



Subaru of America, Inc.  
PO Box 9103  
Camden, NJ 08103-9877  
1-877-551-7149  
www.subaru.com

July 2021

**Important Notice:  
Warranty Extension for Electronic Power Steering Gear Box Assembly  
certain 2012-2018 MY vehicles**

Dear Subaru Owner:

As part of Subaru of America's dedication to customer satisfaction, this letter is to inform you of an extension to the Basic New Car Limited Warranty for your vehicle's Electronic Power Steering Gear Box Assembly.

In areas where high concentrations of road salt are used to melt snow and ice, there is a possibility 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. As the warrantor of Subaru vehicles in the United States, Subaru of America is implementing this extension on the models listed above sold or leased in the United States.

Please note this is not a recall and it does not impact the safety of your vehicle. If your vehicle is operating as expected, you do not need to take your vehicle to a Subaru retailer for repairs.

**NOTE: No action is required by you to receive the benefit of this warranty extension. The extension has been automatically applied to your vehicle.**

**12Electronic Power Steering Gear Box Assembly Warranty Extension**

The Electronic Power Steering Gear Box Assembly Warranty Extension extends the vehicle's original Basic New Car Limited Warranty *only* in the instance where there is a crack in the Electronic Power Steering Gear Box Assembly.

**For all vehicles listed above:**

- 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.
- Inspections or repairs under this coverage period must be completed prior to the expiration of that ten-year period.

Only if you have a concern with the operation of the power steering in your vehicle would you need to schedule an appointment with an authorized Subaru retailer.

If you have questions about this notice or need help contacting an authorized Subaru retailer, please contact the Electronic Power Steering Gear Box Assembly Warranty Extension Hotline at 877-551-7149. Additional information can be found online at: <http://soclaimform.custhelp.com>



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### **Reimbursement Eligibility**

- You may be eligible for reimbursement if, prior to receiving this notice, you paid to have your electronic power steering gear box assembly replaced (due to a crack) following the expiration of the original Basic New Car Limited Warranty period of three (3) years or thirty six thousand (36,000) miles, but before the announcement of this newly extended warranty period of ten (10) years/ unlimited miles.
- You must have paid an out-of-pocket expense for a repair that would have been covered had it occurred during the warranty coverage period. This includes any deductible expense or partial reimbursement for repairs.
- If you have been previously reimbursed by SOA or one of its retailers for partial coverage of this repair, only the portion that has not been reimbursed is eligible for reimbursement.
- You are not eligible to recover any repair costs previously reimbursed or paid for by any third-party, including Subaru Added Security, other extended warranty providers, or an authorized Subaru retailer.

### **To Apply for Reimbursement**

Please complete the claim form online at <http://soaclaimform.custhelp.com> and attach the required documentation listed below:

- **Attach a copy of the receipt or invoice for the repair.** A copy of the repair invoice or work order showing repair will meet this requirement. The invoice must show your vehicle model, vehicle identification number (VIN), the name and address of the facility that completed the repair, the cost of the repair (parts and labor), and the date the work was completed.
- **Attach proof of payment**, such as a copy of the canceled check, bank statement, cash receipt, or credit card receipt showing what you paid for the repair.

If you prefer to apply for reimbursement by mail, please send a completed *Claim Reimbursement Form* and copies of the required documentation listed above to:

**Subaru of America Inc.  
Electronic Power Steering Gear Box Assembly Warranty Extension  
P.O. Box 9103  
Camden, NJ 08103  
Attn: Customer Advocacy Department**

Please allow 30 days for the reimbursement to be processed. Failure to include proper documentation may delay your reimbursement.

Sincerely,

Subaru of America, Inc.

*Subaru of America, Inc. participates in the "Print One Plant One" program. With each piece of outbound mail or print, this partnership plants a native plant at a restoration site to help offset our organization's carbon footprint and reduce our impact on the environment.*

