



### Subarunet Announcement

**To: All Subaru Retailers**  
**From: Subaru of America, Inc.**  
**Date: July 2021**

As part of Subaru's dedication to customer satisfaction, Subaru of America, Inc. (SOA) is announcing an extension to the Basic New Car Limited Warranty for the Electronic Power Steering Gear Box Assembly for certain 2012-2018 MY vehicles. This will extend coverage under the Basic New Car Limited Warranty on vehicles sold or leased in the United States.

Please note the following important details regarding this program and review them with all appropriate personnel:

### Electronic Power Steering Gear Box Assembly Warranty Extension

In areas where there are high concentrations of road salt used to melt snow and ice, there is a possibility that corrosion may develop on the electronic power steering gear box assembly. If the vehicle were then to suffer a significant enough impact from hitting a pothole or similar road hazard, it is possible the impact could cause a portion of the electronic power steering gear box housing to crack. It is very important to understand if this were to occur, there will NOT be a complete loss of steering assist. Instead, it could result in an uneven steering feel when turning left or right.

The Electronic Power Steering Gear Box Assembly Warranty Extension extends the original Basic New Car Limited Warranty as it applies to the Electronic Power Steering Gear Box Assembly *only* when a crack in the gear box assembly is identified. If a crack is confirmed, the gear box assembly must be replaced following the procedures outlined in Technical Service Bulletin **04-27-21**, which will be available on STIS by the end of the day Wednesday, July 28.

The coverage period extends the vehicle's Basic New Car Limited Warranty as it applies to the Electronic Power Steering gear box assembly to ten (10) years/ unlimited mileage. Repairs performed during this extended coverage period must be completed prior to the expiration of the ten year/ unlimited mileage period.

For vehicles within the coverage guidelines listed in bulletin **04-27-21**, customers can schedule an appointment with an authorized Subaru retailer for inspection should they be experiencing any concerns with the operation of their electronic power steering. **This extension only covers replacement of the gear box assembly when an Authorized Subaru Retailer inspects a covered vehicle for power steering concerns and confirms a crack in the gear box assembly.**

**NOTE:** The Power Steering Gear Box Assembly Warranty Extension is subject to the same terms and conditions set forth in the Basic New Car Limited Warranty unless expressly modified by

terms outlined in the Customer Notification Letter, with extension coverage being provided only when a crack is confirmed in the gear box housing. Retailer personnel are highly encouraged to review and be familiar with these terms and conditions prior to applying this extended coverage. Photos clearly showing the cracked portion are required as part of any claims submission as outlined in the 04-27-21 service bulletin.

### **Owner Notification**

Subaru is sending a letter to all owners of affected vehicles. A copy of the Customer Notification Letter is [linked here for reference](#). Customer letters will begin mailing the week of July 26, 2021.

### **Technical Instructions / Claim Procedures**

Detailed instructions regarding the repair and warranty claim procedures will be provided in Technical Service Bulletin **04-27-21**. The extension will be applied to all affected vehicles on Monday, July 26, 2021.

### **New and Pre-owned Vehicles in Retailer Inventory:**

Subaru requests, for all pre-owned vehicles covered by this program, that all retailers inform customers at the time of sale the vehicle is covered by a Warranty Extension program. Sharing a copy of the Customer Notification Letter (as linked previously in this announcement) is strongly recommended to ensure this information is fully communicated.

### **Customer Reimbursement**

Subaru is reimbursing customers who previously paid for repair or replacement related to the Electronic Power Steering Gear Box Assembly Warranty Extension due to conditions that would normally have been covered if the vehicle was still under the terms of the New Vehicle Limited Warranty. If a customer has paid to have a repair or replacement performed sometime in the past, they may be eligible for reimbursement under the terms of this Warranty Extension.

Customers can apply for reimbursement online by going to <http://soacclaimform.custhelp.com>

If they did not receive the letter, they may contact the Power Steering Gear Box Assembly Warranty Extension Hotline at 877-551-7149 for specific information.

### **Coverage Questions**

Should you have questions regarding warranty coverage, contact Subaru Claims Helpline at 1-866-SUBARU2 (1-866-782-2782).