



To: All Subaru Retailers
From: Subaru of America, Inc. – Warranty Claims
Date: October 1, 2021
Re: Update to battery replacement parts: 19-21MY Ascent

Effective today, the recommended replacement battery for the 19-21 MY Ascent models is changing from the **SOA821B200 Flooded Battery** to the **SOA821B600 Enhanced Flooded Battery (EFB)**. This update will be reflected in the Battery Quick Reference Chart shortly. The battery Quick Reference Chart is available on SNET in Parts Operation > Parts Quick Reference Guide, by selecting **Batteries** in the Quick Reference Charts area.

While the **SOA821B200 Flooded Battery** is still being used as a replacement part in several models as indicated on the quick reference chart, the **SOA821B600 Enhanced Flooded Battery (EFB)** is now listed as the replacement part for 2019-2021 Ascent models. The purpose of this communication is to provide instructions and coding information to follow when replacing a **SOA821B200** flooded battery with a **SOA821B600** enhanced flooded battery (EFB) in one of the above Ascent models.

The information below outlines some potential scenarios retailers may encounter and how to address them. Each scenario can be found on the chart at the end of this document for a detailed breakdown of warranty coverage. A Technical Service Bulletin will be released outlining additional information regarding battery test procedures and warranty information. In the meantime, please direct any questions to the Claims Helpline at 866-782-2782.

Warranty Replacement of an OE Battery or SOA821B200 using SOA821B600 – Scenario # 1

If a 2019-2021 Ascent vehicle with an original equipment (OE) battery or **SOA821B200** battery presents with a battery concern while the vehicle is within the 3/36 New Car Basic Warranty, the battery should be tested as outlined in the Claims Policies & Procedures Manual. If the battery test provides a result indicating a battery replacement is required, a **SOA821B600** should be installed. The retailer should submit a warranty claim, include the failed battery test code, claim the **SOA821B600** part number, and use the coding below. The **SOA821B600** comes with a 12 month/unlimited mileage parts warranty or the remainder of the 3/36 New Car Basic Warranty, whichever provides the greater coverage.

Claim Type	Labor Description	Labor Operation #	Labor Time	Failure Code
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WC	STD FLOODED BATT TEST & REPLACE W/ ENHANCED FLOODED BATT	B800-003	0.5	FFG*
	CVT TORQ CONV RELEARN AFTER BATTERY DISCONNECT	C303-708	0.1	

*See trouble code chart below for applicable options.

Parts Warranty Replacement of SOA821B200 using SOA821B600 – Scenario # 2

In the instance where a SOA821B200 in a 2019-2021 Ascent vehicle fails within the 30-month warranty period, a SOA821B600 should be installed. The retailer should submit a parts warranty claim, claiming the SOA821B600 part number and use the coding below. This will provide payment for the new SOA821B600 installed and the associated labor hours. The SOA821B600 comes with a 12 month/unlimited mileage parts warranty.

Claim Type	Labor Description	Labor Operation	Labor Hours	Failure Code
PW	STD FLOODED BATT TEST & REPLACE W/ ENHANCED FLOODED BATT	B800-003	0.5	FFG*
	CVT TORQ CONV RELEARN AFTER BATTERY DISCONNECT	C303-708	0.1	

*See trouble code chart below for applicable options.

Parts Warranty Replacement of Pro-rated SOA821B200 using SOA821B600 – Scenario # 3

In the instance where a SOA821B200 in a 2019-2021 Ascent vehicle fails within the battery pro-ration period (31-85 months), a SOA821B600 should be installed. The retailer should submit a parts warranty claim, claiming the SOA821B600 part number and use the coding below. This will provide payment for the new SOA821B600 installed in the vehicle, and the customer will be responsible for paying the labor hours. SOA821B600 will come with a 12 month/unlimited mileage parts warranty.

Claim Type	Labor Description	Labor Operation	Labor Hours	Failure Code
PW	STD FLOODED BATT TEST & REPLACE W/ ENHANCED FLOODED BATT	B800-003	0	FFG*

*See trouble code chart below for applicable options.

Replacement of SOA821B600 using SOA821B600 – Scenario # 4

In the instance where a SOA821B600 has previously been replaced in a 2019-2021 Ascent vehicle, and the replacement battery fails, the replacement will be covered either by the remainder of the 3/36 New Car Basic Warranty or by the 12 month/unlimited mile parts warranty period. In either case, a **new** SOA821B600 should be installed. If the SOA821B600 fails within the 3 year/36 mile new car basic warranty, the retailer should submit a warranty claim using the coding below, and part SOA821B600 should be entered on the claim. If the SOA821B600 fails within the 12 month parts warranty, the retailer should submit a parts warranty claim using the coding below and part SOA821B600 should be entered on the claim.

Claim Type	Labor Description	Labor Operation	Labor Hours	Failure Code
PW	ENHANCED FLOODED BATTERY TEST & REPLACE	B800-103	0.5	FFI*
WC	ENHANCED FLOODED BATTERY TEST & REPLACE	B800-103	0.5	
	CVT TORQ CONV RELEARN AFTER BATTERY DISCONNECT	C303-708	0.1	

*See trouble code chart below for applicable options.

Trouble Codes

Please use one of the trouble codes outlined below with the FFG and FFI failure codes:

Trouble Code	Description
38	Short
39	Open
42	Output Incorrect
49	Weak
80*	Leaking – Battery Acid
99	Parts

*For guidelines to assist with determining warranty coverage for battery leaks, see Technical Service Bulletin **07-186-20**.

Warranty Application Chart

Part Information			Applicable Coverage				Claim Information						
Part Scenario	Failed Battery	Replacement Battery	3yr/36K New Car Basic	Parts Warranty			Claim Type	Fail Code	Warranty Pays			Customer Pays	
				0-12 months	0-30 months	Pro-ration (31-85 months)			Battery	Testing	Labor	Labor	Battery
Scenario # 1	OE battery	Interstate SOA821B600	x				WC	FFG	x	x	x		
Scenario # 1	Interstate SOA821B200	Interstate SOA821B600	x				WC	FFG	x	x	x		
Scenario # 2	Interstate SOA821B200	Interstate SOA821B600			x		PW	FFG	x	x	x		
Scenario # 3	Interstate SOA821B200	Interstate SOA821B600				x	PW	FFG	x	x		X	
Scenario # 4	Interstate SOA821B600	Interstate SOA821B600	x				WC	FFI	x	x	x		
Scenario # 4	Interstate SOA821B600	Interstate SOA821B600		x			PW	FFI	x	x	x		

Customer Pay Battery Replacement

In the instance of a customer pay battery replacement, while the recommended repair is replacement of the battery with a SOA821B600, the customer does have the option of having a SOA821B200 installed in their vehicle.

NOTE: Service procedures for battery replacement remain unchanged. Always refer to STIS for any applicable service information and to review the full requirements of the repair being performed. The STIS contains information critical to performing an effective repair the first time, every time. This includes important SAFETY precautions, proper inspection criteria, necessary special tools, required processes and related one-time-use parts needed for a complete and lasting repair.

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