

The Subaru Claims Policies and Procedure Manual Has Been Updated

TO: SDC EST CEN WST
FROM: Subaru of America, Inc.
DEPARTMENT: Service
DATE: 09/06/2013
CATEGORY: Parts/Service

Subaru Claims Policies and Procedures Manual Update Summary for September 2013

The following updates have been added to the electronic Subaru Claims Policies & Procedures manual. The manual can be found at [Subarunet/Service/Claims/Policies and Procedures](#).

We strongly recommend that you re-download the manual to your PC to access the latest updates.

Section 1.1. Foreword – Throughout the manual the reference to “Warranty Wizard” has been removed and replaced with “Subaru Labor Time Guide”. In addition, older obsolete sections and paragraphs have been removed from the P&P manual to allow for easier navigation throughout the manual.

Section 8.1.10 Dealer Indemnification Requests- This is a new section that explains the procedure to submit for an Indemnification Request from the Subaru of America Legal Department.

Section 8.2.6.4.1.Federal Emissions Extended Defect Warranty Parts List- The Hybrid Electric (Ni-Mh) battery has been added to the list of parts covered by the Federal Emissions ExtendedDefect Warranty.

Section 8.2.7.7.2.California AT-PZEV Emission Hybrid Electric Vehicle Extended Defect Warranty 15 Years/150,000 Miles Coverage Parts List – This is a new section that lists the individual parts and their length of time and mileage coverage under this extended defect warranty.

Section 8.2.7.8 California Advanced Technology Partial Zero Emissions (AT-PZEV) Hybrid Electric Vehicle (Ni-MH) Battery Warranty- This is a new section that explains the 2014 model year Subaru XV Crosstrek Hybrid vehicle battery warranty coverage of 10 years or 150,000 miles.

Section 8.3.15 2014 Model Year- The 2014 MY Warranty Coverage has been added to the Model Year Warranty Coverage section.

Section 8.3.15 2014 Model Year - The evaporative canister has been added to the list of parts covered under the California Emissions Extended Defect Warranty for the

BRZ, Legacy and Outback models. The fuel filler pipe for the Forester has also been added to the list of parts covered under the California Emissions Extended Defect Warranty.

Section 8.4.2 Accidents and Fire- This section clarifies the procedure to follow in the event of a vehicle accident or fire resulting in any damage and/or personal injury. It is recommended that you review this section in its entirety.

Section 8.4.12.4.Hybrid Vehicle Engine Restart Battery- This new section explains the Hybrid Vehicle Engine Restart Battery (aka Start/Stop battery) is covered by the basic New Car Limited Warranty of 3 years or 36,000 miles. It is recommended that you review this section in its entirety.

Section 8.4.15 Clutch – This section clarifies that clutch disks are considered to be Wear Items. When replacement is necessary because of wear, coverage is limited to the duration and terms of the model year Wear Item Limited Warranty.

Section 8.4.26 Keys and Lock Cylinders – Replacement lock cylinders require re-coding of the lock cylinder to match the vehicles existing keys. For help in locating a locksmith this section has been updated to include the Associated Locksmiths of America website address and the location on Subarunet to obtain immobilizer codes.

Section 8.4.26.1 High Security Keys - This section explains how to order a High Security Key as either a blank key for the dealers that have their own cutter or as a cut key for dealers that do not have this type of key cutter.

Section 8.4.33.1.2 Remanufactured Transmission- This section clarifies that all remanufactured transmission claims submitted for reimbursement must have an accurate six digit transmission serial number from the transmission being installed in the vehicle.

Section 8.4.33.1.3 Original CVT Transmission- The Output Clutch Control Valve Body and the Drive Motor Assembly, used in the Hybrid Electric Vehicle CVT transmission, have been added to the list of component repairs that are required to be performed to the vehicles original CVT transmission if such repairs will correct a failure.

Section 8.4.33.2.2.Remanufactured Short Block- This section clarifies that all remanufactured short block claims submitted for reimbursement must have an accurate engine serial number from the short block being installed in the vehicle. Remanufactured short blocks serial numbers are M and six numbers or OKSE and six numbers.

Section 8.4.33.2.3.Part Price Review for Retail States- This new section explains the procedure to submit a request for a part price review for dealers located in retail states.

Section 8.4.43 Wheels – This section clarifies that Subaru of America, Inc. does not approve of repairs to or the use of "reconditioned" steel or aluminum road wheels. In addition, Subaru of America does not provide any coverage for the refinishing of steel or aluminum road wheels. It is recommended that you review this section in its entirety.

Section 11.2.1.1. Added Security Repair Expenses that Exceed \$1500.00 – This section clarifies that covered repair expenses that exceed \$1500 for total repair costs (excluding any rental or towing charges) require a prior SAS repair authorization.

Section 11.4.4.3. Road Hazard Tire Protection- This section explains there are now two options to contact Cross Country Motor Club for a Road Hazard Tire claim: Scan and email the tire repair order to subarutireclaims@agero.com OR Fax the tire repair order to 520-770-4802. It is recommended that you review this section in its entirety.

Section 12.1 Dealer Self Authorization- This section clarifies that dealers who meet Subaru of America's minimum standards and have written goodwill spending guidelines are eligible for expenditures of up to \$1500.00 per repair order.

Section 13.9 Fluids- Part number SOA635003 ATF/PS Fluid Dexron III is no longer used on any claim type. Part number SOA635040 ATF HP/PS Fluid is now used in its place. In addition several fluids have been added to the list of mandatory parts that must be supplied by SOA for all claims submitted to SOA.

Section 14.3 Standardized Claims Charge-back List – The following reason has been added to the Standardized Claims Charge-Back List of reasons why claims are typically, but not exclusively, debited: Reconditioning of in stock used vehicles and/or fleet rental vehicles under warranty.
