



Subarunet Announcement

To: All Subaru Retailers

From: Subaru of America, Inc.

Date: November 1, 2022

Title: Exhaust Pipe (Front) Warranty Extension, (WI22-013)

As part of Subaru's dedication to customer satisfaction, Subaru of America, Inc. (SOA) is announcing an extension to the Emissions Warranty for Front Exhaust Pipe Bellows cracks on certain 2017-2018MY Forester vehicles. This will extend coverage under the Emissions 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:

Exhaust Pipe (Front), Warranty Extension

SOA is extending the emissions warranty coverage of certain 2017-2018MY Forester vehicles to address the concerns of some customers regarding a rattle-type noise or fluttering sound coming from the undercarriage during acceleration. These noises may be caused by cracking in the front exhaust pipe. This warranty extension will cover these concerns, should they develop during the warranty extension period.

The coverage period extends the vehicle's Emissions Warranty as it applies to the Front Exhaust Pipe to fifteen (15) years or 150,000 miles whichever comes first. Repairs performed during this extended coverage period must be completed prior to the expiration of the fifteen (15) years / 150,000 mile period.

For vehicles that already have coverage for 15 years or 150,000 miles pursuant to the California Partial Zero Emissions Vehicle (PZEV) regulations, you should submit any applicable claims under that warranty. This warranty extension is intended for vehicles that do not already have coverage for 15 years or 150,000 miles. Please refer to the Subaru Claims Policies and Procedures Manual for emissions warranty coverage details in your state.

NOTE: Exhaust Pipe (Front) Bellows Warranty Extension is subject to the same terms and conditions set forth in the Emissions Warranty unless expressly modified by terms outlined in the Customer Notification Letter, with extension coverage being provided only upon completion of the Exhaust Pipe Front (EPF) Replacement service procedure (Service bulletin #09-84-22). Retailer personnel are highly encouraged to review and be familiar with these terms and conditions prior to applying this extended coverage.

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. (Insert Hyperlink) Customer letters should begin mailing mid-November.

Technical Instructions / Claim Procedures

Detailed instructions regarding the repair and warranty claim procedures will be provided in #09-84-22 Technical Service Bulletin.

New and Pre-owned Vehicles in Retailer Inventory:

Subaru requests, for all pre-owned vehicles covered by this program, 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 this Exhaust Pipe (Front) Warranty Extension due to conditions that would normally have been covered if the vehicle was still under the terms of the Emissions 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 www.recallapps.com/app/Subaru.

If they did not receive the letter, they may contact the Exhaust Pipe (Front) Warranty Extension Hotline at 877-551-7149 for specific information.

Coverage Questions

Any questions regarding warranty coverage should be directed to the Subaru Claims Helpline by calling 1-866-SUBARU2 (1-866-782-2782).