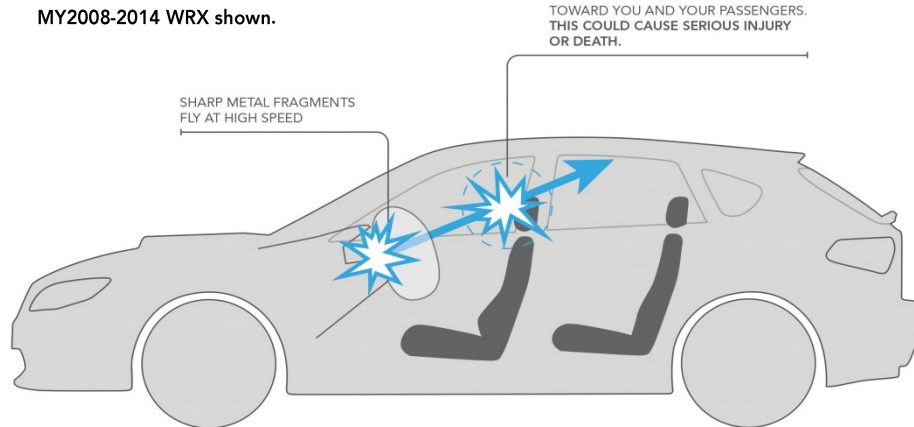


QUESTIONS & ANSWERS: TAKATA AIRBAG INFLATOR RECALL (JUNE 06, 2018)



1. Compulsory Recall

Subaru Australia acknowledges the recent publication of a Compulsory Recall Notice by the Assistant Minister to the Treasurer in respect of motor vehicles fitted with Affected Takata Airbag Inflators. Subaru Australia supports measures to increase awareness of the risks associated with Affected Takata Airbag Inflators, and is taking the steps necessary to comply with the Compulsory Recall Notice.

Subaru Australia urges all customers who have received a letter notifying them of the availability of replacement parts to contact Subaru as a matter of urgency to arrange a time for their airbag inflator to be replaced. All work will be **carried out free of charge**.

Customers can contact Subaru's Recall Customer Relations Team on **1300 550 994** (Monday to Friday 8.00am – 8.00pm AEST and Saturday 8.30am – 5.00pm AEST. Closed Public Holidays) for further information, or visit our website subaru.com.au/recall.

2. Why is this recall necessary?

For those Subaru vehicles included in the Takata Airbag Recall, they contain a passenger-side front Takata airbag inflator that is subject to a **MANDATORY SAFETY RECALL** issued by the Australian Government following an investigation in which the ACCC concluded that certain Takata airbag inflators are faulty and could **kill or seriously injure** you and other people in your vehicle.

As it gets older, a combination of high temperatures and humidity can affect airbags with the fault. If you are involved in a collision, the airbag can go off with too much explosive force causing sharp metal fragments to shoot out and **kill or seriously injure people in the vehicle**.

3. Which airbag inflators are affected by this recall?

This recall pertains to the "passenger-side front airbag inflator only".

4. 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 in question 14.

5. Why are some vehicles being supplied with “like for like” airbag inflator replacements?

Due to a limited supply of permanent fix (non Takata) replacement parts, Subaru Australia fitted Takata “like for like” inflators replacements to some Subaru vehicle until 1 April 2018 (NB “like for like” inflator means an inflator of exactly **the same specification as the inflator being replaced**). Subaru Australia recognises that this may be inconvenient to some Subaru owners as the “like for like” inflators will also have to be replaced in the future.

However, on the evidence so far provided by the US National Highway Traffic Safety Administration and Subaru Corporation, from a safety perspective it is better to install a new “like for like” Takata replacement inflator in an aged vehicle than to wait for a new alternative replacement unit to become available.

In simple terms, a new inflator (even if it is of the same specification as the replaced inflator) is unlikely to suffer from a defect in the short term, whereas the risk of the presence of a defect is higher with an aged inflator.

If your vehicle has been rectified using a “like for like” inflator we will contact you again once a permanent replacement part becomes available. The future recall for these “like for like” replacement airbag inflators will be announced by **December 2019** in accordance with the Recall Initiation Schedule which will be published by Subaru in accordance with the Compulsory Recall Notice.

From **1 April 2018** Subaru Australia will no longer use like for like replacement inflators to rectify affected vehicles.

6. Are new Subaru vehicles affected by the Recall?

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

7. 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 side airbag.

8. Should I disconnect my airbags while I’m waiting for a repair?

No. Disconnecting the airbag is not recommended by road safety authorities. If you are involved in a car accident, it is far more likely that your Takata airbag will perform properly and protect you than it will misdeploy and cause harm.

In addition, if the airbags are disconnected then the vehicle will be considered unroadworthy and cannot be registered or insured.

9. 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.

10. How long does the repair take?

All work will be conducted for free and is estimated to take approximately 2-3 hours, depending on the vehicle.

11. 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 vehicles.

12. What impact does the 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.

13. How many Subaru vehicles in Australia are involved in the recall?

As of 29 March 2018, a total of 279,931 Australian imported Subaru vehicles are involved in the recall.

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

Below are the Takata airbag inflator announcements (as at March 29, 2018):

- **March 2018:** A total of 7,944 vehicles were involved in that recall:
 - 1,011 Model Year (MY) 2007-2013 Tribeca vehicles
 - 1,656 MY 2008-2014 Impreza (including WRX & WRX STI) vehicles
 - 1,856 MY 2010-2014 Liberty vehicles
 - 3,414 MY 2010-2014 Outback vehicles
 - 7 MY 2010-2014 Exiga vehicles
- **November 2017:** A total of 94,699 vehicles were involved in that recall:
 - 3,838 Model Year (MY) 2007-2013 Tribeca vehicles
 - 24,119 MY 2008-2013 Impreza (including WRX & WRX STI) vehicles
 - 38,170 MY 2009-2012 Forester vehicles
 - 12,982 MY 2010-2014 Liberty vehicles
 - 14,656 MY 2010-2014 Outback vehicles
 - 934 MY 2010-2014 Exiga vehicles

- **April 2017:** A total of 33,228 vehicles were involved in that recall:
 - 11,234 Model Year (MY) 2008-2013 Impreza (including WRX & WRX STI) vehicles
 - 12,313 MY 2009-2012 Forester vehicles
 - 1,182 MY 2004-2009 Liberty vehicles
 - 635 MY 2004-2009 Outback vehicles
 - 673 MY 2007-2013 Tribeca vehicles
 - 432 MY 2010-2014 Exiga vehicles
 - 3,798 MY 2010-2014 Liberty vehicles
 - 2,961 MY 2010-2014 Outback vehicles
- **November 2016:** A total of 34,563 vehicles were involved in that recall:
 - 18,619 MY 2008-2009 Impreza (including WRX & WRX STI) vehicles
 - 15,944 MY 2009 Forester vehicles
- **July 2016:** A total of 75,941 vehicles were involved in that recall:
 - 39,814 MY 2004-2009 Liberty vehicles
 - 32,206 MY 2004-2009 Outback vehicles
 - 3,921 MY 2007-2009 Tribeca vehicles
- **May 2015:** A total of 33,556 vehicles were involved in that recall:
 - 33,556 MY 2004-2007 Subaru Impreza and WRX vehicles

15. If customers have enquiries or concerns relating to this recall, what should they do?

Customers can view if their vehicle is affected by this recall by typing in their vehicle's VIN at subaru.com.au/recall or contact the Recall Customer Relations Team by calling **1300 550 994** (Monday to Friday 8.00am – 8.00pm AEST and Saturday 8.30am – 5.00pm AEST. Closed Public Holidays) or by email at feedback@subaru.com.au. You may also report any concerns you have regarding this recall to the ACCC at productsafety.gov.au/contact-us/for-consumers/make-an-enquiry.

Do you need help in another language? Please refer to the translations at question 16 below or call our Recall Contact Centre on **1300 550 994** who will be able to assist you with translation services.

If you are deaf, or have a hearing or speech impairment, contact us through the **National Relay Service** by calling **1800 555 660** and ask for **1300 550 994**. For more information, visit relayservice.gov.au.

16. Do you need assistance in another language?

DO YOU NEED FURTHER ASSISTANCE?

Your vehicle contains a passenger-side front Takata airbag inflator that is subject to a **MANDATORY SAFETY RECALL** issued by the Australian Government following an investigation in which the ACCC concluded that certain Takata airbag inflators are **faulty** and could **kill or seriously injure** you and other people in your vehicle. As it gets older, a combination of high temperatures and humidity can affect the airbag. If you are involved in a collision, the airbag can go off with too much explosive force causing sharp metal fragments to shoot out and **kill or seriously injure people in the vehicle**. It is important that you **immediately contact** Subaru Australia via our dedicated Recall Centre on **1300 550 994**, or via our website at subaru.com.au/service-booking to arrange to have the airbag replaced. Alternatively you can contact any authorised Subaru Service Centre directly to arrange to have the airbag replaced. For more information, or if you need the help of an interpreter, please contact us by ringing **1300 550 994** (Monday to Friday 8.00am to 8.00pm AEST or Saturday 8.30am to 5.00pm AEST. Closed Public Holidays), emailing feedback@subaru.com.au or visit subaru.com.au/recall.

APAKAH ANDA MEMBUTUHKAN BANTUAN LEBIH LANJUT?

Pada kendaraan Anda terdapat pemompa kantong udara (*airbag inflator*) Takata di kursi penumpang depan yang terkena **PENARIKAN WAJIB DEMI KEAMANAN** yang dikeluarkan oleh Pemerintah Australia setelah penyelidikan oleh ACCC menyimpulkan bahwa pemompa kantong udara Takata ini **rusak** dan dapat **membunuh atau melukai serius** Anda dan orang lain dalam kendaraan Anda. Semakin tua usianya, kombinasi dari kelembapan dan suhu yang tinggi dapat mempengaruhi kantong udara ini. Jika Anda terlibat dalam tabrakan, kantong udara ini dapat meledak dengan daya ledak yang terlalu besar, menyebabkan pecahan logam tajam terlontar keluar dan dapat **membunuh atau melukai serius orang-orang di dalam kendaraan**. Penting bagi Anda untuk **segera menghubungi** Subaru Australia melalui Recall Centre kami pada nomor **1300 550 994**, atau melalui situs web kami subaru.com.au/service-booking untuk mengatur penggantian kantong udara ini. Atau Anda dapat langsung menghubungi Pusat Servis Subaru (Subaru Service Centre) resmi manapun untuk mengatur penggantian kantong udara. Untuk informasi lebih lanjut, atau jika Anda memerlukan bantuan penerjemah, silakan hubungi kami dengan menelepon **1300 550 994** (Senin - Jumat pukul 8.00 hingga 20.00 AEST atau Sabtu pukul 08.30 hingga 17.00 AEST. Hari libur tutup), mengirim email ke feedback@subaru.com.au atau kunjungi subaru.com.au/recall.

آیا شما به کمک اضافی ضرورت دارید؟

موتور شما دارای یک بادکنده ایربگ جلویی تاکاتا (Takata airbag inflator) در سمت مسافر است که مشروط به یک بازخوانی اجباری برای مصونیت (MANDATORY SAFETY RECALL) می باشد. این بازخوانی توسط دولت استرالیا پس از یک بررسی صادر شد که در آن ACCC نتیجه گیری کرد که بعضی از بادکنده های ایربگ تاکاتا معیوب هستند و می توانند شما و سایر افراد در موتور تان را بکشند یا به طور جدی آسیب برسانند. هر چه عمر ایربگ بیشتر می شود، ترکیبی از درجه حرارت بالا و رطوبت می تواند بر ایربگ تاثیر بگذارد. در صورتی که شما تصادم کنید، ایربگ می تواند با نیروی انفجاری فراوانی باز شود که باعث شود قطعات تیز فلزی پرتاب شود و اشخاص را در داخل موتور بکشد یا به طور جدی آسیب برساند. مهم است که بطور عاجل با سوبارو استرالیا از طریق مرکز بازخوانی اختصاص داده شده ما تلفون **1300 550 994** یا از طریق وب سایت ما در subaru.com.au/service-booking برای ترتیب دادن جایگزینی ایربگ تماس بگیرید. یا اینکه با نزدیک ترین نمایندگی مجاز سوبارو برای ترتیب دادن جایگزینی ایربگ تماس بگیرید. برای معلومات بیشتر، یا اگر به کمک یک ترجمان ضرورت دارید، لطفا با تلفون **1300 550 994** (دوشنبه تا جمعه 8:00 صبح تا 8:00 بعد از ظهر به وقت استاندارد AEST یا شنبه 8:30 صبح تا 5 بعد از ظهر به وقت استاندارد AEST) به ما زنگ بزنید. تعطیلات عمومی بسته است. یا ب feedback@subaru.com.au ایمیل بزنید یا به subaru.com.au/recall مراجعه کنید.

您是否需要更多帮助？

您车辆的副驾驶位正前方装有一个高田安全气囊充气机，其因澳大利亚联邦政府发布的指令而需强制安全召回；此前，澳大利亚竞争与消费者委员会（ACCC）曾对其发起调查，并认定部分高田安全气囊充气机存在缺陷，触发气囊后可能会造成您或车内其他乘客**重伤乃至死亡**。随着其使用折旧，高温和潮湿结合可能会造成故障从而影响安全气囊。如果发生撞车，安全气囊可能因爆发力过大而炸开，从而射出尖锐的金属碎片，造成车内人员**死亡或重伤**。请务必**立刻致电 1300 550 994** 联系斯巴鲁澳大利亚公司（Subaru Australia）专门设立的召回事务中心，或登录我们的网站 subaru.com.au/service-booking 预约更换安全气囊。您也可以直接联系授权的斯巴鲁检修中心预约更换安全气囊。如需了解更多信息，或需要口译员协助，请致电 **1300 550 994** 与我们联系（营业时间为周一至周五澳大利亚东部标准时间早上 8:00 至晚上 8:00，或周六早上 8:30 至下午 5:00；公共节假日休息），亦可发送电邮至 feedback@subaru.com.au 或访问 subaru.com.au/recall。

您是否需要進一步協助？

閣下座駕的前排乘客位正前方裝有一個高田安全氣囊充氣機，其因澳洲聯邦政府發佈的指令而需**強制安全召回**；此前，澳洲競爭與消費者委員會（ACCC）曾對其進行調查，並認定部分高田安全氣囊充氣機存在**缺陷**，觸發氣囊後可能會造成您或車內其他乘客**重傷乃至死亡**。隨著其使用折舊，高温和潮湿結合可能會造成故障從而影響安全氣囊。如果發生碰撞，安全氣囊可能炸開並因爆發力過大而射出尖銳的金屬碎片，造成車內司機乘客**死亡或重傷**。請務必**儘快致電 1300 550 994** 聯絡富士澳洲公司（Subaru Australia）專門設立的召回事務中心，或登入我們的網站 subaru.com.au/service-booking 預約更換安全氣囊。您也可以直接聯絡授權的富士檢修中心預約更換安全氣囊。如需瞭解詳情，或需要傳譯協助，請致電 **1300 550 994** 與我們聯絡（營業時間為週一至週五早 8 時至晚 8 時或週六早 8 時 30 分至晚 5 時—東部標準時間；公眾假期休息），亦可發送電郵至 feedback@subaru.com.au 或瀏覽 subaru.com.au/recall。

آیا به کمک بیشتری نیاز دارید؟

برای بازکننده ایربگ مدل Takata که در سمت شاگرد خودروی شما نصب شده است یک فراخوان اجباری ایمنی توسط دولت استرالیا داده شده است. این فراخوان بعد از تحقیقاتی داده شده است که در طی آن ACCC به این نتیجه رسید که برخی از بازکننده های ایربگ مدل Takata دارای اشکال بوده و می توانند موجب مرگ یا جراحت دیدن شدید شما و سایر سرنشینان خودروی شما شوند. با گذشت زمان، مجموعه ای از دماها و رطوبت بالا می تواند بر ایربگ ها اثر بگذارد. اگر یک حادثه رانندگی برای شما پیش بیاید، امکان دارد ایربگ با قدرت انفجاری بیش از حدی باز شود که موجب پرتاب ذرات فلزی تیز به اطراف شده و این امر می تواند باعث جراحات شدید و یا مرگ سرنشینان خودرو شود. بسیار مهم است که فوراً از طریق تماس با مرکز ویژه فراخوان های Subaru استرالیا به شماره **1300 550 994**، یا وب سایت subaru.com.au/service-booking برای تعویض ایربگ اقدام نمایید. یا اینکه می توانید مستقیماً با هر یک از مراکز خدمات مجاز Subaru تماس گرفته و نسبت به تعویض ایربگ اقدام کنید. جهت کسب اطلاعات بیشتر و یا در صورت نیاز به مترجم با ما به شماره **1300 550 994** تماس بگیرید (روزهای دوشنبه تا جمعه از 8 صبح تا 8 شب به وقت AEST یا روزهای شنبه از ساعت 8.30 صبح تا 5 عصر به وقت AEST. بغیر از تعطیلات رسمی)، یا به آدرس feedback@subaru.com.au ایمیلی فرستاده یا به subaru.com.au/recall مراجعه کنید.

ΧΡΕΙΑΖΕΣΤΕ ΠΕΡΑΙΤΕΡΩ ΒΟΗΘΕΙΑ;

Το όχημά σας διαθέτει έναν αερόσακο στην πλευρά του συνοδηγού, με μηχανισμό ενεργοποίησης Takata ο οποίος υπόκειται σε **ΥΠΟΧΡΕΩΤΙΚΗ ΑΝΑΚΛΗΣΗ ΑΣΦΑΛΕΙΑΣ** που εκδόθηκε από την Αυστραλιανή Κυβέρνηση μετά από έρευνα κατά την οποία η ACCC [Αυστραλιανή Επιτροπή Ανταγωνισμού και Κατανάλωσης] συμπέρανε ότι κάποιοι μηχανισμοί ενεργοποίησης αερόσακων Takata είναι **ελαττωματικοί** και θα μπορούσαν **να σκοτώσουν ή να τραυματίσουν σοβαρά** εσάς ή άλλα άτομα στο όχημά σας, μετά τον έκτο χρόνο από το έτος κατασκευής τους. **Δεν υπάρχει άμεσος γνωστός κίνδυνος από τον αερόσακο, αλλά η έρευνα της ACCC συμπέρανε ότι θα υπάρξει στο μέλλον.** Καθώς παλαιώνει, ένας συνδυασμός υψηλής θερμοκρασίας και υγρασίας μπορεί να επηρεάσει τον αερόσακο. Εάν εμπλακείτε σε μια σύγκρουση, ο αερόσακος μπορεί να φουσκώσει με υπερβολική δύναμη εκτοξεύοντας ταυτόχρονα αιχμηρά μεταλλικά θραύσματα τα οποία μπορούν **να σκοτώσουν ή να τραυματίσουν σοβαρά άτομα που επιβαίνουν στο όχημα.** Είναι σημαντικό να **επικοινωνήσετε αμέσως** με την Subaru Australia μέσω του ειδικού μας Recall Centre [Κέντρου Ανάκλησης] στο **1300 550 994**, ή μέσω του ιστότοπού μας **subaru.com.au/service-booking** για να κανονίσετε την αντικατάσταση του αερόσακου. Εναλλακτικά μπορείτε να απευθυνθείτε απευθείας σε οποιοδήποτε εξουσιοδοτημένο Subaru Service Centre για να κανονίσετε την αντικατάσταση του αερόσακου. Για περισσότερες πληροφορίες, ή αν χρειάζεστε τη βοήθεια ενός διερμηνέα, παρακαλούμε καλέστε μας στο **1300 550 994** (Δευτέρα έως Παρασκευή 8.00 π.μ. έως 8.00 μ.μ. AEST ή Σάββατο 8.30 π.μ. έως 5.00 μ.μ. Κλειστά τις Δημόσιες Αργίες), email **feedback@subaru.com.au** ή επισκεφτείτε το **subaru.com.au/recall**.

क्या आपको और अधिक सहायता की ज़रूरत है?

आपके वाहन में आगे वाली यात्री सीट की तरफ Takata एयरबैग लगा हुआ है जो ऑस्ट्रेलियाई सरकार द्वारा जारी एक जांच के बाद **अनिवार्य सुरक्षा वापसी** के अधीन है। इस जांच में ACCC ने निष्कर्ष निकाला था कि कुछ Takata एयरबैग इन्फ्लेटर दोषपूर्ण हैं और वे निर्माण के अपने छह साल पूरे करने के बाद आपको और वाहन में बैठे अन्य लोगों को **मार सकते हैं या गंभीर रूप से चोट पहुंचा सकते हैं।** जैसे-जैसे यह पुराना होता जाता है, उच्च तापमान और आर्द्रता का संयोजन एयरबैग को प्रभावित कर सकता है। यदि आपकी कोई टक्कर हो जाती है, तो एयरबैग बहुत अधिक विस्फोटक बल के साथ खुल सकता है जिससे धातु के नुकीले टुकड़े गोली की तरह बाहर निकल कर **वाहन में मौजूद लोगों को मार सकते हैं या उन्हें गंभीर रूप से चोट पहुंचा सकते हैं।** यह महत्वपूर्ण है कि आप Subaru Australia को हमारे समर्पित रिकॉल सेंटर के माध्यम से **1300 550 994** पर फ़ोन करके, या हमारी वेबसाइट **subaru.com.au/service-booking** पर जाकर **तुरंत संपर्क करें** और एयरबैग को बदलवाने की व्यवस्था करें। वैकल्पिक रूप से आप किसी भी अधिकृत सुबारू सेवा केंद्र से सीधे एयरबैग को बदलने की व्यवस्था करने के लिए संपर्क कर सकते हैं। और अधिक जानकारी के लिए या यदि आपको दुभाषिण की मदद की ज़रूरत है, तो कृपया **1300 550 994** (सोमवार से शुक्रवार 8.00 बजे सुबह से 8.00 बजे शाम AEST या शनिवार 8.30 बजे सुबह से 5.00 बजे शाम AEST, सार्वजनिक छुट्टियों के दिन बंद) पर फ़ोन करके या **feedback@subaru.com.au** पर ईमेल करके या **subaru.com.au/recall** पर जाकर हमसे संपर्क करें।

AVETE BISOGNO DI ULTERIORE ASSISTENZA?

Il vostro veicolo è dotato di un sistema di gonfiaggio per airbag della Takata sul lato passeggero del sedile anteriore il quale è soggetto a un **ORDINE DI RITIRO** imposto dal governo australiano in seguito a un'indagine dell'ACCC. A seguito di tale indagine l'ACCC ha stabilito che alcuni sistemi di gonfiaggio per airbag Takata sono **difettosi** e che passati sei anni dall'anno di produzione possono provocare la **morte o il ferimento grave** di voi stessi o di altre persone nel veicolo. È importante **contattare immediatamente** Subaru Australia tramite la nostra linea dedicata per i richiami al numero **1300 550 994**, o tramite il nostro sito web subaru.com.au/service-booking per organizzare la sostituzione dell'airbag. Altrimenti potete contattare direttamente uno dei centri autorizzati Subaru per organizzare la sostituzione dell'airbag. Per maggiori informazioni, o se desiderate l'assistenza di un interprete, contattateci al numero **1300 550 994** (dal lunedì al venerdì, dalle 8.00 alle 20.00 AEST oppure il sabato dalle 8.30 alle 17.00 AEST. Chiuso i giorni festivi, mandate una e-mail a feedback@subaru.com.au o visitate subaru.com.au/recall.

자세한 도움이 필요하십니까?

고객님 차량의 조수석 전면에 장착된 타카타 에어백 인플레이터는 **강제 안전 리콜** 대상입니다. 이는 호주 정부에서 호주경쟁소비자위원회(ACCC)의 조사 결과에 따라 지정한 것으로, 특정 타카타 에어백 인플레이터에 **결함**이 있어 탑승자 본인 및 동승자의 **사망 또는 중상**을 야기할 우려가 있기 때문입니다. 에어백이 노후화됨에 따라 고온과 습기가 함께 작용할 때 에어백에 영향을 미치게 됩니다. 충돌 사고 시 에어백이 과도한 폭발력으로 터지면서 날카로운 철조각이 비산되면 **차량 탑승자의 사망 또는 중상**을 야기할 수 있습니다. 호주 스바루(Subaru Australia) 리콜 전담 센터 전화 **1300 550 994번** 또는 웹사이트 subaru.com.au/service-booking을 통해 **즉시 연락**하여 에어백 교체 일정을 잡으셔야 합니다. 스바루 공식 서비스 센터에 직접 연락하여 에어백 교체 일정을 잡으셔도 됩니다. 자세한 정보나 통역이 필요한 경우 전화 **1300 550 994번** (호주 동부 표준시 기준 월~금요일 오전 8시~오후 8시 및 토요일 오전 8시 30분~오후 5시, 공휴일 휴무) 또는 이메일 feedback@subaru.com.au로 연락하시거나 subaru.com.au/recall을 참조하십시오.

¿NECESITA AYUDA ADICIONAL?

Su vehículo viene equipado con un inflador de airbag Takata que se encuentra en el frente del lado del acompañante y que está sujeto a un **RETIRO OBLIGATORIO DEL MERCADO POR MOTIVOS DE SEGURIDAD**, ordenado por el Gobierno de Australia después de que una investigación de la Comisión Australiana de la Competencia y el Consumidor (ACCC) concluyó que algunos infladores de airbag Takata son **defectuosos** y podrían **matar o causar lesiones graves** a usted y a otras personas en su vehículo. A medida que pasa el tiempo, una combinación de altas temperaturas y humedad puede afectar la airbag. Si choca, la airbag puede abrirse con demasiada fuerza explosiva y provocar el desprendimiento de fragmentos metálicos filosos que podrían **matar o provocar lesiones graves a las personas que se encuentran dentro del vehículo**. Es importante que se **comunique inmediatamente** con Subaru Australia a través de nuestro Centro de Retiro exclusivo llamando por teléfono al **1300 550 994**, o a través de nuestro sitio web en **subaru.com.au/service-booking** para que le cambien la airbag. También puede comunicarse directamente con cualquier Centro de Servicios Subaru autorizado para que le cambien la airbag. Para más información, o si necesita la ayuda de un intérprete, comuníquese con nosotros por teléfono al **1300 550 994** (lunes a viernes, de 8:00 a 20:00 Hora Estándar del Este de Australia o sábados de 8:30 a 17:00 Hora Estándar de Australia. Feriados públicos cerrado), por correo electrónico a **feedback@subaru.com.au** o puede visitar **subaru.com.au/recall**.

QUÝ KHÁCH CÓ CẦN ĐƯỢC TRỢ GIÚP THÊM KHÔNG?

Xe của quý khách có gắn bộ phận bơm túi hơi an toàn Takata ở bên phía hành khách phía trước, có liên quan đến **ĐỢT THU HỒI BẮT BUỘC** do Chính phủ Úc ban hành sau khi ACCC điều tra và kết luận rằng một số túi hơi an toàn Takata **bị lỗi** và có thể khiến quý khách và những người khác trong xe **bị tử vong hoặc thương tật nặng**. Khi túi hơi này cũ đi, nhiệt độ nóng và độ ẩm cao kết hợp lại có thể ảnh hưởng đến nó. Nếu quý khách bị đụng xe, túi hơi có thể bung ra với quá nhiều lực nổ tung khiến các mảnh kim loại bén nhọn bắn ra và **người trong xe có thể bị tử vong hoặc bị thương nặng**. Điều quan trọng là quý khách lập tức liên lạc với Subaru Australia qua trung gian Trung tâm Thu hồi chuyên dụng của chúng tôi qua số **1300 550 994** hoặc trang mạng **subaru.com.au/service-booking** để đặt hẹn thay túi hơi. Hoặc quý khách có thể liên lạc thẳng với bất kỳ Trung tâm Bảo trì Subaru hợp lệ nào cũng được để đặt hẹn thay túi hơi. Muốn biết thêm thông tin hoặc nếu cần thông dịch viên giúp đỡ, xin quý khách gọi số **1300 550 994** để liên lạc với chúng tôi (Thứ Hai đến Thứ Sáu, 8 giờ sáng đến 8 giờ tối giờ Đông Bộ Úc (AEST) hoặc Thứ Bảy từ 8g30 sáng đến 5g chiều giờ Đông Bộ Úc (AEST). Ngày lễ Đóng cửa), gửi email về **feedback@subaru.com.au** hoặc vào trang mạng **subaru.com.au/recall**.

هل تحتاج إلى المزيد من المساعدة؟

تحتوي سيارتك على جهاز نفخ الوسادة الهوائية (airbag) الأمامية ماركة (Takata) على جانب الراكب والذي يخضع **لأمر استدعاء إلزامي** صادر عن الحكومة الأسترالية عقب تحقيق توصلت فيه المفوضية الأسترالية للمنافسة وحماية المستهلك (ACCC) إلى أن بعض أجهزة نفخ الوسادة الهوائية ماركة (Takata) **معيبة** ويمكن أن تؤدي إلى **وفاتك أو إصابتك** أنت وأشخاص آخرين في سيارتك **بشكل خطير**، وذلك عندما يصل عمرها إلى ست سنوات بعد تاريخ الصنع. ومع مرور الزمن، يمكن أن تؤثر درجات الحرارة العالية والرطوبة على الوسادة الهوائية. وإذا تعرضت لحادث تصادم بسيارتك، يمكن أن تنفجر الوسادة الهوائية بقوة كبيرة وتسبب تطاير شظايا معدنية حادة قد تؤدي إلى **وفاة أو إصابة أشخاص في السيارة بشكل خطير**. ومن المهم أن تقوم **بالاتصال فوراً** بشركة سوبارو أستراليا (Subaru Australia) من خلال مركزنا المخصص للإستدعاء على الرقم **1300 550 994** أو عبر موقعنا الإلكتروني **subaru.com.au/service-booking** للترتيب لاستبدال الوسادة الهوائية في سيارتك. وبدلاً من ذلك، يمكنك الاتصال مباشرةً بأي مركز خدمة سوبارو معتمد للترتيب لاستبدال الوسادة الهوائية في سيارتك. وللمزيد من المعلومات، أو إذا كنت بحاجة إلى الاستعانة بمترجم شفهي، يُرجى الاتصال بنا على الرقم **1300 550 994** (من الاثنين إلى الجمعة، من الساعة 8 صباحاً حتى الساعة 8 مساءً بالتوقيت المعياري الشرقي لأستراليا، أو السبت من الساعة 8:30 صباحاً حتى الساعة 5 مساءً بالتوقيت المعياري الشرقي لأستراليا. لا نعمل أثناء العطلات الرسمية)، أو يمكنك التواصل معنا عبر البريد الإلكتروني **feedback@subaru.com.au** أو قم بزيارة **subaru.com.au/recall**.