

12 de abril del 2022

MEIC informa a los consumidores sobre el programa de retiro voluntario en el reemplazo del inflador de la bolsa de aire copiloto en algunos vehículos marca Subaru

- La empresa Purdy Motors, S.A representante de Subaru en Costa Rica reporta 299 vehículos por ser atendidos.

El Ministerio de Economía, Industria y Comercio (MEIC), a través de la Dirección de Apoyo al Consumidor (DAC) alerta a los consumidores del proceso de retiro voluntario mediante la acción de servicio de 299 vehículos por ser atendidos de la marca Subaru modelos Legacy, Impresa y Forester (ver anexo 1).

El **riesgo identificado** se describe de la siguiente manera: *“la posibilidad de que el despliegue de la bolsa de aire sea distinto al programado por la fábrica del inflador de la bolsa de aire.”*



La empresa procederá con el siguiente plan remedial:

1. Notificar al cliente de la campaña de servicio (recall) y se le otorgará una cita.
2. El consumidor se debe presentar con su vehículo el día y hora de la cita.
3. Purdy Motor, S.A, procederá a ejecutar la campaña de servicio correspondiente.
4. Una vez concluida la labor, se le notificará al cliente que puede hacer retiro de la unidad.
5. En el proceso de entrega al cliente se le explicará la labor realizada y se le solicitará el recibo conforme.
6. Contactará a los clientes por los siguientes medios:
 - a. Contacto directo por medio de la base de datos.
 - b. Por medio de las redes sociales más populares (Facebook e Instagram).
 - c. Habilitando un espacio de consulta directa en nuestro sitio en internet: Subaru Costa Rica | Grupo Purdy | Campañas de Servicio
7. Cuando los clientes soliciten servicio en los talleres mecánicos, al ingresar los datos del vehículo se generará una alerta en la pantalla informando la necesidad de aplicar la campaña.
8. Se informará a la Dirección de Apoyo al Consumidor del Ministerio de Economía, sobre el avance en la ejecución de la acción de servicio.
9. La presente acción debe ser gratuita.

Anexo 1. Detalle de los vehículos sujetos al retiro

ANEXO DOS : Listado de Unidades Pendientes

SBR No.	Spec Code	Vehicle Ty	MY	VIN	SBR No.	Spec Code	Vehicle Type	MY	VIN
SRT243	E3	Legacy-S	2010	JF1BM9L92AG010251	SRT243	E3	Impresa-S	2009	JF1GEELD39G010069
SRT243	E3	Legacy-W	2010	JF1BR9L95AG018239	SRT243	K4	Impresa-W	2008	JF1GH3L558G06947
SRT243	E3	Legacy-W	2011	JF1BR9L956G048337	SRT243	K4	Impresa-W	2008	JF1GH3L558G009704
SRT243	E3	Legacy-W	2011	JF1BR9L956G063876	SRT243	K4	Impresa-W	2008	JF1GH3L558G011571
SRT243	E3	Legacy-W	2011	JF1BR9L956G078663	SRT243	K4	Impresa-W	2008	JF1GH3L558G011593
SRT243	E3	Legacy-W	2012	JF1BR9L95CG107258	SRT243	K4	Impresa-W	2008	JF1GH3L558G014857
SRT243	E3	Legacy-W	2012	JF1BR9L95CG121758	SRT243	K4	Impresa-W	2008	JF1GH3L558G015287
SRT243	E3	Legacy-W	2012	JF1BR9L95CG121789	SRT243	K4	Impresa-W	2008	JF1GH3L558G016976
SRT243	E3	Legacy-W	2010	JF1BRFLU6AG012962	SRT243	K4	Impresa-W	2008	JF1GH3L558G019282
SRT243	E3	Legacy-W	2013	JF1BRFLU6DG153763	SRT243	K4	Impresa-W	2008	JF1GH3L558G026933
SRT243	E3	Legacy-W	2014	JF1BRFLUGTG171484	SRT243	K4	Impresa-W	2008	JF1GH3L558G029494
SRT243	E3	Legacy-W	2014	JF1BRMLC5EG173290	SRT243	K4	Impresa-W	2008	JF1GH3L558G038158
SRT243	E3	Legacy-W	2014	JF1BRMLC5EG175069	SRT243	K4	Impresa-W	2009	JF1GH3L559G048540
SRT243	E3	Impresa-S	2009	JF1GE3LF35G002332	SRT243	E3	Impresa-W	2009	JF1GH3L559G049934
SRT243	E3	Impresa-S	2009	JF1GE3LF35G002386	SRT243	E3	Impresa-W	2009	JF1GH3L559G051344
SRT243	E3	Impresa-S	2009	JF1GE3LF35G005816	SRT243	E3	Impresa-W	2009	JF1GH3L559G052818
SRT243	E3	Impresa-S	2009	JF1GE3LF35G006349	SRT243	E3	Impresa-W	2009	JF1GH3L559G052863
SRT243	E3	Impresa-S	2009	JF1GE3LF35G007479	SRT243	E3	Impresa-W	2009	JF1GH3L559G054707
SRT243	E3	Impresa-S	2009	JF1GE3LF35G008410	SRT243	E3	Impresa-W	2009	JF1GH3L559G056946
SRT243	E3	Impresa-S	2009	JF1GE3LF35G008867	SRT243	E3	Impresa-W	2010	JF1GH3L55A006745
SRT243	E3	Impresa-S	2009	JF1GE3LF35G010110	SRT243	K4	Impresa-W	2008	JF1GH3LW48G003359
SRT243	E3	Impresa-S	2009	JF1GE3LF35G010295	SRT243	K4	Impresa-W	2008	JF1GH3LW48G004874
SRT243	E3	Impresa-S	2009	JF1GE3LF35G010324	SRT243	K4	Impresa-W	2008	JF1GH3LW48G005381
SRT243	E3	Impresa-S	2009	JF1GE3LF35G010551	SRT243	K4	Impresa-W	2008	JF1GH3LW48G005953
SRT243	E3	Impresa-S	2009	JF1GE3LF35G010913	SRT243	K4	Impresa-W	2008	JF1GH3LW48G006431
SRT243	E3	Impresa-S	2010	JF1GE3LF3AG012794	SRT243	K4	Impresa-W	2008	JF1GH3LW48G009468
SRT243	E3	Impresa-S	2010	JF1GE3LF3AG012814	SRT243	K4	Impresa-W	2008	JF1GH3LW48G010127
SRT243	E3	Impresa-S	2010	JF1GE3LF3AG012815	SRT243	K4	Impresa-W	2008	JF1GH3LW48G011010
SRT243	E3	Impresa-S	2010	JF1GE3LF3AG012846	SRT243	K4	Impresa-W	2008	JF1GH3LW48G012893
SRT243	E3	Impresa-S	2011	JF1GE3LF38G013617	SRT243	K4	Impresa-W	2008	JF1GH3LW48G013556
SRT243	E3	Impresa-S	2009	JF1GE3L556G002392	SRT243	K4	Impresa-W	2008	JF1GH3LW48G019249
SRT243	E3	Impresa-S	2009	JF1GE3L556G002401	SRT243	K4	Impresa-W	2008	JF1GH3LW48G020637
SRT243	E3	Impresa-S	2009	JF1GE3L556G006399	SRT243	K4	Impresa-W	2008	JF1GH3LW48G020740
SRT243	E3	Impresa-S	2009	JF1GE3L556G008006	SRT243	K4	Impresa-W	2008	JF1GH3LW48G021143
SRT243	E3	Impresa-S	2009	JF1GE3L556G008083	SRT243	K4	Impresa-W	2008	JF1GH3LW48G021401
SRT243	E3	Impresa-S	2009	JF1GE3L556G010931	SRT243	K4	Impresa-W	2008	JF1GH3LW48G022233
SRT243	E3	Impresa-S	2011	JF1GE3L556G013619	SRT243	K4	Impresa-W	2008	JF1GH3LW48G022387
SRT243	E3	Impresa-S	2009	JF1GE7LF35G008345	SRT243	K4	Impresa-W	2008	JF1GH3LW48G026031
SRT243	E3	Impresa-S	2010	JF1GE7LF3AG012945	SRT243	K4	Impresa-W	2008	JF1GH3LW48G027468
SRT243	E3	Impresa-S	2011	JF1GE7LF38G013620	SRT243	K4	Impresa-W	2008	JF1GH3LW48G028495
SRT243	E3	Impresa-S	2011	JF1GE7LF38G017559	SRT243	K4	Impresa-W	2008	JF1GH3LW48G028839
SRT243	E3	Impresa-S	2009	JF1GE7L556G006134	SRT243	K4	Impresa-W	2008	JF1GH3LW48G035159
SRT243	E3	Impresa-S	2009	JF1GE7L556G010937	SRT243	K4	Impresa-W	2008	JF1GH3LW48G035169
SRT243	E3	Impresa-S	2010	JF1GE7L55A0012669	SRT243	K4	Impresa-W	2008	JF1GH3LW48G037824
SRT243	E3	Impresa-S	2011	JF1GE7L556G017432	SRT243	K4	Impresa-W	2008	JF1GH3LW48G038128
SRT243	E3	Impresa-S	2011	JF1GE7L556G018511	SRT243	K4	Impresa-W	2008	JF1GH3LW48G039337
SRT243	E3	Impresa-S	2009	JF1GEELD39G005829	SRT243	K4	Impresa-W	2008	JF1GH3LW48G040079
SRT243	E3	Impresa-S	2009	JF1GEELD39G005939	SRT243	K4	Impresa-W	2008	JF1GH3LW48G040079
SRT243	E3	Impresa-S	2009	JF1GEELD39G009278	SRT243	K4	Impresa-W	2008	JF1GH3LW48G040169

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SBR No.	Spec Code	Vehicle Type	MY	VIN	SBR No.	Spec Code	Vehicle Type	MY	VIN
SRT243	E3	Impresa-W	2009	JF1GH3LW496050171	SRT243	K4	Impresa-R	2008	JF1GR7LH38G038052
SRT243	E3	Impresa-W	2009	JF1GH3LW496050292	SRT243	K4	Impresa-R	2008	JF1GR7LH38G038164
SRT243	E3	Impresa-W	2009	JF1GH3LW496051335	SRT243	K4	Impresa-R	2008	JF1GR7LH38G038166
SRT243	E3	Impresa-W	2009	JF1GH3LW496051368	SRT243	K4	Impresa-R	2008	JF1GR7LH38G038179
SRT243	E3	Impresa-W	2009	JF1GH3LW496052231	SRT243	E3	Impresa-R	2009	JF1GR7LH38G054736
SRT243	E3	Impresa-W	2009	JF1GH3LW496052872	SRT243	E3	Impresa-R	2010	JF1GR7LH3A3066091
SRT243	E3	Impresa-W	2009	JF1GH3LW496056108	SRT243	E3	Impresa-Y	2011	JF1GVFLH3B3021691
SRT243	E3	Impresa-W	2009	JF1GH3LW496057007	SRT243	E3	Impresa-Y	2011	JF1GVFLH3B30218781
SRT243	E3	Impresa-W	2009	JF1GH3LW496057096	SRT243	E3	Impresa-Y	2011	JF1GVFLH3B30218838
SRT243	E3	Impresa-W	2010	JF1GH3LW4A3066778	SRT243	E3	Impresa-Y	2012	JF1GVFLH3C3020568
SRT243	E3	Impresa-W	2010	JF1GH3LW4A3066908	SRT243	E3	Impresa-Y	2013	JF1GVFLH3D3021681
SRT243	E3	Impresa-W	2011	JF1GH3LW4B3070201	SRT243	E3	Impresa-Y	2011	JF1GVFLH3B30216875
SRT243	K4	Impresa-W	2008	JF1GH7L558G007963	SRT243	E3	Impresa-Y	2011	JF1GVFLH3B30218893
SRT243	K4	Impresa-W	2008	JF1GH7L558G004578	SRT243	E3	Impresa-Y	2012	JF1GVFLH3C3020565
SRT243	E3	Impresa-W	2011	JF1GH7L558G070212	SRT243	E3	Impresa-Y	2012	JF1GVFLH3C3020717
SRT243	K4	Impresa-W	2008	JF1GH7LW48G004249	SRT243	E3	Impresa-Y	2012	JF1GVFLH3C3020811
SRT243	K4	Impresa-W	2008	JF1GH7LW48G0030508	SRT243	E3	Impresa-Y	2012	JF1GVFLH3C3021076
SRT243	K4	Impresa-W	2008	JF1GH7LW48G0034968	SRT243	E3	Impresa-Y	2012	JF1GVFLH3C3021221
SRT243	K4	Impresa-W	2008	JF1GH7LW48G0034086	SRT243	E3	Impresa-Y	2012	JF1GVFLH3C3021325
SRT243	K4	Impresa-W	2008	JF1GH7LW48G0035375	SRT243	E3	Impresa-Y	2013	JF1GVFLH3D3021632
SRT243	K4	Impresa-W	2008	JF1GH7LW48G0036422	SRT243	E3	Impresa-Y	2013	JF1GVFLH3D3021636
SRT243	E3	Impresa-W	2009	JF1GH7LW496052904	SRT243	E3	Impresa-Y	2014	JF1GVFLH3E3022268
SRT243	E3	Impresa-W	2009	JF1GH7LW496058105	SRT243	K4	Forester-W	2009	JF1SH5L59G002153
SRT243	E3	Impresa-W	2010	JF1GH7LW4A3064946	SRT243	K4	Forester-W	2009	JF1SH5L59G002155
SRT243	E3	Impresa-W	2011	JF1GH7LW4B3061201	SRT243	E3	Forester-W	2009	JF1SH5L59G007153
SRT243	K4	Impresa-W	2008	JF1GHELD38G003935	SRT243	K4	Forester-W	2009	JF1SH5L59G011391
SRT243	K4	Impresa-W	2008	JF1GHELD38G004895	SRT243	K4	Forester-W	2009	JF1SH5L59G011483
SRT243	K4	Impresa-W	2008	JF1GHELD38G007703	SRT243	E3	Forester-W	2009	JF1SH5L59G011618
SRT243	K4	Impresa-W	2008	JF1GHELD38G008019	SRT243	E3	Forester-W	2009	JF1SH5L59G011625
SRT243	K4	Impresa-W	2008	JF1GHELD38G009105	SRT243	E3	Forester-W	2009	JF1SH5L59G011674
SRT243	K4	Impresa-W	2008	JF1GHELD38G0091745	SRT243	E3	Forester-W	2009	JF1SH5L59G0117335
SRT243	K4	Impresa-W	2008	JF1GHELD38G0021234	SRT243	E3	Forester-W	2009	JF1SH5L59G021545
SRT243	K4	Impresa-W	2008	JF1GHELD38G0025557	SRT243	E3	Forester-W	2009	JF1SH5L59G029998
SRT243	K4	Impresa-W	2008	JF1GHELD38G0028469	SRT243	E3	Forester-W	2009	JF1SH5L59G030583
SRT243	K4	Impresa-W	2008	JF1GHELD38G0030672	SRT243	E3	Forester-W	2009	JF1SH5L59G031080
SRT243	K4	Impresa-W	2008	JF1GHELD38G0031448	SRT243	E3	Forester-W	2009	JF1SH5L59G0339480
SRT243	K4	Impresa-R	2008	JF1GR7LH38G003137	SRT243	E3	Forester-W	2009	JF1SH5L59G040350
SRT243	K4	Impresa-R	2008	JF1GR7LH38G003191	SRT243	E3	Forester-W	2009	JF1SH5L59G051685
SRT243	K4	Impresa-R	2008	JF1GR7LH38G003213	SRT243	E3	Forester-W	2009	JF1SH5L59G059508
SRT243	K4	Impresa-R	2008	JF1GR7LH38G0036107	SRT243	E3	Forester-W	2009	JF1SH5L59G063550
SRT243	K4	Impresa-R	2008	JF1GR7LH38G0036112	SRT243	E3	Forester-W	2009	JF1SH5L59G066515
SRT243	K4	Impresa-R	2008	JF1GR7LH38G0030429	SRT243	E3	Forester-W	2009	JF1SH5L59G066538
SRT243	K4	Impresa-R	2008	JF1GR7LH38G003938	SRT243	E3	Forester-W	2009	JF1SH5L59G075332
SRT243	K4	Impresa-R	2008	JF1GR7LH38G003939	SRT243	E3	Forester-W	2009	JF1SH5L59G075665
SRT243	K4	Impresa-R	2008	JF1GR7LH38G0034800	SRT243	F1	Forester-W	2009	JF1SH5L59G075682
SRT243	K4	Impresa-R	2008	JF1GR7LH38G0035263	SRT243	E3	Forester-W	2010	JF1SH5L59G093645
SRT243	K4	Impresa-R	2008	JF1GR7LH38G0035329	SRT243	E3	Forester-W	2010	JF1SH5L59G093972
SRT243	K4	Impresa-R	2008	JF1GR7LH38G0035400	SRT243	E3	Forester-W	2010	JF1SH5L59G103851
SRT243	K4	Impresa-R	2008	JF1GR7LH38G0037792	SRT243	E3	Forester-W	2010	JF1SH5L59G113089

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SBR No.	Spec Code	Vehicle Type	MY	VIN	SBR No.	Spec Code	Vehicle Type	MY	VIN
SRT243	E3	Forester-W	2010	JF1SH5L5SAG136751	SRT243	E3	Forester-W	2010	JF1SH5LW4A6147479
SRT243	E3	Forester-W	2010	JF1SH5L5SAG145837	SRT243	E3	Forester-W	2010	JF1SH5LW4A6153465
SRT243	E3	Forester-W	2010	JF1SH5L5SAG146013	SRT243	E3	Forester-W	2010	JF1SH5LW4A6158893
SRT243	E3	Forester-W	2010	JF1SH5L5SAG153528	SRT243	E3	Forester-W	2009	JF1SH9LD39G017599
SRT243	E3	Forester-W	2010	JF1SH5L5SAG156583	SRT243	E3	Forester-W	2009	JF1SH9LD39G043389
SRT243	E3	Forester-W	2010	JF1SH5L5SAG159365	SRT243	E3	Forester-W	2009	JF1SH9LT59G011519
SRT243	K4	Forester-W	2009	JF1SH5LW49G002151	SRT243	E3	Forester-W	2009	JF1SH9LT59G011612
SRT243	K4	Forester-W	2009	JF1SH5LW49G002926	SRT243	E3	Forester-W	2009	JF1SH9LT59G021590
SRT243	K4	Forester-W	2009	JF1SH5LW49G003911	SRT243	E3	Forester-W	2009	JF1SH9LT59G021612
SRT243	E3	Forester-W	2009	JF1SH5LW49G010270	SRT243	E3	Forester-W	2009	JF1SH9LT59G030763
SRT243	E3	Forester-W	2009	JF1SH5LW49G010847	SRT243	E3	Forester-W	2009	JF1SH9LT59G031107
SRT243	K4	Forester-W	2009	JF1SH5LW49G011445	SRT243	E3	Forester-W	2009	JF1SH9LT59G035613
SRT243	K4	Forester-W	2009	JF1SH5LW49G011478	SRT243	E3	Forester-W	2009	JF1SH9LT59G063805
SRT243	K4	Forester-W	2009	JF1SH5LW49G011530	SRT243	E3	Forester-W	2009	JF1SH9LT59G066522
SRT243	K4	Forester-W	2009	JF1SH5LW49G011534	SRT243	E3	Forester-W	2010	JF1SH9LT5A6118137
SRT243	E3	Forester-W	2009	JF1SH5LW49G012014	SRT243	E3	Forester-W	2010	JF1SH9LT5A6159630
SRT243	E3	Forester-W	2009	JF1SH5LW49G016630	SRT243	E3	Forester-W	2011	JF1SH9LT5B6214991
SRT243	E3	Forester-W	2009	JF1SH5LW49G016956	SRT243	E3	Forester-W	2011	JF1SH9LT5B6230765
SRT243	E3	Forester-W	2009	JF1SH5LW49G017478	SRT243	E3	Forester-W	2011	JF1SH9LT5B6242240
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SRT243	E3	Forester-W	2009	JF1SH5LW49G027024	SRT243	E3	Forester-W	2012	JF1SH9LT5C6230725
SRT243	E3	Forester-W	2009	JF1SH5LW49G027536	SRT243	E3	Forester-W	2012	JF1SH9LT5C6230766
SRT243	E3	Forester-W	2009	JF1SH5LW49G027813	SRT243	E3	Forester-W	2012	JF1SH9LT5C6239344
SRT243	E3	Forester-W	2009	JF1SH5LW49G029270	SRT243	E3	Forester-W	2011	JF1SHL5S6208666
SRT243	E3	Forester-W	2009	JF1SH5LW49G030626	SRT243	E3	Forester-W	2011	JF1SHL5S6208707
SRT243	E3	Forester-W	2009	JF1SH5LW49G030612	SRT243	E3	Forester-W	2011	JF1SHL5S6214891
SRT243	E3	Forester-W	2009	JF1SH5LW49G031141	SRT243	E3	Forester-W	2011	JF1SHL5S6214920
SRT243	E3	Forester-W	2009	JF1SH5LW49G032187	SRT243	E3	Forester-W	2011	JF1SHL5S6214923
SRT243	E3	Forester-W	2009	JF1SH5LW49G042871	SRT243	E3	Forester-W	2011	JF1SHL5S6211572
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SRT243	E3	Forester-W	2009	JF1SH5LW49G043275	SRT243	E3	Forester-W	2011	JF1SHL5S6238483
SRT243	E3	Forester-W	2009	JF1SH5LW49G045491	SRT243	E3	Forester-W	2011	JF1SHL5S6238530
SRT243	E3	Forester-W	2009	JF1SH5LW49G053795	SRT243	E3	Forester-W	2011	JF1SHL5S6239109
SRT243	E3	Forester-W	2009	JF1SH5LW49G053850	SRT243	E3	Forester-W	2011	JF1SHL5S6239122
SRT243	E3	Forester-W	2009	JF1SH5LW49G053881	SRT243	E3	Forester-W	2011	JF1SHL5S6246149
SRT243	E3	Forester-W	2009	JF1SH5LW49G054296	SRT243	E3	Forester-W	2012	JF1SHL5S6293695
SRT243	E3	Forester-W	2009	JF1SH5LW49G055630	SRT243	E3	Forester-W	2012	JF1SHL5S6291720
SRT243	E3	Forester-W	2009	JF1SH5LW49G065027	SRT243	E3	Forester-W	2012	JF1SHL5S6301663
SRT243	E3	Forester-W	2009	JF1SH5LW49G065843	SRT243	E3	Forester-W	2012	JF1SHL5S6301716
SRT243	E3	Forester-W	2009	JF1SH5LW49G066511	SRT243	E3	Forester-W	2012	JF1SHL5S6305858
SRT243	E3	Forester-W	2009	JF1SH5LW49G066521	SRT243	E3	Forester-W	2012	JF1SHL5S6311777
SRT243	E3	Forester-W	2010	JF1SH5LW4A614096295	SRT243	E3	Forester-W	2012	JF1SHL5S6311792
SRT243	E3	Forester-W	2010	JF1SH5LW4A6117904	SRT243	E3	Forester-W	2012	JF1SHL5S6311834
SRT243	E3	Forester-W	2010	JF1SH5LW4A6137994	SRT243	E3	Forester-W	2011	JF1SHLW4E6241362
SRT243	E3	Forester-W	2010	JF1SH5LW4A6144735	SRT243	E3	Forester-W	2011	JF1SHLW4E6246188

SRT243 E3 Forester-W 2011 JF1SHJLW4BG246202
 SRT243 E3 Forester-W 2011 JF1SHJLW4BG246239
 SRT243 E3 Forester-W 2012 JF1SHJLW4CG295247
 SRT243 E3 Forester-W 2012 JF1SHJLW4CG301717
 SRT243 C5 Forester-W 2011 JF2SHEBC3BH737124