



To: All Subaru Retailers
From: Subaru of America, Inc. – Service Operations Department
Date: April 12, 2021
Re: ***DPSM authorization requirement for leaking batteries***

In December, we released a Technical Service Bulletin (TSB) offering additional information to retailers to assist in determining warranty coverage for a suspected battery leak (07-186-20). There has been significant concern that when batteries claimed to be leaking are collected and inspected, there is in fact no evidence of what the battery industry defines as a leak. The intension of the TSB was to supply Service and Parts Department personnel with some photographs for use as examples to assist in determining if a verified battery is in fact leaking and if the leaking battery condition is warrantable or not. While we have seen the number of leaking battery claims decrease slightly, there are still an inordinate amount of leaking battery claims being submitted.

Beginning today, 4/12/21, all leaking battery claims, regardless of claim type, will require DPSM authorization. Please use TSB 07-186-20 as a guide to help in identifying whether a battery is leaking. If a battery is identified as having a warrantable leak, use the “Leaking/cracked battery” authorization reason when creating an authorization request and include photos clearly showing the leaking battery to the authorization. While photos are not required to submit the authorization, they are required for a DPSM to review the authorization for approval.

Should you have any questions, please contact the Claims Helpline 866-782-2782.