

ATTENTION:

- GENERAL MANAGER
- PARTS MANAGER
- CLAIMS PERSONNEL
- SERVICE MANAGER

IMPORTANT - All Service Personnel Should Read and Initial in the boxes provided, right.

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QUALITY DRIVEN® SERVICE

SERVICE BULLETIN

APPLICABILITY: 2015-20MY Legacy & Outback
 2015-20MY Forester
 2015-20MY WRX & WRX STI
 2019-20MY Ascent

NUMBER: 07-207-22R

DATE: 08/18/22

REVISED: 01/05/23

SUBJECT: Subaru Battery Drain Product Liability Litigation

INTRODUCTION:

In the interest of customer satisfaction, Subaru of America, Inc. is extending the New Car Basic Warranty coverage for the 12 Volt batteries used in the above listed models and model years beyond the original three (3) years or thirty six thousand miles (36,000), whichever comes first. The extension time and mileage limitations will depend on the battery currently installed in the vehicle and can be referenced below. Please ensure Service Managers and Advisors are familiar with this information and Service Bulletin **07-178-21**. Customers have already been notified of this Warranty Extension by mail.

WARRANTY EXTENSION:

As part of the battery drain class action settlement, Subaru will extend the existing New Car Basic Warranty for both original equipment and replacement batteries for class vehicles. The coverage will vary based upon whether the original equipment battery or a replacement battery is being tested. The extension is subject to class vehicles as follows:

1. FIRST BATTERY / ORIGNALLY EQUIPPED BATTERY REPLACEMENT COVERAGE INCLUDES:

- **100%** of the battery replacement cost up to 5 years or 60,000 miles, whichever comes first, from the in-service date of the Settlement Class Vehicle.
- **50%** of the battery replacement cost for vehicles that have exceeded 5 years or 60,000 miles for a duration of **3 months** from the 9/24/22 settlement notice date, regardless of mileage. This 3 month coverage period will expire on 12/24/22.

CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.

Subaru Service Bulletins are intended for use by professional technicians ONLY. They are written to inform those technicians of conditions that may occur in some vehicles, or to provide information that could assist in the proper servicing of the vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do the job correctly and safely. If a condition is described, DO NOT assume that this Service Bulletin applies to your vehicle, or that your vehicle will have that condition.

Subaru of America, Inc. is ISO 14001 Compliant

ISO 14001 is the international standard for excellence in Environmental Management Systems. Please recycle or dispose of automotive products in a manner that is friendly to our environment and in accordance with all local, state and federal laws and regulations.

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2. SUBSEQUENT BATTERY / PREVIOUSLY REPLACED BATTERY REPLACEMENT COVERAGE INCLUDES:

- **100%** of the battery replacement costs up to five (5) years or 60,000 miles, whichever comes first, from the in-service date of the Settlement Class Vehicle, regardless of the number of battery replacements the Settlement Class Vehicle has already received.
- **80%** of the battery replacement costs up to seven (7) years or 84,000 miles, whichever comes first, from the in-service date of the Settlement Class Vehicle.
- **60%** of the battery replacement costs up to eight (8) years or 100,000 miles, whichever comes first, from the in-service date of the Settlement Class Vehicle.

This Warranty Extension will cover battery testing, charging, and/or replacement for a qualifying battery concern. Determination of necessary repair and coverage will be based on results of the retailer's administration of the Midtronics protocol and proper diagnostic testing. Per the terms of the Settlement, for any of the coverage percentages above that are less than 100%, the remaining portion would be the customer's responsibility. **The portion of the test, charge, and / or battery replacement the customer's responsibility CANNOT be submitted as Policy Adjustment (PA).**

NOTE: Genuine Subaru Replacement Battery pro-rated coverage based upon the battery installation date is separate from this Warranty Extension coverage and in some cases, may provide additional benefit to the customer. Always review both coverages to ensure the customer receives the maximum benefit from whichever is applied.

SERVICE PROCEDURE / INFORMATION:

AUTHORIZATION CODES:

Customers who have received notice of this Warranty Extension and are experiencing a qualifying battery concern are required to contact our Settlement Administrator to obtain an authorization number **prior to** visiting the retailer. **ONLY the customer can request an Authorization Code.** The Authorization Code provided by the Settlement Administrator is required by a retailer to perform battery diagnostics but does NOT guarantee coverage or battery replacement. Determination of coverage will be made based on the results of the diagnostic test. The alphanumeric code will be all uppercase. See the example below.

SBXXX-XXXXX

The Service Advisor must confirm Warranty Extension coverage is potentially available on a vehicle. **A retailer should not take any action to test and/or diagnose a battery concern without obtaining a pre-authorization number from the customer.** If the customer does not have a pre-authorization number, they should be directed to contact the Settlement Administrator before proceeding any further.

BATTERY TESTING AND CHARGING:

Please review the battery identification, charging, and testing information provided in Service Bulletin **07-178-21** prior to performing any battery testing and/or charging. **ALWAYS** confirm the Midtronics equipment has the latest software available. Confirm either a Subaru OEM or replacement battery is installed and that there are no after-market electronic components or accessories which could result in exclusion of coverage (see examples in the Warranty section of this bulletin).

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For situations where Warranty Extension battery testing is required, Technicians should use the In Vehicle Test application on the DSS-5000 and the In Vehicle Test & Charge application on the DCA-8000. Please refer to the Procedure and Outcome tables below.

The DCA-8000 is the preferred equipment to be used for battery testing. In unique cases when a DCA-8000 is not readily available, the DSS-5000 can be used for initial testing. The testing procedure can then be transferred to the DCA-8000 if needed.

The Battery Warranty Extension will require specific testing. New testing software will be added to the Midtronics DCA-8000 and DSS-5000 specifically for these cases under a new application name, Warranty Extension. This new application must be used in order to properly submit a claim under this program. The Authorization Code provided by the Settlement Administrator to the customer will be required to start this program using the Midtronics testing equipment.

IMPORTANT: A new Warranty Extension Application is included in the Midtronics software.

Procedures and Outcomes:

DSS-5000

Test Result	Test Code	Test Procedure
Good Battery	21 Digit Test Code	No further testing required
Good Recharge Use DCA	21 Digit Test Code	Test using DCA
Charge And Retest Use DCA	21 Digit Test Code	Test using DCA
Replace Battery	21 Digit Test Code	No further testing required

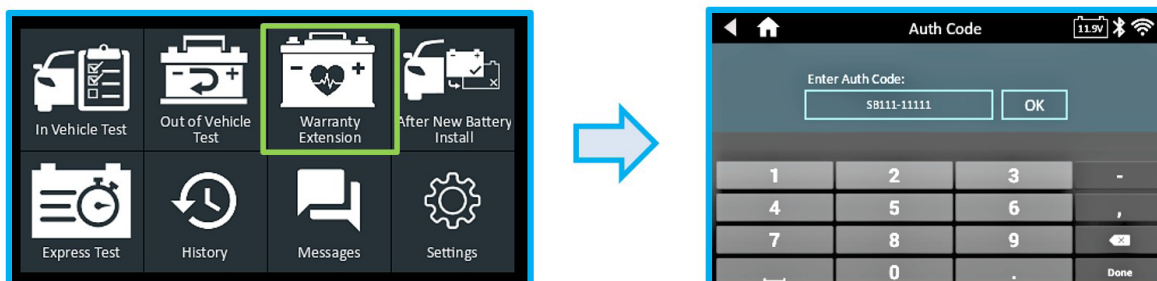
DCA-8000

Test Result	Test Code	Test Procedure
Good Battery	21 Digit Test Code	No further testing required
Good Recharge	21 Digit Test Code	Allow DCA to continue through the charge procedure
Bad Cell - Replace	21 Digit Test Code	No further testing required
Replace Battery	21 Digit Test Code	No further testing required

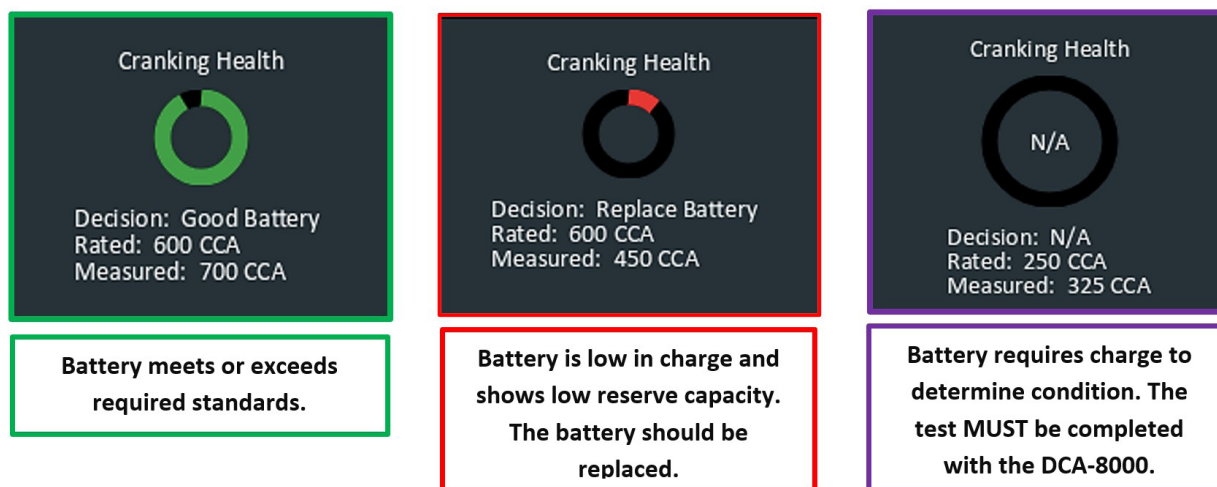
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DSS-5000 TESTING:

The DSS-5000 can be used for initial testing or testing when charging is not required. The Authorization Code will be needed prior to testing. This code will be requested after the testing equipment is properly connected and the Warranty Extension icon is pressed. If the test requires charging, the DSS-5000 cannot meet the testing requirements as it does not have charging capabilities.



Continue with the normal test procedures. The possible test results given from the DSS-5000 are “Good Battery”, “Replace Battery”, or the battery requires a further charge.



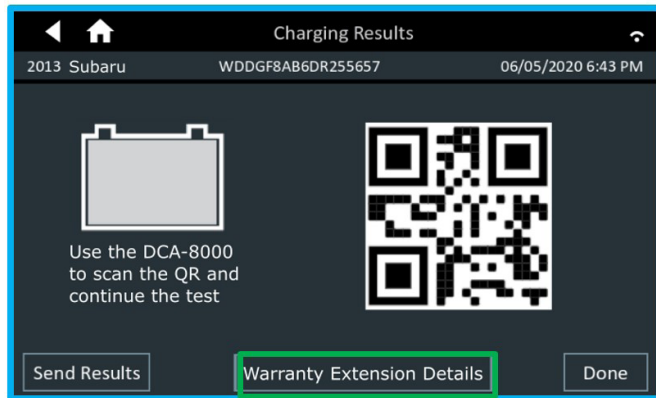
RESULTS CONCLUDE PASS OR FAIL:

If the DSS-5000 determines the battery requires replacement or does not require replacement, no further testing equipment will be required. A 21-digit Warranty Extension Test Code will be generated and clickable icon will be displayed on the screen **ONLY** if testing was completed. When pressed, the Warranty Extension Code will be displayed. **This code must be retained and attached to the repair order as it will be required for claim submission.**

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RESULTS CONCLUDE FURTHER CHARGING IS NEEDED:

If the DSS-5000 determine charging will be needed for further diagnostic measures, the DCA-8000 will be needed to continue. When test results determine further charging is needed, a transfer QR code will be displayed on the screen. This code can be used to transfer vehicle information and charging requirements to the DCA-8000.

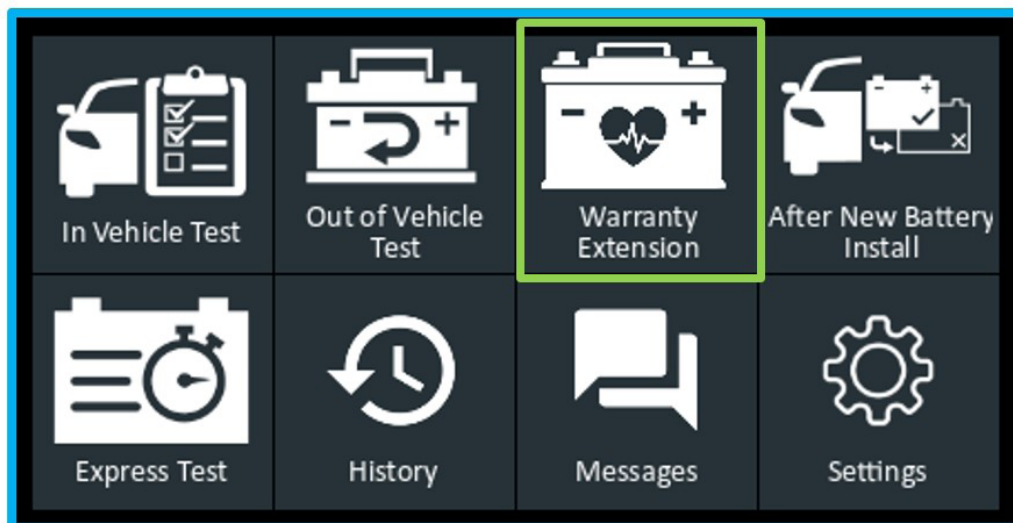


The following information is encrypted into the QR Code:

- Battery Information
- Vehicle Information
- Authorization Code
- Test Timestamp
- Warranty Extension Code (if applicable)
- Test Index

DCA-8000 CHARGING AND TESTING:

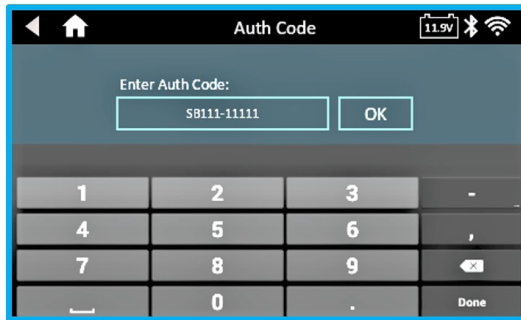
1. Carefully connect the testing equipment to the vehicle and press the Warranty Extension icon to continue.



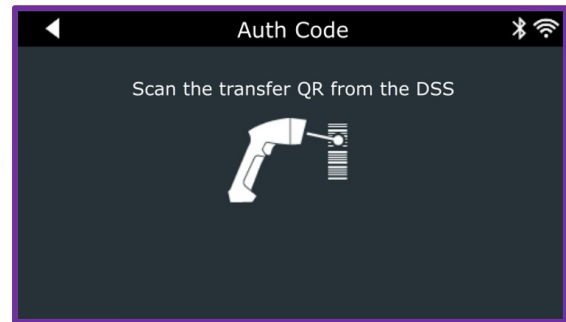
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- The Authorization Code or the QR scan code (if testing is started with the DSS-5000) is required at this point. Enter the required information.

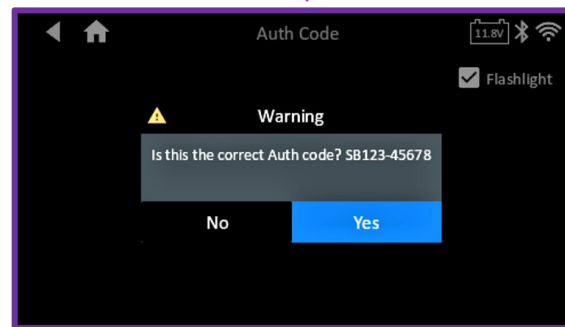
DCA-8000



DSS-5000 to DCA-8000



Or



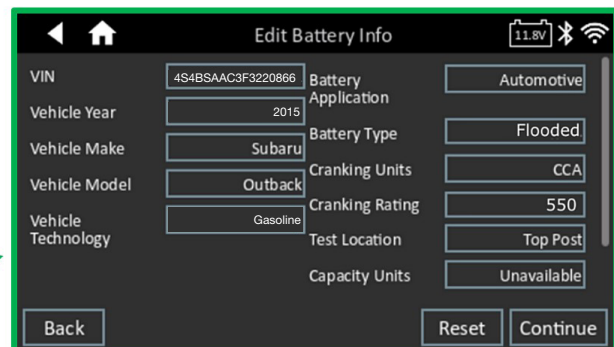
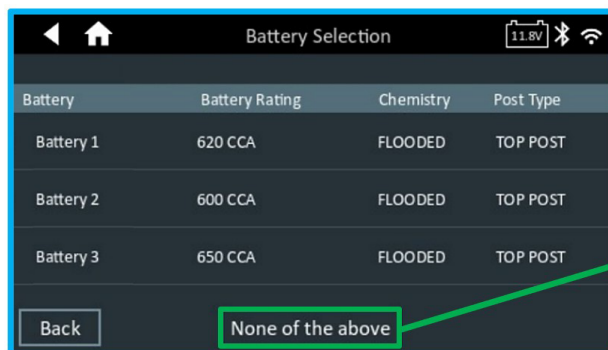
NOTE: In a case when the QR Code is entered from the DSS-5000, a Warning screen will display to confirm the Authorization Code for the vehicle being tested. Click “Yes” if the code is correct.

- Verify the VIN using the scan tool.



NOTE: In a case where the scanner option is unavailable the VIN can be entered by using the manual entry function.

- Select the battery type being tested. If the “None of the above” button is selected, the Edit Battery Info menu will be displayed requiring manual entry into the required fields.



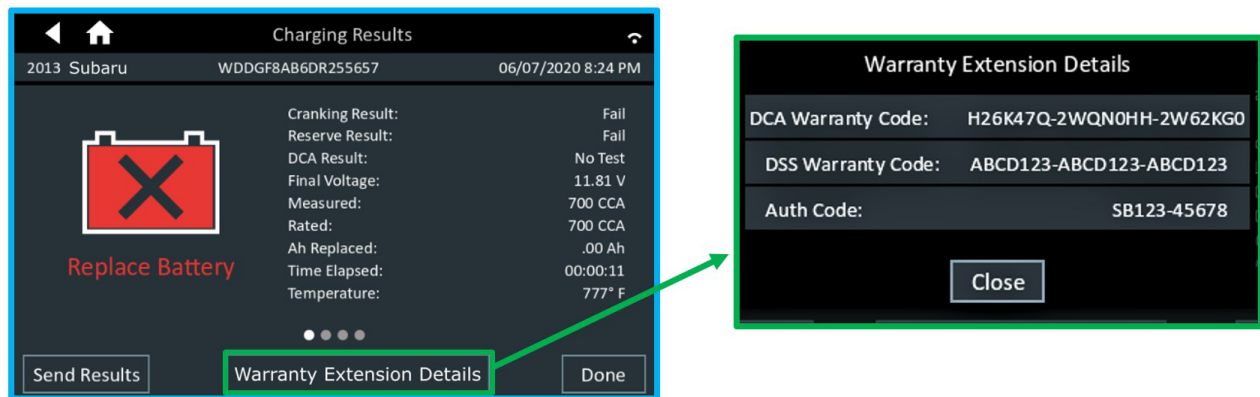
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Once the battery information is confirmed and accurately entered, select “Continue” to proceed with the battery testing.

CAUTION: In the event of a test or charge being aborted for any reason, a ten-minute time window is displayed. After ten minutes have elapsed, the test must be restarted from the beginning.



5. The DCA-8000 will display the testing results when complete. A 21-digit Warranty Extension Code will be generated. A Warranty Extension Details clickable icon will be displayed on the screen. When pressed, both the Authorization Code and the Warranty Extension Code are displayed in detail. These codes are to be retained and attached to the repair order and will be required for claim submission.



BATTERY REPLACEMENT:

The service procedures for battery replacement remain unchanged. Always refer to the applicable Service Manual and review the full requirements of the repair being performed. The Service Manual procedures contain information critical to performing an effective repair the first time, every time. This includes but is not limited to important SAFETY precautions, proper inspection criteria, necessary special tools, required processes and related one-time-use parts needed for a complete and lasting repair regardless of pass or fail.

Refer to STIS: [Engine > STARING/CHARGING SYSTEMS > Battery](#)

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BATTERY REPLACEMENT NOTES:

- Refer to the applicable Service Manual and review: General Description > Repair Contents > Action required before & after Battery Disconnect. Additionally, record any stored seat position(s) before proceeding. Relearn any seat position memory after work is complete. If the power rear gate (PRG) height has been customized, that position must also be noted and relearned.
- NEVER replace an EFB battery with a flooded battery. Use ONLY the battery specified for the vehicle.
- When testing a new replacement battery, use the After New Battery Install function of either the DSS-5000 or the DCA-8000 to perform the test.
- When reconnecting the positive battery terminal, torque to 6Nm (2.6ftlbs. or 53.1inch-lbs). When reconnecting the ground cable terminal to the battery sensor, torque to 7.5Nm (5.5ft.-lbs. or 66inch-lbs.) while supporting the sensor with the other hand as outlined in the applicable Service Manual under: STARTING/CHARGING SYSTSEMS > Battery Sensor.

BATTERY CHARGING LOGIC:

In 2017, there were two Technical Service Bulletins released containing information regarding a battery logic -related reflash (TSBs **11-174-17R** & **11-176-17**). In addition to the Battery Drain Warranty (BDW) Standard & Enhanced Battery Drain Warranty Extension, the vehicles applicable to these Service Bulletins will also have the Battery Drain Reflash (BDR) Warranty Extension applied. If a vehicle comes into a retailer with a pre-authorization for a qualifying battery concern and the vehicle also has the BDR extension, the retailer should verify whether the reflash has already been performed. This can be done by confirming the current ECM logic, either by checking claim history or by using FlashWrite. **Appendix A** lists CIDs released after the battery charge logic enhancement. If the vehicle's current logic is listed in **Appendix A**, reprogramming is NOT required. If the current logic is not listed in **Appendix A**, the retailer should perform the reflash. This BDR Warranty Extension will cover the reflash 100% for 8 years/100,000 miles, whichever comes first from the Warranty Start Date of the vehicle

- Reprogram the ECM following the normal FlashWrite procedure (if required).

Subaru of America, Inc. (SOA) highly recommends connecting either the Subaru Midtronics DCA-8000 Dynamic Diagnostic Charging System or the Subaru Midtronics GR8-1100 Diagnostic Battery Charger to the vehicle and utilizing the Power Supply Mode feature anytime a vehicle control module is being reprogrammed. Once the Midtronics charger is connected to the vehicle, if the battery is fully charged, it takes less than three (3) minutes to boot-up the charger, select the Power Supply Mode, and have the battery voltage stabilized and ready for reprogramming.

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REPROGRAMMING NOTES:

- **IF REPROGRAMMING IS REQUIRED**, always note the original Calibration Identification number (CID) the vehicle came in with on the repair order **before** reprogramming and, make sure to list the **NEW CID** for any newly-installed programming (as confirmed from the actual control module **AFTER** installation). The **NEW CID MUST** also be noted on the repair order as this information is required for entry in the Claims Specific Data area during claim submission.
- For instructions on using the power supply mode, reference the applicable User Manual for the Midtronics DCA-8000 Dynamic Diagnostic Charging System and the Midtronics GR8-1100 Diagnostic Battery Charger on STIS.
- Confirm all electrical loads such as lights, audio, HVAC, seat heaters, and rear defroster are all switched OFF before setting up the charger for Power Supply Mode.
- Select the correct battery type (Flooded, EFB, Gel, AGM or AGM Spiral).
- Input the CCA which matches the vehicle's battery. **NOTE:** OE and replacement batteries have different CCA ratings. Always confirm the battery's CCA rating before proceeding.
- If using a DCA-8000 Dynamic Diagnostic Charging System, set the power supply voltage to 13.5 volts.
- DO NOT connect the DST-i or DST-010 until the Power Supply mode function has completed its battery test mode and the Charging Voltage has dropped to and shows a steady 13.5 Volts on the display.
- Once Power Supply Mode reaches a steady 13.5 volts, connect the DST-i or DST-010 to the OBD connector and proceed with initiating the normal FlashWrite reprogramming process.
- Amperage will fluctuate based upon the vehicle's demand for power. **NOTE:** If the voltage rises beyond 14V while programming is in process, the procedure will abort. This can indicate a need to test or charge the vehicle battery before any further attempt at programming is made.

REMINDER: If the DCA-8000 or GR8-1100 indicates the vehicle's battery must be charged, charge the battery fully before proceeding to reprogram the vehicle while using the Power Supply Mode.

NOTE: Control module failures resulting from battery discharge during reprogramming are not a matter for warranty. Should any DTCs reset after the reprogramming update is performed, diagnose per the procedure outlined in the applicable Service Manual.

VERY IMPORTANT:

This information is applicable to the Subaru Midtronics DCA-8000 Dynamic Diagnostic Charging System and the Subaru Midtronics GR8-1100 Diagnostic Battery Charger **ONLY**. It does not apply to any other brand / type of "generic" battery charger whatsoever. **ONLY** the DCA-8000 and the GR8-1100 and their Power Supply Mode feature have been tested and approved by SOA.

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WARRANTY CODING INFORMATION / CLAIM REQUIREMENTS:

Standard Flooded Batteries 15-18 Forester / 15-20 WRX / 15-19 Legacy & Outback / 19-20 Ascent			
Labor Description	Labor Operation	Labor Time	Fail Code
BATTERY TESTING ONLY	B800-048	0.2	FKA-42
BATTERY TEST & CHARGE - NO REPLACEMENT **	B800-023	0.3	
BATTERY TEST & REPLACE	B800-051	0.5	
BATTERY TEST, CHARGE & REPLACE**	B800-041	0.6	

C455-280: ECM VERSION CHECK: 0.1 Operation can be claimed on 2015-17MY Legacy and Outback, 2015-17MY WRX 2017-18MY Forester when updated ECM logic is already installed.

* Current Calibration Identification number (CID) will be required to be entered in the Claim Specific Data area for claim submission.

** 800-015: EACH ADDITIONAL HOUR OF CHARGE TIME: 0.2h. Operation can be used once per hour of charging time /maximum of 4 times.

Enhanced Flooded Batteries 19-20 Forester / 20 Legacy & Outback / 19-20 Ascent			
Labor Description	Labor Operation	Labor Time	Fail Code
BATTERY TESTING ONLY	B800-048	0.2	FKC-42
BATTERY TEST & CHARGE - NO REPLACEMENT **	B800-023	0.3	
BATTERY TEST & REPLACE ⁺	B800-051	0.5	
BATTERY TEST, CHARGE & REPLACE ⁺	B800-041	0.6	

** 800-015: EACH ADDITIONAL HOUR OF CHARGE TIME: 0.2h. Operation can be used once per hour of charging time /maximum of 4 times.

+ C800-055: ADD TIME; MOUNTING HARDWARE R&R can be claimed with EFB battery replacement for 20MY Legacy and Outback. See TSB 07-13-22 for details.

ECM Reprogramming (If Required)			
Labor Description	Labor Operation #	Labor Time	Fail Code
MFI OBDII ECM Reprogramming*	A455-288	0.4	UPG-48

* The NEW CID will be required in the Claim Specific Data area of the claim for claim submission.

Claim Specific Data Requirements:

CLAIM SPECIFIC DATA REQUIREMENTS					
	Battery Test only	Battery Test & Charge -No replacement	Battery Replacement	Reflash (Logic check only)	Reflash
Authorization number (from customer)	X	X	X		
Original Equip Battery Tested?	X	X	X		
21 Digit Warranty Extension Code	X	X	X		
CID number				Current CID number	Old & New CID numbers

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- **Aftermarket batteries are not excluded from the warranty extension for coverage for free diagnostic testing.**
- In the Claim Specific Data area of the claim, the retailer will also be required to advise whether the original equipment battery is being tested. If the original equipment battery is being tested, the retailer should enter “Y”. If a replacement battery is being tested, the retailer should enter “N”.
- **REMINDER:** As per the settlement terms, there are situations when there is a percentage of battery test, charge and / or replacement will be the responsibility of the customer. **The portion of the test, charge, and / or battery replacement that is the customer’s responsibility CANNOT be submitted as Policy Adjustment.**

REMINDERS:

- SOA strongly discourages the printing and/or local storage of service information as previously released information and electronic publications may be updated at any time.
- Always check for any open recalls or campaigns anytime a vehicle is in for servicing.
- Always refer to STIS for the latest service information before performing any repairs.

Exclusions for Certain Aftermarket Electronic Components and Owner - Caused Failures

The parties agree that a Class Vehicle with any of the following after-modified electronic components shall be precluded from the benefits of the Settlement Agreement:

1. Aftermarket audio components including audio systems, equalizers, amplifiers, and subwoofers
2. Aftermarket remote engine starter or remote keyless entry
3. Aftermarket security or immobilizer devices
4. Aftermarket air suspension systems
5. Aftermarket video entertainment systems.

For purposes of the Settlement Agreement and this exhibit, the term “Aftermarket” shall mean items not installed at a Subaru retailer. If the component or item was installed at a Subaru retailer then it cannot be used as an exclusion under the settlement.

The parties further agree that Class Vehicles shall be precluded from the benefits of the Settlement Agreement where the service records provide evidence that the Settlement Class Member caused the battery issue by (1) leaving vehicle exterior/interior lights on overnight; and or (2) leaving powered devices connected to any vehicle power outlet overnight while the vehicle is not being operated.

NOTE: Salvage or Total loss branded vehicles are NOT eligible for coverage.

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Appendix A

BATTERY LOGIC CID INFORMATION:

NOTE: The CID information from **11-174-17R** & **11-176-17** is included in the table below.

Model	MY	Specification	CID	ECM Part Numbers
Legacy & Outback	17	2.5NA MT	EB4I503A	22765AK49D
			EB4I504A	22765AK49E
			EB4I50ZA	22765AK49E
			EB4I530A	22765AK49F
			EB4I550A	22765AK49G
		2.5NA CVT	EB4I504B	22765AK50D
			EB4I505B	22765AK50E
			EB4I50YB	22765AK50E
			EB4I530B	22765AK50F
		2.5NA CVT	EB4I550B	22765AK50G
			EB4I503C	22765AK48D
			EB4I50YC	22765AK48A
			EB4I504C	22765AK48E
			EB4I50XC	22765AK48E
		3.6NA CVT	EB4I530C	22765AK48F
			EB4I550C	22765AK48G
	DB4I502D		22765AK31C	
	DB4I530D		22765AK31D	
	16	2.5NA CVT	DB4I540D	22765AK31E
			DB4I550D	22765AK31F
			EB4I312A	22765AJ13C
			EB4I313A	22765AJ13D
			EB4I31ZA	22765AJ13D
		2.5NA CVT	EB4I330A	22765AJ13E
			EB4I350A	22765AJ13F
			EB4I312C	22765AJ14C
			EB4I313C	22765AJ14D
		2.5NA CVT	EB4I31ZC	22765AJ14D
			EB4I330C	22765AJ14E
			EB4I350C	22765AJ14F
			EB4I312B	22765AJ15C
		2.5NA CVT	EB4I313B	22765AJ15D
EB4I31ZB			22765AJ15D	
EB4I330B			22765AJ15E	
EB4I350B	22765AJ15F			
3.6NA CVT	DB4I311D	22765AJ17B		
	DB4I330D	22765AJ17C		
	DB4I340D	22765AJ17D		
	DB4I350D	22765AJ17E		

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Model	MY	Specification	CID	ECM Part Numbers
Legacy & Outback cont.	15	2.5NA MT	EB4GA02A	22765AF34E
			EB4GA03A	22765AF34F
			EB4GE00A	22765AF34G
			EB4GH00A	22765AF34H
		2.5NA CVT	EB4GA02B	22765AF35F
			EB4GA03B	22765AF35G
			EB4GE00B	22765AF35H
			EB4GH00B	22765AF35J
		2.5NA CVT	EB4GA02C	22765AF36F
			EB4GA03C	22765AF36G
			EB4GE00C	22765AF36H
			EB4GH00C	22765AF36J
		2.5NA CVT	EB4GA02c	22765AK16D
			EB4GA03c	22765AK16E
			EB4GE00c	22765AK16F
			EB4GH00c	22765AK16G
3.6NA CVT	DB4GA01D	22765AF45D		
	DB4GE00D	22765AF45E		
	DB4GG00D	22765AF45F		
	DB4GH00D	22765AF45G		
WRX	17	2.0DIT MT	LF79101P	22765AK382
			LF79101P	22765AK383
			LF79102P	22765AK384
			LF79103P	22765AK385
			LF79120P	22765AK386
		2.0DIT CVT	LF79101N	22765AK392
			LF79101N	22765AK393
			LF79102N	22765AK394
	16	2.0DIB MT	LF79110N	22765AK395
			LF75402H	22765AH613
			LF75402H	22765AH614
			LF75403H	22765AH615
			LF75404H	22765AH616
		LF75600H	22765AH617	
		2.0DIT CVT	LF75402G	22765AH623
			LF75402G	22765AH624
LF75403G	22765AH625			
LF75500G	22765AH626			

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Model	MY	Specification	CID	ECM Part Numbers
WRX cont.	15	2.0DIB MT	LF75402S	22765AG238
			LF75402S	22765AG239
			LF75403S	22765AR960
			LF75404S	22765AR961
			LF75600S	22765AR962
		2.0DIB CVT	LF75402T	22765AG248
			LF75402T	22765AG249
			LF75403T	22765AR970
			LF75500T	22765AR971
			Forester	17
EB4L01XX	22765AH832			
EB4L100X	22765AH833			
2.5NA CVT	EB4L012W	22765AH852		
	EB4L01XW	22765AH852		
	EB4L100W	22765AH853		

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Appendix B

SETTLEMENT ADMINISTRATOR REIMBURSEMENT:

The following Claim Reimbursement information is being supplied here as reference for Subaru Retailers. No action is required of Subaru Retailers related to this. All reimbursements will be managed through the Settlement Administrator (JND). Additional information and frequently asked questions are available on the settlement website, at cms.www.subarubatterysettlement.com. Customers can also call SOA at 855-606-2625.

1. PRE-NOTICE ORDINARY EXPENSES:

Subject to proof and certain conditions, customers who have not been fully reimbursed by SOA or a third party are entitled to reimbursement of a certain percentage of repairs as listed in the matrix chart below.

- Subaru will reimburse for:
 - Testing and diagnosis performed by a SOA retailer
 - Towing services related to battery condition
 - Battery replacements

Matrix of Reimbursement Payments				
Number of Owner Paid Repairs	Within 3 years/36,000	Within 5 years/60,000	Within 7 years/84,000	Within 8 years/100,000
1	120%	100%	N/A	N/A
2	140%	125%	100%	55%
3	165%	140%	120%	100%

2. THIRD PARTY REIMBURSEMENT:

Third party battery reimbursement is allowed ONLY when previously presented to a Subaru retailer and/or the customer previously contacted the Customer Advocacy Department (CAD).

3. EXTRAORDINARY CIRCUMSTANCE:

Owners who experienced **two or more battery failures within 5 years/60,000 miles** and incurred out-of-pocket cost related to battery failure, are entitled to reimbursement if:

- The subject vehicle is undrivable as a result of a battery failure and the expenses were incurred within 48 hours of the failure.
- Expenses may be reimbursed up to and including the day on which the vehicle was returned to the owner by the service center.

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- Recoverable expenses include:
 - Hotel expenses, if incurred not less than 50 miles from the vehicle's state registered address
 - Meals, if incurred not less than 50 miles from the vehicle's state registered address
 - Certain equipment purchased to sustain battery operation
 - Other expenses reasonably related to the battery failure.
- Owners are entitled to a single-use Subaru coupon for \$140.00 that is valid for one year from the Notice Date.
- Owners who have already received reimbursement for prior goodwill are excluded for further reimbursement except for the remaining reimbursement amount.

4. PROOF FOR REIMBURSEMENT:

SOA will reimburse for qualifying expenses if:

- The claim is submitted to Subaru no later than **60** days after the **10** business days which appellate review of the judgment has expired.
- There is documentation or receipts of the proof of the repair.
- The claim was not previously reimbursed by SOA, Subaru retailer or any other third party.