



**To:** All Subaru Retailers  
**From:** Subaru of America, Inc. – Service Operations Department  
**Date:** April 21, 2021  
**Re:** ***WRB-21 Forester Condenser Parts Scrapping***

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Subaru policy states that retailers are responsible for retaining all parts that have been replaced in association with a Recall/Campaign claim for at least 14 days from the claim credit date. There has been some concern expressed with the amount of space the condensers are taking up in the retailer Parts Departments when WRB-21 recalls are performed. As a result, we will be making a policy exception specifically for the WRB-21 recall.

Effective today, retailers can scrap condenser parts replaced under the WRB-21 recall on or immediately after the claim credit date, rather than holding the part for an additional 14 days. This applies to ***only*** to condensers that are replaced to complete the WRB-21 recall on an affected vehicle. The parts scrapping policy outlined in section 15.2.5 of the Claims Policies and Procedures Manual applies to all other parts replaced when performing any other recall/campaign.

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