

Subaru Claims Policies and Procedures Manual Update Summary

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Subaru Claims Policies and Procedures Manual Update Summary

August 2014

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 3.1.2 Immediate Protection- The following items must be performed upon receipt of a new vehicle.

- Check both the auxiliary and restart batteries on hybrid models
- Remove any window/glass markings left from transport or storage.

Section 3.2.1 Storage Time Limits-The plastic wrap should not be left on a vehicle more than 120 days. This includes the protective wheel film.

Section 8.1.10 Retailer Indemnification Requests- This section explains the procedure to submit for an Indemnification Request from the Subaru of America Legal Department. It has been updated and it is recommended that you review this section in its entirety.

Section 8.2.1.2 Repurchased Vehicle Coverage- In the event that a repurchased vehicle is re-sold to a retail purchaser the Subaru Retailer should email the Repurchased Vehicle Sales Agreement to claimsteam@subaru.com and SOA will update the vehicle's warranty coverage period if applicable to additional coverage. See individual state statutes for coverage requirements.

Section 8.4.3 Adjustment Coverage- This section clarifies that adjustments to an individual component may only be reimbursed one time under the terms of this coverage.

Section 8.4.7 Alternate Transportation Program - The Subaru Alternate Transportation Program (ATP) is designed to provide retail Subaru customers with a substitute rental vehicle when specific circumstances exist. Eligibility for this policy has been changed from a repair requiring 8 hours or more to a repair that requires 4 hours or more to complete.

Section 8.4.9.2 Manufacturers by Component- The new Clarion Exchange Fax Form and the new

Fujitsu Ten Exchange Fax Form can be found on Subarunet under Service/ Forms/ Exchange or in Section 17 of this manual.

8.4.19 Electrical Wiring Repairs- SOA does not permit shielded or twisted pair wires to be repaired. This type of failure would necessitate a harness replacement.

Section 8.4.29 Oil Consumption – The new engine oil consumption test form is located on Subarunet/Service/Forms and in **Section 17.12** of this manual.

Section 8.4.39.1 Administrative Allowance – Sublet replacement of a seat cover or seat trim is eligible for 0.3 administrative allowance.

Section 9.9.2 Genuine Subaru Replacement Battery Warranty- Battery proration has been clarified. It is suggested that the section be reviewed in its entirety.

Section 11.4.4 Maintenance Plans- This section has three updates.

- There are now 3 Maintenance Plan intervals: 3,750, 6,000 and 7,500 miles.
- A Salvage Title vehicle does retain Added Security **Maintenance** coverage if the plan is active and recorded in the customer's name.
- Effective on SAS Maintenance Plans that are **sold** after 3-15-14 Roadside Assistance, Road Hazard Tire Protection and Trip Interruption will be eliminated with the exception of the **Anytime Maintenance Plan which will continue to have Roadside Assistance.**

Section 11.4.4.3 Road Hazard Tire Protection- This section has been updated with a new tire proration chart to be used to determine tire pro-rata coverage and expected reimbursement. Any claim submitted with a discrepancy between the tread depth and the mileage chart will be processed based on mileage. It is recommended that you review this section in its entirety.

Section 13.9 Fluids- Two new part numbers have been added to the list of expendable fluids.

- SOA635303- Automatic Transmission Cooler Flush 18 oz. can
- SOA65304 - CVTF II per quart

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SUBARU CLAIMS

POLICIES AND PROCEDURES

MANUAL

Modified 08-12-14

Section 1 - Introduction

1.1. Foreword

The purpose of this manual is to clearly define in a unified and consistent format Subaru of America, Inc's. (SOA) policies and procedures with regard to the following areas:

- Added Security
- Limited Warranties
- Policy Adjustment
- Recall/Campaigns
- Transportation

Any questions concerning the policies and procedures described in this Manual should be addressed to Subaru Claims Helpline or your District Parts and Service Manager.

This manual is confidential and is intended for use by Subaru Distributors and Authorized Subaru Retailers only.

Any exceptions to the policies and procedures stated in this Manual must be agreed to in writing by SOA.

The manual is effective as of August 2014, and supersedes all policies and procedures manuals previously issued for the above referenced areas, except as specifically noted herein.

SOA reserves the right to amend this manual at any time. Distributors and retailers will be notified in writing by SOA of any changes.

1.2 Subaru Claims Helpline

Our goal at the Subaru Claims Helpline is to make it easy for distributors and retailers to do business with SOA. We aim to achieve this goal by providing the following services:

Calls from distributors and retailers related to Transportation, Limited Warranties, Recall/Campaigns, Added Security, Policy Adjustment are made to:

1-866-SUBARU2 (1-866-782-2782)

Centralized retailer claims processing:

- Claims may be entered directly by retailers through one central processing system.
- Added Security
- Limited Warranties
- Policy Adjustment
- Recall/Campaigns
- Transportation

1.3 Telephone Support

- Index
 - 1.3.1 Telephone / FAX Numbers

1.3.1 Telephone / FAX Numbers

	Telephone	FAX
Retailer	1-866-SUBARU2 (1-866-782-2782)	
Customer	1-800-SUBARU3 (1-800-782-2783)	
Cross Country Roadside Assistance	1-800-261-2155	
Telephone Menu Items, See Below	1-866-782-2782	

1-866-SUBARU-2 Telephone Menu Items

Telephone Menu Items	
Parts Information Coordinator: Retailer assistance with parts ordering and parts questions.	PRESS "1"
Claims Helpline: Retailer assistance with warranty coverage, claims questions and claims administration.	PRESS "2"
Technical Helpline: Retailer assistance with repair technical questions.	PRESS "3"

Customers should call the Customer Service Helpline at 1-800-SUBARU3 (1-800-782-2783).

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1.4 Abbreviations

5EAT	Five Speed Electronic Automatic Transmission
4EAT	Four Speed Electronic Automatic Transmission
A/C	Air Conditioning
A/T	Automatic Transmission
ATP	Alternate Transportation Program
AWD	All Wheel Drive
CAL	California
CARB	California Air Resources Board
CDS	Customer/Retailer Service
CVJ	Constant Velocity Joint
CVT	Lineartronic™ Continuously Variable Transmission
DCS	Retailer Communication System
DMS	Retailer Management System
DOJ	Double Offset Joint
EPA	Environmental Protection Agency
ERO	Electronic Repair Order
EQMR	Electronic Quality Monitoring Report
FED	Federal
FJT	Free Ring Triport Joint
HEV	Hybrid Electric Vehicle
LTG	Labor Time Guide
M/T	Manual Transmission
PAR	Policy Adjustment Request
PDI	Pre Delivery Inspection
QMR	Quality Monitoring Report
RHD	Right Hand Drive
RO	Repair Order
SAS	Subaru Added Security
SOA	Subaru of America, Inc.
SOP	Special Ordered Part
SRS	Supplemental Restraint System (Air Bag)
VIN	Vehicle Identification Number
VOR	Vehicle Off Road

Section 2 - Transportation

2.1 Policy Statement

- **Index**
 - **2.1.1. National Transportation Damage Claims Program**
 - **2.1.2. Disclosure of Repaired Damage**
 - **2.1.3. Insurance**

Subaru of America, Inc. (SOA) has established Policies and Procedures related to New Vehicle Receipt. The retailer is responsible for ensuring that new vehicles are properly received and inspected and that all damage and/or missing items are documented in accordance with these Policies and Procedures.

The Procedures for the processing and settlement of transportation claims found in this section were established in accordance with government regulations and contractual agreement. Therefore, all retailer personnel involved with the receipt of new vehicles or with submitting transportation claims are required to understand and comply with the following Policies and Procedures.

For carrier service issues, please contact your Regional Distribution Manager.

2.1.1. National Transportation Damage Claims Program

SOA administers a National Transportation Damage Claims Program. The Program was established to simplify and expedite the settlement of transportation claims for retailers.

Transportation claims should be submitted as soon as repairs are completed and no later than 60 days after delivery.

Transportation claims will be reimbursed through the weekly ACH payment process. SOA will submit the transportation claim for recovery to the carrier on behalf of the retailer. Credits are subject to reversal if the carrier presents evidence to support an invalid claim. SOA does not assume liability for transportation damage.

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2.1.2. Disclosure of Repaired Damage

SOA will notify the retailer through the Regional Distribution Manager of repaired damage prior to retailer receipt of the vehicle. After receiving retailer acceptance, the vehicle will be shipped with a removable green sticker in the upper left inside corner of the vehicle's windshield. This sticker, marked with a bold black letter "A" will indicate to the retailer

that a damage repair has been performed on this vehicle. Details of the repair are found in the claims history of the vehicle.

Most states have adopted disclosure laws. Since these laws vary by state, retailer personnel should familiarize themselves with the laws that apply in their jurisdiction. It is the retailer's responsibility to comply with their state's laws in disclosing damage to the retail customer accordingly.

SOA's policy is that all damage shall be disclosed by the retailer to the customer to the extent required by applicable state law. SOA will assist retailers in fulfilling this obligation by providing repair documentation through the Vehicle Claim History on Subarunet.

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2.1.3. Insurance

The terms of the regulations under which vehicles are transported relieve the carrier of any liability for damage due to "Acts of God", including, but not limited to, storm, hail, wind, and flood. Therefore, it is the responsibility of each retailer to obtain adequate insurance for protection from loss due to these causes while the vehicle is in transit.

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2.2 New Vehicle Receipt

- **Index**
 - **2.2.1. Vehicle Inspection**
 - **2.2.2 Inspection Procedure**
 - **2.2.3. Documenting Damage**

SOA requires that all vehicles be accepted, regardless of condition, at the time of delivery.

The retailer is responsible for the careful and complete inspection of each vehicle at the time of delivery. Vehicles that are delivered during normal business hours are to be inspected immediately. All damage and/or missing items are to be noted on the delivery receipt as described in Section 2.2.3. The delivery receipt is the carrier's release of responsibility. Any condition omitted from the delivery receipt becomes the retailer's responsibility (except in cases of hidden damage or delayed inspection).

Write all the damage on the delivery receipt. Report excessive or major damage immediately to the Subaru Claims Helpline. If necessary, they will arrange for an inspection and evaluation of the damage. If it is determined that the vehicle cannot be repaired to a "new vehicle condition", SOA will repurchase or offer the vehicle to the retailer. Final disposition of the vehicle will be determined by SOA.

If vehicles cannot be inspected at the time of delivery or if hidden (undercarriage) damage is discovered, the "Delayed Inspection" or "Hidden Damage" procedures in section 2.4. and section 2.5. apply.

2.2.1 Vehicle Inspection

Generally, carrier regulations allow 1 hour of time for retailer inspection. The time begins when the final vehicle has been unloaded. It is suggested that the inspection begin as soon as the first vehicle has been off-loaded since carriers may charge for time delays beyond 1 hour and these costs may be charged to the retailer.

The retailer is responsible for thoroughly inspecting the condition of each vehicle for any damage and/or missing items and to describe these conditions on the delivery receipt at the time of delivery.

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2.2.2. Inspection Procedure

To avoid retailer liability for damage or losses while vehicles are in the carrier's possession, it is recommended that retailer personnel do not take part in vehicle unloading operations.

Prior to vehicles off-loading, notice how vehicles are secured and if there is any apparent undercarriage damage or any indication of fluid spillage or leakage.

As soon as the vehicles are off-loaded, inspect each vehicle in the presence of the driver. Carefully examine the following areas and immediately document any vehicle damage or missing items on the delivery receipt:

Vehicle Identification Number (VIN)

- Verify the vehicle's identification number (VIN) on the delivery receipt matches that of the actual vehicle.

Exterior Inspection

- Do not remove plastic wrap during initial inspection unless there is an indication of damage - plastic wrap is torn, dirty or scratched. The condition of the plastic wrap must be described on the delivery receipt. If damage is found under "undisturbed" plastic wrap, the repair is NOT recoverable as transportation damage. Such damage must be inspected by your District Parts and Service Manager for coverage determination. (See New Vehicle Care in Section 3.2.)
- Check all body panels, trim and paint finish for scratches, dents or fluid damage.
- Check the bodyline of the vehicle, paying careful attention to the fit of the hood with the fenders and the front bumper. Also, notice the clearance between the taillights and the rear bumper. Wider than normal clearances and/or too close tolerances between body panels should be noted on the delivery receipt with a statement of possible hidden damage (undercarriage).
- Check all glass for cracks, scratches or chips.
- Check all tires, including the spare, for cuts or punctures.
- Check under the hood for any missing equipment or evidence of leaking fluids.

Interior / Trunk Inspection

- Inspect all trim panels, upholstery, carpets, dash, sun visors, headliner and door trim.
- Check for tool kit, jack, wheel covers, keys and Owner Information Kit (OIK) and, if applicable, the Navigation DVD / SD card.

Monroney Label

- Verify the presence of accessories and optional equipment against the list on the label.

NOTE: Check for undercarriage damage as soon as possible, but no later than the next working day. (See "Hidden Damage" instructions in section 2.5.).

Anti-Rust Protective Wheel Film

Anti-rust Protective Wheel Film is applied to the wheels during production. This film is designed to prevent surface rust from forming on the brake rotors while reducing brake judder. The wheel film is intended for vehicle transportation and storage, including inventory storage at the retailer.

When possible, the film should remain on the wheels for the duration of the in-retailer storage period. The film should not be left on the wheels for more than six months. After this period, the film must be replaced. If the film is in need of replacement, new protective film is available through normal parts distribution channels.

The film must be removed prior to the customer taking delivery of the vehicle.

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2.2.3. Documenting Damage

Describe damage using the standard transportation damage codes. These codes consist of five numbers: The first two numbers describe the area of the vehicle, the second two numbers describe the type of damage and the fifth number represents the severity of the damage.

If a code cannot be located for the specific damage, write out a detailed description of the damage or missing items on the delivery receipt.

Include the following:

- The area of the damage on the vehicle (example: left front door)
- The type of damage (example: dent)
- The severity of the damage (size of the dent).

Warning: The signed delivery receipt is the carrier's release of responsibility. Damage that has not been identified on the delivery receipt, at the time of delivery, will result in claim denial (debit) except in cases of properly documented delayed inspection or hidden damage.

Please do not write "Factory Damage" on the delivery receipt. The carrier will automatically deny claims that contain this notation.

After inspection is completed and notations are made, the delivery receipt should be signed and dated by both driver and retailer.

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2.3 Major Damage

Vehicles received by the retailer with damage may require an inspection prior to being repaired. Should any of the following conditions exist, an inspection is required:

- Damage to the suspension or unitized frame.
- Replacement of a welded part or any repair requiring cutting or welding.
- Any damage that effects the safety of the vehicle.

Should any of the conditions listed above exist, please contact the Subaru Claims Helpline department at 1-866-SUBARU2 (1-866-782-2782) as soon as possible. The Subaru Claims Helpline will arrange for an inspection by an independent inspection company.

2.4 Delayed Inspection

Delayed inspections are only valid when one of the following conditions apply:

- Adverse Conditions

Vehicle inspection may be delayed when vehicles are delivered covered with snow, ice or other contaminants or if weather conditions are such that a full exterior inspection is not possible.

Under these condition, write, "Subject to Inspection" on the delivery receipt. Include a brief explanation as to why a delayed inspection was necessary.

- "After Hours" Delivery

In general, "after hours" delivery should not occur unless an authorized retailer representative has provided prior written consent. However, if vehicles are received when the retailer is closed, inspect the vehicles during the next business day.

Note: If any retailer personnel sign for vehicles received, the delivery receipt must indicate "after hours delivery" - "Subject to Inspection" (STI) and must include the date and time of delivery.

Remember, a signed delivery receipt, without any exceptions noted, releases the carrier from any damage liability, except for hidden damage (undercarriage).

If damage is found, written notification must be sent to the carrier within 2 business days from the time of vehicle delivery. Since the date of the "notification sent" must be verifiable, the notification should be sent Certified Mail, Return Receipt Requested or faxed to the carrier with a request of receipt confirmation from the carrier.

Maintain a file copy of the "Letter of Notification" sent to the carrier along with the certified mail return receipt. See section 17.5 for the Letter of Notification.

When the claim is entered into the system, the "notification" box must indicate "yes" and the reason for the delayed inspection is to be stated in "comments".

2.5 Hidden Damage

"Hidden" or "Concealed" damage applies to undercarriage damage only. Each vehicle should be inspected for hidden damage no later than the next business day after delivery. Put the vehicle on a lift and inspect the following areas:

- Exhaust System
- Suspension
- Under-body Sheet Metal
- Brake Lines
- Engine and Drive Line Components

If damage is found, written notification must be sent to the carrier within 2 business days from the time of vehicle delivery. Since the date of "notification sent" must be verifiable, the notification should be sent Certified Mail, Return Receipt Requested or faxed to the carrier with a request of receipt confirmation from the carrier.

Retain a file copy of the Letter of Notification sent to the carrier along with the Certified Mail Return Receipt.

2.6 Claim Authorization

Any total repair cost over \$800 requires an authorization code from the Subaru Claims Helpline (1-866-782-2782) for claim approval in the system. Please note that this claim authorization does not guarantee claim approval from the carrier. If proper procedures were not followed, the authorized claim can still be rejected or debited.

Repair Order number is required for authorization code to be given.

2.7 Conditions Not Covered under Transportation Damage

The following conditions are not to be submitted as transportation claims (alternate coverage may apply):

- Any damage found under the plastic wrap that was not evident from the condition of the plastic wrap. (Condition of the plastic wrap must be explained on the delivery receipt.)
- Fluid spillage damage. Repair costs associated with fluid spillage/stains are not recoverable from the carrier unless the fluid can be identified as hydraulic fluid from the truck or other causes that are the carriers' responsibility.
- Buffing or polishing paint surfaces.
- Paint defects.
- Any damages not noted on the delivery receipt at the time of delivery (except in cases of hidden damage or delayed inspection).

2.8 Classification of Damage

The following three (3) classifications have been established to define vehicle condition following transportation damage evaluation and/or repair:

(1) - Repair - New Vehicle Condition

Replacement of accessories, glass, tires, trim, bumpers or other "bolt-on" parts. Repair and/or refinish of any body panel (not to exceed four panels).

A vehicle in this classification may be repaired and sold as a new vehicle with a full warranty.

(2) - Repair - Used Vehicle Condition

Vehicles which cannot be repaired to "New Vehicle Condition" as described above, but which can be repaired to a safe driving condition shall be classified as "Used Vehicle Condition". Such repairs would include, but are not be limited to, minor straightening of undercarriage, any repair requiring cutting or welding, any damage that requires over 16 hours of repair, or the refinishing of five or more panels.

A vehicle in this classification will be repaired and sold only as a used vehicle. The balance of the SOA warranties remains in effect when "Genuine Subaru Parts" are used. However, the warranties shall not cover the workmanship of the retailer in such repairs.

(3) - Total Loss Vehicle Condition

Damages sustained to the extent that the vehicle's safety, integrity, and/or performance may be questioned, despite repairs, are classified as "Total Loss Vehicles". Examples of this type of damage include, but are not limited to, severe water, fire, smoke infiltration or major structural damage to the unibody. Vehicles with damage falling within this classification cannot be sold to consumers.

The vehicle will remain in the possession of SOA for final disposition in a manner which ensures the "Total Loss Vehicle" is never entered into commerce.

2.9 Part Salvage Notification

Whenever a damaged part is replaced, the carrier has the right to inspect and take possession of the part. If the damaged part is not available for inspection, the claim can be denied. Therefore, as protection against claim denial and to set a time limit for holding the damaged part, a "Letter of Notification" should be sent to the carrier. The notification should be sent Certified Mail, Return Receipt Requested. SOA provides a copy of the "Letter of Notification" that can be used (See Section 17.5). Maintain a file copy of the "Letter of Notification" sent to the carrier along with the Certified Mail Return Receipt.

The notification should specify the following:

- The vehicle identification number, delivery date and part replaced.
- Indicate the part will be held 60 days for inspection.

The part may then be disposed of 60 days following proper carrier notification.

2.10 Document Retention

Claim documentation such as delivery receipts, repair orders, letters of notification, sublet bills, photos, vehicle invoices and salvage records are to be retained on file. This information will be necessary in the event of a carrier claim dispute.

The recommended retention of these records is five years.

Section 3 - New Vehicle Care

3.1 Policy Statement

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 - **3.1.1 Vehicles Requiring Warranty Repairs**
 - **3.1.2 Immediate Protection**
 - **3.1.3 Extended Storage**

The retailer is responsible for ensuring that new vehicles are properly protected and maintained in accordance with procedures contained in this section. Damage, failure or deterioration resulting from improper storage procedures will become the sole responsibility of the retailer and are not considered a matter for warranty.

3.1.1 Vehicles Requiring Warranty Repairs

On rare occasions, the port may identify the need for a warranty repair to a vehicle. When possible, the repair will be performed prior to shipment of the vehicle to the retailer. In cases where the repair cannot be performed at the port, the retailer will be notified of the need for a warranty repair by placing a 5" by 5" black letter "W" on a yellow background on the driver's side upper inside windshield area. The retailer should remove this before retailing the vehicle after successfully completing the repair(s).

For each vehicle shipped with the "W" in the window, a retailer message will be sent from Port Operations with the vehicle information and a description of the needed repair(s).

This procedure is for warranty repairs to correct defects. It does not include transportation or marine damage repairs.

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3.1.2 Immediate Protection

The following items are to be performed immediately upon receipt of a new vehicle:

- Check Battery charge condition. Check both the auxiliary and restart batteries on hybrid models.¹
- Close all windows in order to prevent soiling of interior by dust or water.
- Remove any window/glass markings left from transport or storage.

Note: It is recommended that the exterior plastic wrap be left in place while the vehicle is stored on the retailer's lot. This includes the protective wheel film.

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3.1.3. Extended Storage

Vehicles stored longer than 60 days will require the following protective measures:

- Clean and wax all chrome and stainless steel trim.
- Cover the windshield, back glass and side glass to prevent sun fading and cracking of interior trim.
- Battery charge maintenance. Ensure the auxiliary and restart batteries on hybrid models are maintained.¹
- Ensure tires maintain over 40 psi while in storage.
Shield tires from direct sunlight.
Recheck tire pressure every two weeks. (Inflate as required to maintain over 40 pounds of pressure).
- Apply protective wax to the exterior of vehicles that have had the plastic wrap removed.

¹ Discharged batteries on new or used in-stock vehicles where the cause of the discharge is due to lack of maintenance are not warranted.

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3.2 Transit Protection

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 - **3.2.1. Storage Time Limits**
 - **3.2.2. Storage Protection**
 - **3.2.3. Inspection After Transit Plastic Wrap Removal**

After production, the factory applies a protective plastic wrap to the horizontal surfaces of the vehicle to reduce the risk of environmental fall-out and ultra-violet light paint damage.

3.2.1. Storage Time Limits

When possible, the plastic wrap should remain on the vehicle for the duration of the in-retailer storage period.

The plastic wrap should not be left on a vehicle more than 120 days. This includes the protective wheel film.

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3.2.2. Storage Protection

It is the retailer's responsibility to provide paint protection, such as wax, once the plastic wrap has been removed.

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3.2.3. Inspection After Transit Plastic Wrap Removal

All paint areas must be inspected immediately after the plastic wrap has been removed. Paint defects found under the plastic wrap may be eligible for repair under the terms of the Basic New Car Limited Warranty. Consult your District Parts and Service Manager for assistance.

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Section 4 - Pre Delivery Inspection (PDI)

4.1 Policy Statement

The Pre Delivery Inspection (PDI) process ensures that every new Subaru vehicle maintains high quality standards at the time of delivery to the customer. It is the selling retailer's responsibility to perform a PDI on each vehicle prior to its placement in demonstrator service, lease or sale to a retail customer.

4.2 Pre Delivery Inspection Check List

The inspection is to be performed by a trained technician using the Pre Delivery Inspection (PDI) Checklist found online at subarunet.com under: Service > Forms > Retailer PDI Checklist.

The checklist should be downloaded and completed by the technician. A copy should be presented to the customer at the time of retail sale. A copy should also be included in the vehicle file as validation of PDI completion.

4.3 Retailer Reimbursement for PDI

Reimbursement is based on the retailer's warranty labor rate multiplied by the applicable PDI labor hours. The PDI labor hours are published in the Subaru Labor Time Guide using the Model menu and selecting the applicable model and year. Included in this time is allowance for removing the plastic wrap from the vehicle.

Additional allowance for appearance preparation is included in the vehicle margin.

Adjustments needed to ensure the proper operation of a new vehicle may be claimed under the terms of the Basic New Car Limited Warranty adjustment policy.

Section 5 - Demonstrator Registration

5 Demonstrator Registration

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 - **5.1 Mileage Limits on In-Stock Vehicles**
 - **5.2 Warranty Application on Non-Registered Demonstrators**
 - **5.3 Warranty Start Date Adjustments**

Vehicles selected by the retailer to be placed into demonstrator service are to be registered with SOA as Demonstrators.

5.1 Mileage Limits on In-Stock Vehicles:

SOA considers any new in-stock vehicle with an odometer reading that exceeds 750 miles to be a demonstrator. Therefore, retailers are required to register any new in stock vehicle as a demonstrator when the vehicle's odometer reaches 750 miles.

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5.2 Warranty Application on Non-Registered Demonstrators:

New in-stock vehicles that have not been registered as demonstrators and have odometer readings that exceed 750 miles are not eligible for warranty coverage until the following occur:

- The vehicle is registered as a demonstrator.

and

- The demonstrator start date is adjusted to reflect 1 month in service for each 1,000 miles of use, however not earlier than the retailer vehicle receipt date.

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5.3 Warranty Start Date Adjustments:

Any retailer who sells or leases a new in-stock vehicle that was previously used as a demonstrator but did not register the vehicle as a demonstrator is subject to the following:

- The vehicle's warranty start date will be adjusted to reflect **1 month in service for each 1,000 miles of use.**
- The retailer will be required to indemnify SOA for any warranty related claims that occur between the expiration of the adjusted warranty dates and the improperly reported dates.

The Subaru New Vehicle Limited Warranties begin on the date the vehicle is registered in demonstrator service. The balance of all applicable warranties are offered to the first retail purchaser and all subsequent owners.

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Section 6 - Subaru Roadside Assistance

6.1 Policy Statement

Subaru of America, Inc. provides all owners of 2000 and subsequent model year Subaru vehicles with coverage in the Subaru Roadside Assistance program. The coverage term is the same as the Subaru Limited Warranty of three years (36 months) or 36,000 miles, whichever occurs first.

The Subaru Roadside Assistance program includes the following benefits:

- 24-hour Roadside Assistance, 365 days a year.
- Emergency Towing Service to the nearest authorized Subaru retailer.
- Emergency Roadside Assistance for:
 - Jump starts
 - Gasoline (up to 2 gallons)
 - Flat tire change
 - Emergency lockout service
 - Minor fluid replacement

To obtain Subaru Roadside Assistance services, the customer should call the 24-hour Toll-Free Number:

1-800-261-2155

And provide the following information to the Subaru Roadside Assistance customer service representative:

- The vehicle's 17 character Vehicle Identification Number (VIN)
- The vehicle's mileage
- The exact location and type of assistance required
- The vehicle's description and license plate number

Subaru Roadside Assistance membership coverage information and membership card are enclosed in each new car Owner Information Kit.

Services are provided through Cross Country Motor Club, Inc., Boston, MA 02155, except in Alaska, California, Hawaii, Oregon, Wisconsin, and Wyoming, where service are provided through Cross Country Motor Club of California, Inc., Boston, MA 02155.

Section 7 - Consumer Protection Laws

7.1 Introduction

All states have passed consumer protection legislation commonly referred to as "lemon laws." These laws provide a remedy to customers for vehicles which have undergone "excessive" warranty repairs.

Since these laws vary in different states, it is advised that retailer personnel familiarize themselves with the laws that apply in their location.

These laws typically limit the number of repair attempts for the same non-conformity and/or the cumulative number of days a vehicle is out of service for all warranty repairs. As a penalty for exceeding the permitted number of warranty repair attempts and/or the permitted number of warranty repair days, a vehicle owner may be entitled to return his or her vehicle and obtain either a refund of the purchase price or a comparable replacement vehicle, but only if the warranty problem substantially impairs the use, safety or value of the vehicle.

7.2 Purpose

The purpose of this policy is to outline the retailer and distributor responsibilities in identifying and eliminating warranty repair problems before either the permitted number of warranty repair attempts are undertaken or the permitted number of days to make warranty repairs is exceeded.

7.3 Applicability

This policy applies to all retailers and distributors.

Where permitted by law, any retailer or distributor that fails to carry out its responsibilities under this policy as detailed within will be held fully responsible for compensating vehicle owners for damages to which those owners may be entitled under state "lemon laws", including, but not limited to, refunding the purchase price or replacing the vehicle.

7.4 Retailer Responsibilities

Each time a Subaru owner requests warranty repairs on a vehicle, the following questions must be asked of the owner or the person bringing the vehicle in for service. If the vehicle is being dropped off during non-business hours, the owner should be contacted to answer these questions. The answers must be appropriately noted on the Repair Order:

- Date of sale and state where purchased
- For each item requested to be repaired under warranty, ask the customer if this repair had been requested previously and note on the R. O. "2nd attempt", etc. as applicable.
- After completing the Repair Order, but before obtaining the owner's signature, ask the owner how many total days the vehicle has been in the shop for warranty service (not maintenance). (If the owner normally does business with your retailer, this should be looked up in your service file. Ask the owner, "Have you had any service elsewhere?" The answer to the number of days out of service should be noted at the lower portion or the unused side of the R. O. (Example: "Vehicle in shop for warranty repairs a total of 11 days to date"). The owner's signature should be obtained at this time. NOTE: If a transient or visiting owner is reluctant or hesitant to cooperate, a vehicle history can be obtained through Subarunet or by contacting Customer/Retailer Services at 1-800-782-2782.

Under the following circumstances, it is REQUIRED that an "Urgent Request For Customer Assistance Form" be submitted PRIOR to commencing repairs. Submit the form to Customer Retailer Services via electronic mail or fax. Include all repair orders that are on file for this vehicle.

- The vehicle has already been out of service for any and all warranty repairs a total of 10 or more calendar days.
- The warranty repair is a second or subsequent attempt.
- The warranty repair is first attempt for a safety concern.

When it is determined that any warrantable repair(s) will cause the vehicle to be out of service for more than 3 business days (this includes parts delays, or lengthy repair processes, etc.) an Urgent Request For Customer Assistance must be submitted immediately.

The Urgent Request for Customer Assistance should contain detailed information about the concern even if a separate sheet of paper needs to be attached. All repair orders on file for this vehicle (including maintenance) should be attached. Any and all aftermarket or performance parts and accessories that are on the vehicle must be noted in this document (including accessories installed by the customer, retailer, etc.). The overall condition of the vehicle should also be noted (i.e., body damage, tire specification variations, etc).

Additionally, it is requested that each service advisor and service manager review repair situations when closing out repair orders each day. This will increase awareness of potential problems. The repair order write up procedures listed above are customary and have always been utilized by well-trained, successful service advisors. With your cooperation in communicating this information to CDS and your SOA Field Representative/Distributor, unpleasant and costly incidents can be avoided.

7.5 Warranty Responsibilities

SOA's experience in resolving lemon law cases indicates that some retailers have failed to comply with sections 7.4 and 7.5. State lemon laws generally provide that after a certain number of repair attempts or a certain number of cumulative days out of service, a legal presumption arises that a vehicle is unable to be repaired and must be replaced or repurchased. Therefore, some buyback situations have been created by retailers who have caused the repair attempt/downtime presumption by either physically damaging an owner's vehicle or performing improper repairs. SOA will hold any distributor or retailer financially responsible for such non-compliance. Except in states where prohibited by law, SOA will issue debits to the distributor or retailer for judgment or settlement amounts paid by SOA including, but not limited to, the following situations:

- Conduct by a distributor and/or retailer created or contributed to the buyback situation. The amount of debit will be SOA's net loss, i.e., the difference between the award payment to the consumer and recovery amount after resale of the returned vehicle. A "pro-rated" amount of shared financial responsibility will apply in cases where the repair attempts/downtime limits were exceeded by a combination of valid product failures and improper procedural handling by the retailer and distributor.
- The cost of non-authorized accessories, chemical treatments, extended service contracts (other than Added Security) or retailer "extra profit", inflated freight or preparation charges, whether or not the buyback was caused by retailer or distributor fault.

The debit amount to be passed on to the retailer will be determined and documentation or other information substantiating the actions taken by SOA will be furnished to the distributor and/or retailer.

Section 8 - Warranty Statements

8.1 Warranty Statements

8.1.1 Who Makes The Warranties

These warranties are made by:

Subaru of America, Inc. ("SOA")*
Subaru Plaza
PO Box 6000
Cherry Hill, NJ 08034-6000

*For vehicles delivered in Hawaii only, this warranty is made by Subaru Hawaii, Pukoloa Street, Suite 202, Honolulu, Hawaii, 96819, which is solely responsible for all matters related to the warranty on such vehicles. For simplicity in this warranty only, Subaru Hawaii, will also be called "SOA".

8.1.2 When These Warranties Apply

These warranties only apply if the vehicle was imported or distributed by SOA and sold to the first retail purchaser by an Authorized Subaru Retailer in the United States.

Any and all repairs must be performed by an Authorized Subaru Retailer located in the United States.

Every owner of the vehicle during the warranty period shall be entitled to the benefits of these warranties.

If the vehicle is sold or otherwise transferred, it is recommended and requested that the new owner send written notice of the transfer of ownership to SOA at the address indicated above.

8.1.3 Warranty Periods

Warranty coverage begins on the date the vehicle is delivered to the first retail purchaser.

or

If the vehicle was used as a demonstrator or company vehicle before being sold at retail, warranty coverage begins on the date the vehicle was first placed in such service.

or

If the vehicle was repurchased and resold to a retail purchaser, warranty coverage begins on the date the vehicle was resold.

8.1.4 What Is Covered

These warranties cover any repairs needed to correct defects in material or workmanship reported during the applicable warranty period and which occur under normal use:

- In any part of the Subaru vehicle which is identified on the inside front cover of the Warranty and Maintenance Booklet (the "vehicle"),
- In any part of any genuine SOA optional accessories.*

In addition, adjustment services are covered one time only during the first 36 months/36,000 miles of operation, whichever occurs first. For the applicable warranty adjustment period see **section 8.3**.

* Genuine Subaru Accessories are specifically designed, approved, and supplied by SOA for installation on Subaru vehicles. The Subaru Limited Warranties cover any repairs needed to correct defects in material or workmanship, which occur under normal use, in any Genuine Subaru Replacement Part or Accessory. This warranty only applies to a Genuine Subaru Replacement Part or Accessory purchased for use on an applicable Subaru vehicle from an Authorized Subaru Retailer located in the United States.

8.1.5 Repairs at No Charge

Defective parts will be repaired, or at the option of SOA or an Authorized Subaru Retailer, replaced with a new or remanufactured part without charge for labor and materials.

8.1.6 Obtaining Repairs

Warranty claims must be made as soon as reasonably possible after a defect is discovered, but before the end of warranty coverage on the particular part.

It is recommended that warranty repairs be performed by the Authorized Subaru Retailer who sold the vehicle, although warranty service will be performed by any Authorized Subaru Retailer anywhere in the United States.

When a warranty repair is needed, the vehicle must be brought to a Authorized Subaru Retailer's place of business during normal business hours.

A reasonable time must be allowed for the retailer to perform necessary repairs. Within the New Vehicle Limited Warranty period if any part needed to make repairs, is temporarily unavailable anywhere in the United States, the customer may be eligible under the terms of the Subaru Owner Assistance Alternate Transportation Program for a substitute vehicle during the time the vehicle is out of service for warranty repairs.

8.1.7 Maintenance Responsibilities

It is the owner's responsibility:

- To have all scheduled inspection and maintenance services performed at the times and mileages recommended in the Warranty and Maintenance Booklet for the respective model and model year vehicle,

and

- To retain proof that inspection and maintenance services are performed when recommended.

One method of proof is for the owner to have each maintenance service record validated in the Warranty and Maintenance Booklet at the proper time or mileage by the Authorized Subaru Retailer or other service facility performing the service.

The owner is also responsible for checking such items as fluid levels and tire pressure regularly.

8.1.8 General

Under these warranties, parts that malfunction or fail during the warranty period as a result of a manufacturing defect will be repaired without charge. The servicing Authorized Subaru Retailer also will replace, without charge, all lubricants and fluids which become contaminated as a result of making any such repairs.

SOA, its Distributors, and Authorized Subaru Retailers reserve the right to make changes in vehicles sold by them at any time without incurring any obligation to make the same or similar changes in vehicles previously sold by them.

THESE WARRANTIES AND THE EMISSION RELATED WARRANTIES APPEARING ELSEWHERE IN THIS SECTION ARE THE ONLY EXPRESS WARRANTIES BY SOA ON THE VEHICLE AND ON THE GENUINE SUBARU ACCESSORIES INSTALLED ON THE VEHICLE PRIOR TO DELIVERY.

THESE WARRANTIES ARE IN LIEU OF ALL OTHER OBLIGATIONS, LIABILITIES OR WARRANTIES, WHETHER EXPRESS OR IMPLIED. ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE END AT THE SAME TIME COVERAGE ON THE PARTICULAR COMPONENT ENDS.

SOA, its Distributors and Authorized Subaru Retailers do not authorize any person to assume for any of them any obligations or liabilities greater than or different from those set forth in these warranties. Some states do not allow limitations on how long an implied warranty lasts, so the above limitations may not apply. These warranties give the owner specific legal rights, and the owner may also have other rights which vary from state to state.

8.1.9 What is Not Covered

The following items, situations, or events are not eligible for warranty coverage:

- **Parts Covered by Other Warranties**

These warranties **do not cover** any parts which are covered by their own separate warranties, including, but not limited to, tires.

- **Maintenance and Adjustment Services; Normal Deterioration**

These warranties **do not cover** the cost of parts or labor involved in performing any of the following:

- Normal maintenance services and scheduled maintenance items.
- Normal deterioration of paint, soft trim and appearance items.

- **Damage or Malfunction Due to Improper Repair or Unauthorized Parts**

These warranties **do not cover** any part which malfunctions, fails or is damaged due to any unauthorized alteration or modification made to the car such as the removal of parts or the installation of parts, equipment or accessories or improper repairs or adjustments not approved or recommended by SOA.

- **Damage or Malfunction Due to Abuse, Neglect, Accident or Fire**

These warranties **do not cover** any part which malfunctions, fails or is damaged due to objects striking the car, road hazards, whether on or off the road, accident, fire, neglect, abuse, or any other cause beyond the control of SOA.

- **Damage Caused by a Non-Covered, Unauthorized Part**

These warranties **do not cover** damage to a covered component directly caused by the failure of a non-covered part, accessory or occurrence of event.

- **Damage Caused Due to Use of Vehicle in Competitive Events**

These warranties **do not cover** damage to any component that is the result of operating the vehicle in any competition or racing event.

- **Damage or Malfunction Due to Lack of Maintenance or Failure to Follow Instructions**

These warranties **do not cover** any part which malfunctions, fails or is damaged due to a failure to follow the operating instructions set forth in the Owner's Manual (e.g., failure to use proper fuel) or a failure to follow the Schedule of Recommended Inspection and Maintenance Services set forth in the Warranty and

Maintenance Booklet. Damage to the fuel system or drivability problems which result from the use of improper fuel are not covered under the Subaru Limited warranty.

- **Damage Caused by the Environment**

These warranties **do not cover** damage caused by salt, water, flooding, hail, windstorm, lightning, extreme temperatures, airborne fallout (which includes, but is not limited to, chemicals, tree sap, bird droppings), or any other environmental cause.

- **Repairs by Non-Authorized Subaru Retailers**

Labor and material expenses for repairs performed at any facility other than that of an Authorized Subaru Retailer **are not covered**. (Exceptions for Emergency Repairs, see section 8.4.20)

- **Applied Chemicals**

These warranties **do not cover** any part or the vehicle's finish which is damaged by adding or applying chemicals other than those approved or recommended by SOA.

- **Commercial Use**

These warranties **do not cover** any part which malfunctions, fails or is damaged due to commercial use of the vehicle, unless this exclusion is expressly waived in writing by SOA.

- **Damage Caused By a Non-Covered Part**

These warranties **do not cover** damage to a covered component directly caused by the failure of a non-covered part or event.

- **Vehicles Ineligible for Warranty Coverage**

The vehicle **is not eligible** for warranty coverage if:

- The vehicle identification number is altered or cannot be read.
- The vehicle has been declared a total loss or sold for salvage purposes.
- The vehicle has been dismantled, destroyed or changed in such a manner that constitutes a material alteration of its original construction.
- The odometer mileage has been changed so that mileage cannot be readily determined.
- The vehicle is ever used in any race or other competitive event.

- **Other Expenses**

SOA, ITS DISTRIBUTORS, AND AUTHORIZED SUBARU RETAILERS SHALL NOT BE LIABLE FOR ANY LOSS OF USE OF THE VEHICLE; FOR ANY ALTERNATE TRANSPORTATION, LODGING, FOOD OR TELEPHONE EXPENSES; FOR ANY DAMAGE TO GOODS, COMMERCIAL LOSS, LOSS OF TIME OR INCONVENIENCE; OR FOR ANY OTHER INCIDENTAL OR CONSEQUENTIAL DAMAGES.

Some states do not allow the exclusion or limitation of incidental or consequential damages; therefore, the above limitation or exclusion may not apply.

8.2 Warranty Coverage

8.2.1 Basic New Car Limited Warranty

- **Index**
 - **8.2.1.1. Adjustment Coverage**
 - **8.2.1.2. Repurchased Vehicle Coverage**

The Basic New Car Limited Warranty covers repairs necessary to correct defects in material and workmanship. Subject to the exclusions listed within this warranty, it covers the entire vehicle.

The duration of coverage may be found in the Model Year Warranty Coverage Guide that applies to the vehicle. (See **section 8.3**)

8.2.1.1. Adjustment Coverage

In addition adjustment services are covered one time only for the applicable adjustment warranty period. The duration of coverage may be found in the Model Year Warranty Coverage Guide that applies to the vehicle. (See **section 8.3**)

8.2.1.2. Repurchased Vehicle Coverage

This coverage begins on the date a repurchased vehicle is resold to a retail purchaser. The period of coverage is determined by the state in which the vehicle is resold. All applicable manufacturer limited warranties remain in effect. If the remainder of the Basic New Car Limited Warranty is greater than that set forth as required by state law, the purchaser will be entitled to the greater warranty.

Subaru Retailers should email the Repurchased Vehicle Sales Agreement to claimsteam@subaru.com and SOA will update the vehicles warranty coverage period. The period of coverage can be determined for a specific vehicle by accessing a Vehicle Coverage Inquiry in Subarunet.

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8.2.2 Wear Item Limited Warranty

The Wear Item Limited Warranty applies to:

- Brake pad/shoe linings
- Clutch disk
- Remote transmitter batteries
- Wiper blades

The duration of coverage may be found in the Model Year Warranty Coverage Guide that applies to the vehicle (**section 8.3**).

8.2.3 Seat Belt Lifetime Limited Warranty

The Seat Belt Lifetime Limited Warranty coverage lasts for the useful life of the vehicle. Coverage includes seat belts and related components which fail to function properly during normal use.

This warranty *does not apply* to:

- Cosmetic appearance, such as color fading, when the seat belts function properly.
- Any electrical related components or body anchor points.

8.2.4 Powertrain Limited Warranty

- **Index**
 - **8.2.4.1. Rear Wheel Bearing Warranty Extension**

The Powertrain Limited Warranty coverage includes specific major powertrain components that vary by model year.

The duration of coverage can be found in the applicable Model Year Warranty Coverage in **Section 8.3**. For specific item coverage refer to the Subaru Labor Time Guide.

8.2.4.1. Rear Wheel Bearing Warranty Extension

This Powertrain Limited Warranty extension is effective with certain 2005 and 2006 model year vehicles.

For owners of affected vehicles, SOA is extending coverage under the Subaru Limited Warranty for rear wheel bearing noise to a period of 8 years or 100,000 miles, whichever occurs first. Warranty coverage begins on the date the vehicle was delivered to the first retail purchaser. If the vehicle was used as a demonstrator or company vehicle before being sold at retail, warranty coverage begins on the date the vehicle was first placed in such a service. Should one or both of the vehicles rear wheel bearings require replacement as a result of a noise condition within this extended warranty period, the repair is to be performed free of charge to the customer.

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8.2.5 Rust Perforation Limited Warranty

The Rust Perforation Limited Warranty coverage applies to **perforation due to corrosion only**.

Perforation is a rust-through condition, such as an actual hole in a sheet metal panel. Subject to the exclusions listed in this warranty, defective original sheet metal body panels that are rusted completely through from the inside out (perforated by corrosion) will be repaired or, at the option of SOA or the Subaru retailer, replaced without charge for labor and materials.

SOA or the Subaru retailer reserves the right to decide whether painting the repaired or replaced panel to match the original finish is feasible.

SOA will not, under any circumstances, pay for painting the entire vehicle solely to match paint color.

The following items are not covered:

- Cosmetic or surface corrosion, such as that caused by stone chips or scratches in the paint.
- Rusting of the outside of the underbody (floor pan) or any other part of the vehicle except body panels.
- Rust resulting from alteration of any body panels.
- Rust as a result of damage to paint caused by normal road hazards such as stones or other debris.
- Body panel rust caused by abuse, lack of maintenance, or damage to the vehicle.
- Rust caused by sand, mud, salt, submergence of a body panel in water, exposure to industrial fallout, chemical fallout, tree sap, bird droppings, hail, or other causes beyond the control of SOA.
- Replacement body sheet metal panels.
- Other items listed under "What is Not Covered." (see section 8.1.10).

Since the vehicle was designed and built to resist corrosion, use of additional rust inhibiting materials is not necessary and not a requirement for coverage under this warranty. Whether to obtain such additional protection is the owner's decision.

8.2.6 Federal Emission Control Systems Warranties

- **Index**
 - **8.2.6.1. Limited Warranties On Federal Specification Emission Control Systems**
 - **8.2.6.2. Federal Emissions Performance Warranty Coverage**
 - **8.2.6.3. Federal Emissions Defect Warranty Coverage**
 - **8.2.6.3.1. Federal Emissions Defect Warranty Parts List**
 - **8.2.6.4. Federal Emissions Extended Defect Warranty Coverage**
 - **8.2.6.4.1. Federal Emissions Extended Defect Warranty Parts List .**
 - **8.2.6.5. What SOA Will Do; How To Get Warranty Service**
 - **8.2.6.6. Owner’s Maintenance Responsibilities**
 - **8.2.6.6.1. Recommendations For Maintenance Service Replacement Parts**
 - **8.2.6.7. What Is Not Covered**

The following is the Subaru of America, Inc., new vehicle Federal emission control warranty statements which apply to cars distributed by SOA within the United States. These warranties do apply to cars sold and registered in states which have adopted California Specification Emission Control Systems and Warranties.*

- California vehicles destined for sale in New York or other states that adopt California standards are subject to the same Federal emissions warranty as other motor vehicles. This Federal warranty is in addition to, and not voided by, the applicable state standards and/or warranty.
- Every owner of the vehicle during the warranty period shall be entitled to the benefits of these warranties.

THE FEDERAL EMISSION PERFORMANCE OR DEFECT WARRANTIES MAY BE SUBJECT TO FUTURE GOVERNMENTAL REGULATORY ACTION. SUBARU OF AMERICA, INC., RESERVES THE RIGHT TO CHANGE THE TERMS OF THE WARRANTY TO BE CONSISTENT WITH THESE ACTIONS. THE RETAILER WILL BE NOTIFIED BY SOA OF ANY CHANGES SHOULD THEY OCCUR.

* California, Connecticut, Delaware, Maine, Maryland, Massachusetts, New Jersey, New York, Oregon, Pennsylvania, Rhode Island, Vermont and Washington. See Section 8.3 for a list of model and state applicability by model year.

8.2.6.1. Limited Warranties On Federal Specification Emission Control Systems
Subaru of America, Inc. (SOA)** warrants to the owner of the Subaru vehicle which is identified on the inside front cover of the Warranty and Maintenance Booklet (the “vehicle”) that the vehicle (1) was designed, built and equipped so as to conform at the

time of sale with all applicable regulations of the U.S. Environmental Protection Agency (EPA) including section 207(a) of the Clean Air Act (CAA) and (2) is free from defects in materials and workmanship which cause it to fail to conform with those regulations. Items that require scheduled replacement are warranted up to the replacement interval as specified in the schedule of inspection and maintenance services listed in the Warranty and Maintenance Booklet. The warranty period shall begin on the date the vehicle is delivered to the first retail purchaser, or if the vehicle is first placed in service as a demonstrator or company vehicle prior to sale at retail, on the date the vehicle is first placed in such service. Exceptions to these warranties are listed under the heading "What is Not Covered."

For further information on Emissions Warranty, the vehicle owner may contact the U.S. Environmental Protection Agency at the following address:

**U.S. Environmental Protection Agency
Compliance Division
Light Duty Vehicle Group
2000 Traverwood Drive
Ann Arbor, MI 48105
Attn: Warranty Claims**

** For vehicles delivered in Hawaii only, Subaru Hawaii., 2850-A Pukoloa St., Suite 202, Honolulu, Hawaii, 96819, has assumed all of the obligations of SOA under this warranty.

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8.2.6.2. Federal Emissions Performance Warranty Coverage

Some states and local jurisdictions have established periodic vehicle emissions tests to encourage proper vehicle maintenance. If within the 2 years/24,000 miles, whichever comes first, emissions performance warranty period, the vehicle fails an emissions test approved by the U.S. Environmental Protection Agency (EPA) which is required by the state or local government where the vehicle is registered for use, the Subaru vehicle is eligible for coverage under this warranty provided all of the following conditions apply:

- The vehicle has been maintained and operated in accordance with the instructions for proper maintenance and use set forth in the Owner's Manual and in the Warranty and Maintenance Booklets supplied with the vehicle.
- The vehicle fails to conform during the warranty period of 2 years/ 24,000 miles, whichever comes first, to the applicable emission standards of the EPA as judged by an EPA-approved emissions test.

and

- The failure to conform, results or will result in the owner of the vehicle having to bear a penalty or other sanction (including the denial of the right to use the vehicle) under local, state or federal law if the nonconformity is not remedied within a specified period of time.

If the vehicle is eligible for coverage under this warranty, any non-conformities in the vehicle which cause it to fail an EPA approved emissions test will be repaired, or at the

option of SOA or an Authorized Subaru Retailer, replaced using new or remanufactured parts or adjusted to proper specifications, at no charge to the owner for labor and materials (including necessary adjustments and diagnosis), in order to make the vehicle comply with applicable emissions standards of EPA. No claim under this warranty will be denied on the basis of your use of a properly installed EPA certified emissions part for maintenance and repair.

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8.2.6.3. Federal Emissions Defect Warranty Coverage

If within the Federal Emissions Defect Warranty period, any defective emission control part identified on the federal emission warranty parts list fails, it will be repaired or, at the option of SOA or an Authorized Subaru Retailer, replaced with a new or remanufactured part without charge to you for labor and materials.

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8.2.6.3.1. Federal Emissions Defect Warranty Parts List

Powertrain Control System

- ABS Control Module
- Accelerator Position Sensor
- Air/Fuel Ratio Sensor
- Data Link Connector (OBDII System)
- Electric Coolant Fan Relays
- Engine Control Module (ECM)
- Engine Coolant Temperature Sensor
- Intake Air Temperature Sensor
- Malfunction Indicator Lamp
- Manifold Absolute Pressure Sensor (MAP)
- Mass Air Flow Meter
- Oxygen Sensor
- Rocker Arm and Shaft Sub-assembly (Intake)
- Thermostat
- Throttle Position Sensor
- Vehicle Speed Sensor

Transmission Control System

- Manual Transmission Neutral Switch
- Stop Light Switch
- Transmission Control Module (TCM)
- Transmission Control Valve Assembly
- Transmission Inhibitor Switch
- Transmission Sensor and Harness Assembly
- Revolution AT Sensor Assembly

Fuel Management System

- Fuel Injectors
- Fuel Pressure Regulator

Fuel Pump (Including Controller, Relay, Resistor)
Fuel Pump Controller
Fuel Pump Relay
Fuel Pump Resistor
Fuel Rollover Valve
Fuel Tank
Fuel Tank Filler Pipe
Fuel Tank Level Sensor
Fuel Temperature Sensor
Two-way Valve

Air Management System

Air By-Pass Valve (Turbo Pressure Control)
Air Intake Ducts
Duty Solenoid Valve
Idle Air Control Valve
Intercooler Assembly
Intake Manifold
Throttle Body Assembly
Solenoid Valve for Air Assist-Injectors
Tumble Generator Valve
Turbocharger Assembly
Turbocharger Duty Solenoid Valve
Valve Lifter

Ignition System

Crankshaft Position Sensor
Camshaft Position Sensor
Camshaft Sprocket Assembly (Intake)
Ignition Coil
Ignition Igniter
Ignition Relay
Knock Sensor
Resistor Spark Plugs and Ignition Wires

Catalytic Converter System

Catalytic Converters
Exhaust Manifolds
Exhaust Temperature Sensor

Positive Crankcase Ventilation System

Oil Filler Cap
Oil Flow Control Solenoid Valve
Oil Switching Solenoid Valve
PCV Valve (and Diagnosis Connector)

Exhaust Gas Recirculation System

Electronic Controlled EGR Valve (not Turbo)

Secondary Air Injection System

Secondary Air Combination Valve (Some with Atmospheric Pressure Sensor)

Secondary Air Pump

Evaporative Emission Control System

Atmospheric Pressure Solenoid Valve (ORVR)

Atmospheric Pressure Sensor

Evaporative Canister (Including Purge Valve)

Evaporative Canister Drain Valve (ORVR)

Evaporative Canister Filter

Evaporative Canister Valve

Evaporative Fuel Cut Valve

Evaporative Purge Solenoid Valve

Fuel Cut Valve

Fuel Filler Cap

Fuel Tank Pressure Sensor

Purge Valve

Solenoid Valve for Tank Pressure Sensor

Filler Valve

Vent Valve

Miscellaneous items used in conjunction with the repair of the above components are covered:

- Actuators
- Belts
- Boots
- Clamps
- Connectors
- Ducts
- Fittings
- Gaskets
- Grommets
- Hoses
- Housings
- Mounting Hardware
- Pipes
- Pulleys
- Relays
- Sealing Devices
- Sensors
- Springs
- Tubes
- Valves
- Wiring

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8.2.6.4. Federal Emissions Extended Defect Warranty Coverage

Within the Federal Emissions Extended Defect Warranty Coverage period, specific major emissions control components - catalytic converter, electronic emissions control unit, Hybrid Electric Vehicle battery and the onboard emissions diagnostic device - are also covered by the emissions defect warranty.

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8.2.6.4.1. Federal Emissions Extended Defect Warranty Parts List

- Catalytic Converters (Front and Rear)
- Engine Control Module (Electronic Emissions Control Unit/Onboard Emissions Diagnostic Device)
- Hybrid Electric (Ni-Mh) battery
- Hybrid Electric Vehicle (Ni-MH) Battery
- Active Grill Air Shutter (AGAS)
- Brake Light Switch
- Brake Pedal Assembly (with stroke sensor)
- Cooling Fan for HEV Battery
- Current Sensor for Drive HEV Motor
- Electric Oil Pump for CVT (with wiring harness)
- HEV Unit
- Inverter for Electric Oil Pump
- IPU (inverter for drive HEV Motor in CVT)
- MCU (Motor Control Unit)
- Motor Unit Assembly
- Out Temperature Sensor for AGAS

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8.2.6.5. What SOA Will Do; How To Get Warranty Service

Defective parts will be repaired or, at the option of SOA or an Authorized Subaru Retailer, replaced with a new or remanufactured part without charge for labor and materials.

Warranty claims must be made as soon as reasonably possible after a defect is discovered, but before the end of warranty coverage.

It is recommended that warranty service be performed by the Subaru retailer who sold the vehicle, although warranty service will be performed by an Authorized Subaru Retailer located anywhere in the United States.

The vehicle must be brought to a Subaru retailer's place of business during normal business hours. The vehicle owner will be notified in writing, as needed, to whether or not the repair qualifies under the warranty within a reasonable time period (not to exceed 30 days after receipt of the vehicle by the retailer, or within the time period required by local or state law). In all cases, a reasonable time must be allowed for the warranty repair to be completed after the vehicle is received by the retailer.

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8.2.6.6. Owner's Maintenance Responsibilities

It is the owner's responsibility to have all required scheduled maintenance services performed at the times and mileages stated in the Owner's Manual and Warranty and Service Booklets.

SOA recommends that the owner retain receipts and maintenance records which show that the required maintenance services have been performed at the stated intervals.

SOA will not deny a warranty claim solely because the owner has no record of maintenance; however, SOA may deny a warranty claim if the owner's failure to perform required maintenance resulted in the failure of the warranted part.

The receipts and maintenance records should be given to each subsequent owner of the vehicle.

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8.2.6.6.1. Recommendations For Maintenance Service Replacement Parts

It is recommended that any replacement parts used for maintenance, repair or replacement of emission control systems be Genuine Subaru Replacement Parts.

Without invalidating this warranty, the owner may elect to have maintenance, replacement or repair of the emission control devices and systems performed by any automotive repair establishment or individual, and may elect to use parts other than Genuine Subaru Replacement Parts for such maintenance, replacement or repair. However, the cost of such service or parts will not be covered under this warranty.

Use of replacement parts which are not of equivalent quality to Genuine Subaru Replacement Parts may impair the effectiveness of emission control systems.

If other than Genuine Subaru Replacement Parts are used for maintenance, replacement or repair of components affecting emission control, the owner should assure himself that such parts are warranted by their manufacturers to be equivalent to Genuine Subaru Replacement Parts in performance and durability. SOA, however, assumes no liability under this warranty with respect to parts other than Genuine Subaru Replacement Parts.

The use of replacement parts which are not authorized by Subaru does not invalidate the warranty on other components unless the non-authorized parts cause damage to warranted parts.

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8.2.6.7. What Is Not Covered

These warranties **do not cover**:

- The performance of scheduled maintenance services including the replacement of parts (such as spark plugs and filters), beyond the scheduled maintenance period.
- Tune-ups, under any circumstances.
- The vehicle if the vehicle identification number is altered or cannot be read; if the vehicle has been declared a total loss or is sold for salvage purposes; if the odometer mileage has been changed so that mileage cannot be readily determined.
- The emission system if it is damaged.

- The vehicle, if the vehicle is ever used in any race or other competitive event.
- Material and labor expenses for repairs or diagnostic work performed at any facility other than that of an Authorized Subaru Retailer, except in the case of an emergency.

These warranties **do not cover** any part which malfunctions, fails or is damaged due to:

- Objects striking the vehicle or any road hazards, whether on or off the road.
- Collision, accident, fire, flooding, abuse, neglect, tampering, disconnection, misuse, or other events beyond the control of SOA.
- Failure to follow the operating instructions set forth in the Owner's Manual.
- Improper or inadequate maintenance.
- Improper installation, adjustment or repair of the vehicle or of any warranted part unless performed by an Authorized Subaru Retailer during warranty repair work.
- Alterations by changing, adding to or removing parts from the vehicle.
- Failure to follow recommendations on fuel use contained in the owner's manual. Fuel system damage or drivability problems which result from the use of improper fuel.
- Dismantling the vehicle or changes in such a manner that constitute a material alteration of its original construction.
- Damage to a covered part directly caused by the failure of a non-covered part or event.
- Damage caused by adding or applying chemicals other than those approved or recommended by SOA.

SOA, ITS DISTRIBUTORS, AND AUTHORIZED SUBARU RETAILERS SHALL NOT BE LIABLE FOR ANY LOSS OF USE OF THE VEHICLE; FOR ANY ALTERNATE TRANSPORTATION, LODGING, FOOD OR TELEPHONE EXPENSES; FOR ANY DAMAGE TO GOODS, COMMERCIAL LOSS, LOSS OF TIME OR INCONVENIENCE; OR FOR ANY OTHER INCIDENTAL OR CONSEQUENTIAL DAMAGES. Some states do not allow the exclusion or limitation of incidental or consequential damages; therefore the above limitation or exclusion may not apply.

THESE FEDERAL SPECIFICATION EMISSION CONTROL SYSTEMS WARRANTIES ARE THE ONLY EXPRESS WARRANTIES BY SOA ON THE VEHICLE'S EMISSION COMPONENTS and are limited in duration to the time period of the written warranty for the respective components.

THESE WARRANTIES ARE IN LIEU OF ALL OTHER OBLIGATIONS, LIABILITIES OR WARRANTIES, WHETHER EXPRESS OR IMPLIED. ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE END AT THE SAME TIME COVERAGE ON THE PARTICULAR COMPONENT ENDS. SOA, its Distributors, and Authorized Subaru Retailers do not authorize any person to assume for any of them any obligations or liabilities greater than or different from those set forth in this warranty. Some states do not allow limitations on how long an implied warranty lasts, therefore, the above limitations may not apply.

These warranties give the vehicle owner specific legal rights and the vehicle owner may also have other rights under state law.

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8.2.7 California Emission Control Systems Warranties

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 - **8.2.7.1. California Emission Control Warranty Statement -Warranty Rights And Obligations**
 - **8.2.7.2. Limited Warranties On California Specification Emission Control Systems**
 - **8.2.7.3. California Emissions Performance Warranty Coverage**
 - **8.2.7.4. California Emissions Defect Warranty Coverage**
 - **8.2.7.4.1. California Emissions Defect Warranty Parts List**
 - **8.2.7.5. California Emissions Extended Defect Warranty**
 - **8.2.7.6. California Partial Zero Emission Vehicle Performance Warranty Coverage**
 - **8.2.7.7. California Partial Zero Emissions (PZEV) Vehicle Defect Warranty Parts List**
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 - **8.2.7.8 California Advanced Technology Partial Zero Emissions (AT-PZEV) Hybrid Electric Vehicle (Ni-MH) Battery Warranty**
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 - **8.2.7.11. What Is Not Covered**
 - **8.2.7.12. Customer Assistance**

THE FOLLOWING STATEMENT IS REQUIRED TO BE PROVIDED BY REGULATIONS OF THE CALIFORNIA AIR RESOURCES BOARD.

8.2.7.1. California Emission Control Warranty Statement -Warranty Rights And Obligations

The California Air Resources Board and Subaru of America, Inc. are pleased to explain the emission control system warranty on the (specific model year) vehicle. In California, new motor vehicles must be designed, built and equipped to meet the State's stringent anti-smog standards. Subaru of America, Inc. must warrant the emission control system on the vehicle for the periods of time listed below provided there has been no abuse, neglect or improper maintenance of the vehicle.

The emission control system may include parts such as the throttle body assembly or fuel-injection system, the ignition system, catalytic converter, and engine computer. Also included may be hoses, belts, connectors and other emission-related assemblies. Where a warrantable condition exists, Subaru of America, Inc. will repair the vehicle at no cost to the owner including diagnosis, parts and labor.

- **Manufacturer's Warranty Coverage***

For 3 years/50,000 miles (whichever occurs first)

If the vehicle fails a Smog Check inspection, all necessary repairs and adjustment will be made by Subaru of America, Inc. to ensure that the vehicle passes the inspection. This is the emission control PERFORMANCE WARRANTY.

If any emission related part on the vehicle is defective, the part will be repaired or replaced by Subaru of America, Inc. This is the short-term emission control systems DEFECTS WARRANTY. See Section 8.2.7.4.1

For 7 years/70,000 miles (whichever occurs first)

If any emission-related part listed in the Warranty & Maintenance Booklet specially noted with coverage for 7 years or 70,000 miles is defective, the part will be repaired or replaced by Subaru of America, Inc. This is the long term emission control system DEFECTS WARRANTY. See Section 8.2.7.4.1

*** See Section 8.3 for model and state applicability by model year for a list of covered parts.**

For 8 years/100,000 miles, (whichever occurs first)

Certain model Subaru vehicles were *certified* to the optional 150,000 mile emissions standards. Certifying to these standards **extends** the high cost emission part warranty coverage to 8 years or 100,000 miles whichever occurs first.

*** See Section 8.3 for model and state applicability by model year for a list of covered parts.**

For 15 years/150,000 miles (whichever occurs first)

If your vehicle fails a Smog Check inspection all necessary repairs and adjustments will be made by Subaru of America, Inc. to ensure that your vehicle passes the inspection. This is your emission control system PERFORMANCE WARRANTY. See section 8.2.7.7.1

Subject to the specific terms pertaining to maintenance listed below, if any emission-related part on your vehicle is defective, which would cause the vehicle's Onboard Diagnostic malfunction indicator lamp to illuminate, the part will be repaired or replaced by Subaru of America, Inc. This is your emission control system DEFECTS WARRANTY.

See section 8.2.7.7.1

- **Owner's Warranty Responsibilities**

The vehicle owner is responsible for the performance of the required maintenance listed in the Owner's Manual and Warranty and Maintenance Booklets. Subaru of America, Inc. recommends that the owner retain all receipts covering maintenance on the vehicle, but Subaru of America, Inc. cannot deny warranty solely for the lack of receipts or for failure to ensure the performance of all scheduled maintenance.

The vehicle owner is responsible for presenting the vehicle to a Subaru of America, Inc. retailer as soon as a problem exists. The warranty repairs should be completed in a reasonable amount of time, not to exceed 30 days.

The vehicle owner should also be aware that Subaru of America, Inc. may deny warranty coverage if the vehicle or part has failed due to abuse, neglect, improper maintenance or unapproved modifications.

If the vehicle owner has any questions regarding their warranty rights and responsibilities, they should contact Customer Retailer Services at 1-800-782- 2783 or the California Air Resources Board at 9480 Telstar Avenue, Suite 4, El Monte, CA 91731

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8.2.7.2. Limited Warranties On California Specification Emission Control Systems

The following is the Subaru of America, Inc's. new vehicle emission control warranty statements which apply to cars certified for sale in states which have adopted California Specification Emission Control Systems and Warranties and are registered for use in those states.*

Subaru of America, Inc. (SOA)** warrants to the owner of the Subaru vehicle which is identified on the inside front cover of the Warranty and Maintenance Booklet (the "vehicle") that the vehicle was designed, built and equipped so as to conform with all applicable regulations of the U.S. Environmental Protection Agency and the California Air Resources Board. SOA warrants that the Subaru vehicle is free from defects in materials and workmanship which cause it to fail to conform to applicable requirements and pass a Smog Check test for a period of 3 years or 50,000 miles, whichever comes first. Items that require scheduled replacement are warranted up to the replacement interval as specified in the schedule of inspection and maintenance services. The warranty period shall begin on the date the vehicle is delivered to the first retail purchaser or if the vehicle is first placed in service as a demonstrator or company vehicle prior to sale at retail, on the date the vehicle is first placed in such service. Exceptions to these warranties are listed below under the heading "What Is Not Covered".

* California, Connecticut, Delaware, Maine, Maryland, Massachusetts, New Jersey, New York, New Mexico, Oregon, Pennsylvania, Rhode Island, Vermont and Washington. See Section 8.3 for a list of model and state applicability by model year.

** For vehicles delivered in Hawaii only, Subaru Hawaii., 2850-A Pukoloa St., Suite 202, Honolulu, Hawaii, 96819, has assumed all of the obligations of SOA under this warranty.

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8.2.7.3. California Emissions Performance Warranty Coverage

If within the emissions performance warranty period, the vehicle fails an authorized California Smog Check test, and the vehicle is eligible for coverage under this warranty, it will be repaired at no charge to the owner for diagnosis, labor and parts, using new or remanufactured parts or adjusted to proper specifications, so that the vehicle will pass the California Smog Check Test.

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8.2.7.4. California Emissions Defect Warranty Coverage

If within the emissions defect warranty period, the vehicle fails to conform to applicable requirements and that failure is the result of a defect in any part which affects emissions, that part will, subject to all other terms and conditions of this warranty, be repaired or replaced by an Authorized Subaru Retailer at no charge to the owner for labor and materials (including necessary adjustments and diagnosis).

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8.2.7.4.1. California Emissions Defect Warranty Parts List

Powertrain Control System

- ABS Control Module
- Accelerator Position Sensor
- Air/Fuel Ratio Sensor
- Data Link Connector (OBDII System)
- Electric Coolant Fan Relays
- Engine Control Module (ECM)
- Engine Coolant Temperature Sensor
- Intake Air Temperature Sensor
- Malfunction Indicator Lamp
- Manifold Absolute Pressure Sensor (MAP)
- Mass Air Flow Meter
- Oxygen Sensor
- Rocker Arm and Shaft Sub-assembly (Intake)
- Thermostat
- Throttle Position Sensor
- Vehicle Speed Sensor

Transmission Control System

- Manual Transmission Neutral Switch
- Stop Light Switch
- Transmission Control Module (TCM)
- Transmission Control Valve Assembly
- Transmission Inhibitor Switch

Transmission Sensor and Harness Assembly
Revolution AT Sensor Assembly

Fuel Management System

Fuel Injectors
Fuel Pressure Regulator
Fuel Pump (Including Controller, Relay, Resistor)
Fuel Pump Controller
Fuel Pump Relay
Fuel Pump Resistor
Fuel Rollover Valve
Fuel Tank
Fuel Tank Filler Pipe
Fuel Tank Level Sensor
Fuel Temperature Sensor
Two-way Valve

Air Management System

Air By-Pass Valve (Turbo Pressure Control)
Air Intake Ducts
Duty Solenoid Valve
Idle Air Control Valve
Intercooler Assembly
Intake Manifold
Throttle Body Assembly
Solenoid Valve for Air Assist-Injectors
Tumble Generator Valve
Turbocharger Assembly
Turbocharger Duty Solenoid Valve
Valve Lifter

Ignition System

Crankshaft Position Sensor
Camshaft Position Sensor
Camshaft Sprocket Assembly (Intake)
Ignition Coil
Ignition Igniter
Ignition Relay
Knock Sensor
Resistor Spark Plugs and Ignition Wires

Catalytic Converter System

Catalytic Converters
Exhaust Manifolds
Exhaust Temperature Sensor

Positive Crankcase Ventilation System

Oil Filler Cap

Oil Flow Control Solenoid Valve
Oil Switching Solenoid Valve
PCV Valve (and Diagnosis Connector)

Exhaust Gas Recirculation System

Electronic Controlled EGR Valve (not Turbo)

Secondary Air Injection System

Secondary Air Combination Valve (Some with Atmospheric Pressure Sensor)
Secondary Air Pump

Evaporative Emission Control System

Atmospheric Pressure Solenoid Valve (ORVR)
Atmospheric Pressure Sensor
Evaporative Canister (Including Purge Valve)
Evaporative Canister Drain Valve (ORVR)
Evaporative Canister Filter
Evaporative Canister Valve
Evaporative Fuel Cut Valve
Evaporative Purge Solenoid Valve
Fuel Cut Valve
Fuel Filler Cap
Fuel Tank Pressure Sensor
Purge Valve
Solenoid Valve for Tank Pressure Sensor
Filler Valve
Vent Valve

Miscellaneous items used in conjunction with the repair of the above components are covered:

- Actuators
- Belts
- Boots
- Clamps
- Connectors
- Ducts
- Fittings
- Gaskets
- Grommets
- Hoses
- Housings
- Mounting Hardware
- Pipes
- Pulleys
- Relays
- Sealing Devices
- Sensors
- Springs
- Tubes
- Valves
- Wiring

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8.2.7.5. California Emissions Extended Defect Warranty

Within the Extended Defect Warranty period, SOA will replace at no cost to the owner, the high cost parts (which are the result of a defect as determined by an Authorized

Subaru Retailer) appearing on the California Emissions Extended Defect Warranty parts list found in the specific model year Warranty Coverage guide (section 8.3). If within the Extended Defect Warranty period, the vehicle fails an authorized California Smog Check test is caused by the failure or malfunction of any of these parts, the vehicle will be repaired at no charge to the owner for diagnosis, labor or parts, using new or remanufactured parts or adjusted to proper specifications so that the vehicle will pass the California Smog Check test. These high cost parts were selected on the basis of their estimated replacement cost at the time the vehicle was certified for sale (including parts, labor and diagnosis).

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8.2.7.6. California Partial Zero Emission Vehicle Performance Warranty Coverage

Some Subaru models with 2.5L non-turbo engine distributed for sale in California (and in states which have adopted California Specification Emission Control Systems and Warranties and are registered for use in those states) will be specially equipped to meet the California Partial Zero Emission Vehicle (PZEV credited SULEV) requirements.

If within the Partial Zero Emission Vehicle Performance Warranty period, the vehicle fails an authorized California Smog Check inspection, and the vehicle is eligible for coverage under this warranty, it will be repaired at no charge to the owner for diagnosis, labor and parts using new or remanufactured parts or adjusted to proper specifications, so that the vehicle will pass the California Smog Check test.

Note: Delaware, Oregon, Pennsylvania and Washington vehicles are not covered under PZEV emissions control warranty. For these states, the California Extended Emission Defect Warranty is limited to 7 years/70,000 miles, whichever occurs first. See Section 8.3 for list of covered parts by model year..

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8.2.7.7. California Partial Zero Emission Vehicle Defect Warranty Coverage

If within the Partial Zero Emission Vehicle Defect Warranty period, any emission related part on your vehicle is defective which would cause the vehicle's Onboard Diagnostic malfunction indicator lamp to illuminate, subject to all other terms and conditions of this warranty, the part will be repaired or replaced by an Authorized Subaru Retailer at no charge to the owner for labor and materials (including necessary adjustments and diagnosis).

Note: Delaware, Oregon, Pennsylvania and Washington vehicles are not covered under PZEV emissions control warranty. For these states, the California Extended Emission Defect Warranty is limited to 7 years/70,000 miles, whichever occurs first. See Section 8.3 for list of covered parts by model year.

8.2.7.7.1. California Partial Zero Emissions (PZEV) Vehicle Defect Warranty Parts List

Powertrain Control System

ABS Control Module

Accelerator Position Sensor

Air/Fuel Ratio Sensor
Data Link Connector (OBDII System)
Electric Coolant Fan Relays
Engine Control Module (ECM)
Engine Coolant Temperature Sensor
Intake Air Temperature Sensor
Malfunction Indicator Lamp
Manifold Absolute Pressure Sensor (MAP)
Mass Air Flow Meter
Oxygen Sensor
Rocker Arm and Shaft Sub-assembly (Intake)
Thermostat
Throttle Position Sensor
Vehicle Speed Sensor

Transmission Control System

Manual Transmission Neutral Switch
Stop Light Switch
Transmission Control Module (TCM)
Transmission Control Valve Assembly
Transmission Inhibitor Switch
Transmission Sensor and Harness Assembly

Fuel Management System

Fuel Injectors
Fuel Pressure Regulator
Fuel Pump (Including Controller, Relay, Resistor)
Fuel Pump Controller
Fuel Pump Relay
Fuel Pump Resistor
Fuel Rollover Valve
Fuel Tank
Fuel Tank Filler Pipe
Fuel Tank Level Sensor
Fuel Temperature Sensor
Two-way Valve

Air Management System

Air By-Pass Valve (Turbo Pressure Control)
Air Intake Ducts
Duty Solenoid Valve
Idle Air Control Valve
Intercooler Assembly
Intake Manifold
Throttle Body Assembly
Solenoid Valve for Air Assist-Injectors
Tumble Generator Valve
Turbocharger Assembly

Turbocharger Duty Solenoid Valve
Valve Lifter

Ignition System

Crankshaft Position Sensor
Camshaft Position Sensor
Camshaft Sprocket Assembly (Intake)
Ignition Coil
Ignition Igniter
Ignition Relay
Knock Sensor
Resistor Spark Plugs and Ignition Wires

Catalytic Converter System

Catalytic Converters
Exhaust Manifolds
Exhaust Temperature Sensor

Positive Crankcase Ventilation System

Oil Filler Cap
Oil Flow Control Solenoid Valve
Oil Switching Solenoid Valve
PCV Valve (and Diagnosis Connector)

Exhaust Gas Recirculation System

Electronic Controlled EGR Valve (not Turbo)

Secondary Air Injection System

Secondary Air Combination Valve (Some with Atmospheric Pressure Sensor)
Secondary Air Pump

Evaporative Emission Control System

Atmospheric Pressure Solenoid Valve (ORVR)
Atmospheric Pressure Sensor
Evaporative Canister (Including Purge Valve)
Evaporative Canister Drain Valve (ORVR)
Evaporative Canister Filter
Evaporative Canister Valve
Evaporative Fuel Cut Valve
Evaporative Purge Solenoid Valve
Fuel Cut Valve
Fuel Filler Cap
Fuel Tank Pressure Sensor
Purge Valve
Solenoid Valve for Tank Pressure Sensor
Filler Valve
Vent Valve

Miscellaneous items used in conjunction with the repair of the above components are covered:

- Actuators
- Belts
- Boots
- Clamps
- Connectors
- Ducts
- Fittings
- Gaskets
- Grommets
- Hoses
- Housings
- Mounting Hardware
- Pipes
- Pulleys
- Relays
- Sealing Devices
- Sensors
- Springs
- Tubes
- Valves
- Wiring

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8.2.7.7.2. California AT-PZEV Emission Hybrid Electric Vehicle Extended Defect Warranty 15 Years/150,000 Miles Coverage Parts List

	California	Federal
Ni-MH HEV Battery Assembly	10yr/150k	8yr/80k
Active Grill Air Shutter (AGAS)	15yr/150k	8yr/80k
Brake light switch	15yr/150k	8yr/80k
Brake pedal assembly (with stroke sensor)	15yr/150k	8yr/80k
Cooling Fan for HEV battery	15yr/150k	8yr/80k
Current Sensor for Drive HEV Motor	15yr/150k	8yr/80k
Electric Oil Pump for CVT (with wiring harness)	15yr/150k	8yr/80k
HEV Unit	15yr/150k	8yr/80k
Inverter for Electric oil pump	15yr/150k	8yr/80k
IPU (inverter for drive HEV Motor in CVT)	15yr/150k	8yr/80k
MCU (Motor Control Unit)	15yr/150k	8yr/80k
Motor Unit Assembly	15yr/150k	8yr/80k
Out Temperature Sensor for AGAS	15yr/150k	8yr/80k

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8.2.7.8 California Advanced Technology Partial Zero Emissions (AT-PZEV) Hybrid Electric Vehicle (Ni-MH) Battery Warranty.

Certain 2014 model year Subaru XV Crosstrek vehicles have been certified as a Hybrid Electric Vehicle (HEV). These vehicles meet California's Advanced Technology Partial Zero

Emissions vehicle standards. Only those Advanced Technology PZEV vehicles that are registered in the states of California, Connecticut, Maine, Maryland, Massachusetts, New Jersey, New York, Rhode Island and Vermont will be eligible for the 10 years or 150,000 miles whichever comes first Hybrid Electric Vehicle (Ni-MH) battery warranty.

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8.2.7.9. What SOA Will Do; How To Get Warranty Service

Defective parts will be repaired or, at the option of SOA or an Authorized Subaru Retailer, replaced without charge for materials and labor (including diagnosis). Warranty claims must be made as soon as reasonably possible after a defect is discovered. It is recommended that warranty service be performed by the Subaru retailer who sold the vehicle, although warranty service will be performed by any Authorized Subaru Retailer anywhere in the United States. When a warranty repair is needed, the vehicle must be brought to an Authorized Subaru Retailer's place of business during normal business hours. In all cases, a reasonable time, up to 30 days, must be allowed for the warranty repair to be completed after the vehicle is received by the retailer. In case of emergency where an Authorized Subaru Retailer is not reasonably available, repairs may be performed at any available service facility or by the owner using any replacement part. A part not being available within 30 days or a repair not being completed within 30 days constitutes an emergency. SOA will reimburse the owner for such repairs that are covered under this warranty provided that a claim is made. SOA encourages the owner to submit the claim as soon as possible after having the emergency repairs performed. SOA will reimburse the owner for expenses, including diagnosis, at a cost not to exceed SOA's suggested retail price for warranted parts replaced and for labor charges which are based on SOA's recommended time allowance for the repair multiplied by a labor rate per hour appropriate for that geographical location. The owner must keep all replaced parts as well as parts and labor receipts as a condition of reimbursement for emergency repairs not performed by an Authorized Subaru Retailer.

To make a claim for reimbursement, write to Subaru of America, Inc. at Subaru Plaza, PO Box 6000, Cherry Hill, New Jersey, 08034-6000, Attention: Customer Retailer Service.

To help expedite the processing of the claim, be sure to include:

1. registered owner name and address
2. telephone number, both home and business
3. the vehicle identification number
4. a photocopy of the entire repair bill and
5. a description of the emergency situation

If the vehicle should fail a Smog Check test, the owner should present a copy of the Smog Check test failure printout to an Authorized Subaru Retailer when making a claim under the Performance Warranty provisions. The owner must be notified in writing within 30 days that the claim is not valid, or SOA will repair the vehicle free of charge, unless the delay was caused by an event not attributable to SOA or its Authorized Subaru Retailer.

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8.2.7.10. Owner's Maintenance Responsibilities

It is the owner's responsibility to have all required scheduled maintenance services performed at the times and mileages stated in the Owner's Manual and Warranty and Service Booklets. SOA recommends that the owner retain receipts and maintenance records which show that the required maintenance services have been performed at the stated intervals. SOA will not deny a warranty claim solely because the owner has no record of maintenance; however, SOA may deny a warranty claim if the owner's failure to perform required maintenance resulted in the failure of the warranted part. The receipts and maintenance records should be given to each subsequent owner of the vehicle.

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8.2.7.10.1. Recommendations For Maintenance Service Replacement Parts.

It is recommended that any replacement parts used for maintenance, repair or replacement of emission control systems be Genuine Subaru Replacement Parts. Without invalidating this warranty, the owner may elect to have maintenance, replacement or repair of the emission control devices and systems performed by any automotive repair establishment or individual, and may elect to use parts other than Genuine Subaru Replacement Parts. Without invalidating this warranty, the owner may elect to have maintenance, replacement or repair of the emission control devices and systems performed by any automotive repair establishment or individual, and may elect to use parts other than Genuine Subaru Replacement Parts for such maintenance, replacement or repair. However, the cost of such service or parts will not be covered under this warranty.

Use of replacement parts which are not of equivalent quality to Genuine Subaru Replacement Parts may impair the effectiveness of emission control systems. If other than Genuine Subaru Replacement Parts are used for maintenance, replacement or repair of components affecting emission control, the owner should assure himself that such parts are warranted by their manufacturers to be equivalent to Genuine Subaru Replacement Parts in performance and durability. SOA, however, assumes no liability under this warranty with respect to parts other than Genuine Subaru Replacement Parts. The use of replacement parts which are not authorized by Subaru does not invalidate the warranty on other components unless the non-authorized parts cause damage to warranted parts.

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8.2.7.11. What Is Not Covered

These warranties do not cover:

- The performance of scheduled maintenance services including the replacement of parts (such as spark plugs and filters), beyond the scheduled maintenance period.
- Tune-ups, under any circumstances.
- The vehicle if the vehicle identification number is altered or cannot be read; if the vehicle has been declared a total loss or is sold for salvage purposes; if the odometer mileage has been changed so that mileage cannot be readily determined.
- The emission system if it is damaged.
- The vehicle if the vehicle is ever used in any race or other competitive event.

- Material and labor expenses for repairs or diagnostic work performed at any facility other than that of an Authorized Subaru Retailer, except in the case of an emergency.

These warranties do not cover any part which malfunctions, fails or is damaged due to:

- Objects striking the vehicle or any road hazards, whether on or off the road.
- Collision, accident, fire, flooding, abuse, neglect, tampering, disconnection, misuse, or other events beyond the control of SOA.
- Failure to follow the operating instructions set forth in the Owner's Manual.
- Improper or inadequate maintenance.
- Improper installation, adjustment or repair of the vehicle or of any warranted part unless performed by an Authorized Subaru Retailer during warranty repair work.
- Alterations by changing, adding to or removing parts from the vehicle.
- Failure to follow recommendations on fuel use contained in the Owner's Manual. Fuel system damage or drivability problems which result from the use of improper fuel.
- Dismantled the vehicle or changes in such a manner that constitutes a material alteration of its original construction.
- Damage to a covered part directly caused by the failure of a non-covered part or event.
- Damage caused by adding or applying chemicals other than those approved or recommended by SOA.

SOA, ITS DISTRIBUTORS, AND AUTHORIZED SUBARU RETAILERS SHALL NOT BE LIABLE FOR ANY LOSS OF USE OF THE VEHICLE; FOR ANY ALTERNATE TRANSPORTATION, LODGING, FOOD OR TELEPHONE EXPENSES; FOR ANY DAMAGE TO GOODS, COMMERCIAL LOSS, LOSS OF TIME OR INCONVENIENCE; OR FOR ANY OTHER INCIDENTAL OR CONSEQUENTIAL DAMAGES. Some states do not allow the exclusion or limitation of incidental or consequential damages; therefore the above limitation or exclusion may not apply.

THESE CALIFORNIA SPECIFICATION EMISSION CONTROL SYSTEMS WARRANTIES ARE THE ONLY EXPRESS WARRANTIES BY SOA ON THE VEHICLE'S EMISSION COMPONENTS and are limited in duration to the time period of the written warranty for the respective components.

THESE WARRANTIES ARE IN LIEU OF ALL OTHER OBLIGATIONS, LIABILITIES OR WARRANTIES, WHETHER EXPRESS OR IMPLIED. ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE END AT THE SAME TIME COVERAGE ON THE PARTICULAR COMPONENT ENDS. SOA, its Distributors, and Authorized Subaru Retailers do not authorize any person to assume for any of them any obligations or liabilities greater than or different from those set forth in this warranty. Some states do not allow limitations on how long an implied warranty lasts, therefore, the above limitations may not apply.

These warranties give the vehicle owner specific legal rights and the vehicle owner may also have other rights under state law.

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8.2.7.12. Customer Assistance

SOA wishes to help assure that these Emission Control Systems warranties are properly administered. In the event the owner does not receive the warranty service to which the owner believes the owner is entitled to under these warranties, the owner should follow the procedure contained in "What to do if you Have a Question or Problem", which is outlined in the Warranty and Maintenance Booklet, that accompanies the vehicle.

For further information on these Emissions Warranties, contact the California Air Resources Board, 9528 Telstar Avenue, El Monte, California 91734-8001.

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8.3 Model Year Warranty Coverage

8.3.1 2000 Model Year

The following warranty coverage applies to 2000 model year vehicles. These warranties are subject to the terms and conditions defined in the Warranty Statements.

- **Basic New Car Limited Warranty** - 3 years or 36,000 miles, whichever occurs first. (see section 8.2.1)
- **Adjustment Coverage** - 1 year or 12,000 miles, whichever occurs first. (see section 8.4.3)
- **Wear Item Coverage** - 1 year or 12,000 miles, whichever occurs first. (see section 8.2.2) Items covered are brake pad and shoe linings, clutch disk linings and wiper blades.
- **Powertrain Limited Warranty** - 5 years or 60,000 miles, whichever occurs first. (see section 8.2.4)
 - The following are the **only parts eligible** for coverage under the terms of this warranty.

Engine:	Transmission and Differential:
<ul style="list-style-type: none"> • Engine block and internal parts. • Cylinder heads and valve train • Oil pump and oil pan. • Timing belts or gears and cover • Water pump • Flywheel • Intake and exhaust manifolds • Oil seals and gaskets 	<ul style="list-style-type: none"> • Transmission case and internal parts • Seals and gaskets • Torque Converter • Electronic transmission control units • Axle shafts and constant velocity joints (except boots) see (*1) • Propeller Shaft

*(*1) See section 8.4.11 - Axle shaft and/or CVJ damage due to broken, torn, split or damaged boots, allowing the intrusion of road abrasive material is not coverable under warranty.*

- **Rust Perforation Limited Warranty** - 5 years, regardless of mileage. (Right Hand Drive Legacy vehicles are covered for 5 years or 60,000 miles, whichever occurs first.) (see section 8.2.5)

- **Seat Belt Lifetime Limited Warranty** - Coverage lasts for the useful life of the vehicle. (see section 8.2.3)
- **Federal Emissions Performance Warranty** - 2 years or 24,000 miles, whichever occurs first. (see section 8.2.6.2)
- **Federal Emissions Defect Warranty** - 3 years or 36,000 miles, whichever occurs first. (see section 8.2.6.3)
- **Federal Emissions Extended Defect Warranty** - 8 years or 80,000 miles, whichever occurs first. (see section 8.2.6.4)
- **California Emissions Performance and Defect Warranty** - 3 years or 50,000 miles, whichever occurs first. (see section 8.2.7.4 & section 8.2.6)
- **California Emissions Extended Defect Warranty** - 7 years or 70,000 miles, whichever occurs first. (see section 8.2.7.5)
 - The following are the **only parts eligible** for coverage under the terms of this warranty.

- Catalytic Converter Front
- Engine Control Module
- Fuel Tank
- Fuel Tank Pressure Sensor
- Intake Manifold
- Throttle Body Assembly
- Transmission Control Unit

8.3.2 2001 Model Year

The following warranty coverage applies to 2001 model year vehicles. These warranties are subject to the terms and conditions defined in the Warranty Statements.

- **Basic New Car Limited Warranty** - 3 years or 36,000 miles, whichever occurs first. (see section 8.2.1)
- **Adjustment Coverage** - 3 years or 36,000 miles, whichever occurs first. (see section 8.4.3)
- **Wear Item Coverage** - 3 years or 36,000 miles, whichever occurs first. (see section 8.2.2) Items covered are brake pad and shoe linings, clutch disk linings and wiper blades.
- **Powertrain Limited Warranty** - 5 years or 60,000 miles, whichever occurs first. (see section 8.2.4)
 - The following are the *only parts eligible* for coverage under the terms of this warranty.

Engine:	Transmission and Differential:
<ul style="list-style-type: none"> • Engine block and internal parts. • Cylinder heads and valve train • Oil pump and oil pan. • Timing belts or gears and cover • Water pump • Flywheel • Intake and exhaust manifolds • Oil seals and gaskets 	<ul style="list-style-type: none"> • Transmission case and internal parts • Seals and gaskets • Torque Converter • Electronic transmission control units • Axle shafts and constant velocity joints (except boots) <i>see (*1)</i> • Propeller Shaft • Wheel Bearings

*(*1) See section 8.4.11 - Axle shaft and/or CVJ damage due to broken, torn, split or damaged boots, allowing the intrusion of road abrasive material is not coverable under warranty.*

- **Rust Perforation Limited Warranty** - 5 years, regardless of mileage. (Right Hand Drive Legacy vehicles are covered for 5 years or 60,000 miles, whichever occurs first.) (see section 8.2.5)
- **Seat Belt Lifetime Limited Warranty** - Coverage lasts for the useful life of the vehicle. (see section 8.2.3)

- **Federal Emissions Performance Warranty** - 2 years or 24,000 miles, whichever occurs first. (see section 8.2.6.2)
- **Federal Emissions Defect Warranty** - 3 years or 36,000 miles, whichever occurs first. (see section 8.2.6.3)
- **Federal Emissions Extended Defect Warranty** - 8 years or 80,000 miles, whichever occurs first. (see section 8.2.6.4)
- **California Emissions Performance and Defect Warranty** - 3 years or 50,000 miles, whichever occurs first. (see section 8.2.7.4 & section 8.2.6)
- **California Emissions Extended Defect Warranty** - 7 years or 70,000 miles, whichever occurs first. (see section 8.2.7.5)
 - The following are the *only parts eligible* for coverage under the terms of this warranty.

- | | |
|-----------------------------|-------------------------------|
| • Catalytic Converter Front | • Intake Manifold |
| • Engine Control Module | • Throttle Body Assembly |
| • Fuel Tank | • Pressure Sensor |
| • Fuel Tank Pressure Sensor | • Transmission Control Module |

8.3.3 2002 Model Year

The following warranty coverage applies to 2002 model year vehicles. These warranties are subject to the terms and conditions defined in the Warranty Statements.

- **Basic New Car Limited Warranty** - 3 years or 36,000 miles, whichever occurs first. (see section 8.2.1)
- **Adjustment Coverage** - 3 years or 36,000 miles, whichever occurs first. (see section 8.4.3)
- **Wear Item Coverage** - 3 years or 36,000 miles, whichever occurs first. (see section 8.2.2) Items covered are brake pad and shoe linings, clutch disk linings and wiper blades.
- **Powertrain Limited Warranty** - 5 years or 60,000 miles, whichever occurs first. (see section 8.2.4)
 - The following are the **only parts eligible** for coverage under the terms of this warranty.

Engine:	Transmission and Differential:
<ul style="list-style-type: none"> • Engine block and internal parts. • Cylinder heads and valve train • Oil pump and oil pan. • Timing belts or gears and cover • Water pump • Flywheel • Intake manifold • Oil seals and gaskets • Turbocharger Assembly 	<ul style="list-style-type: none"> • Transmission case and internal parts • Seals and gaskets • Torque Converter • Electronic transmission control units • Axle shafts and constant velocity joints (except boots) see (*1) • Propeller Shaft • Wheel Bearings

(*1) See section 8.4.11 - Axle shaft and/or CVJ damage due to broken, torn, split or damaged boots, allowing the intrusion of road abrasive material is not coverable under warranty.

- **Rust Perforation Limited Warranty** - 5 years, regardless of mileage. (Right Hand Drive Legacy vehicles are covered for 5 years or 60,000 miles, whichever occurs first.) (see section 8.2.5)
- **Seat Belt Lifetime Limited Warranty** - Coverage lasts for the useful life of the vehicle. (see section 8.2.3)

- **Federal Emissions Performance Warranty** - 2 years or 24,000 miles, whichever occurs first. (see section 8.2.6.2)
- **Federal Emissions Defect Warranty** - 3 years or 36,000 miles, whichever occurs first. (see section 8.2.6.3)
- **Federal Emissions Extended Defect Warranty** - 8 years or 80,000 miles, whichever occurs first. (see section 8.2.6.4)
- **California Emissions Performance and Defect Warranty** - 3 years or 50,000 miles, whichever occurs first. (see section 8.2.7.4 & section 8.2.6)
- **California Emissions Extended Defect Warranty** - 7 years or 70,000 miles, whichever occurs first. (see section 8.2.7.5)
 - The following are the *only parts eligible* for coverage under the terms of this warranty.

- | | |
|-----------------------------|-------------------------------|
| • Catalytic Converter Front | • Intercooler Assembly |
| • Engine Control Module | • Transmission Control Module |
| • Fuel Tank | • Throttle Body Assembly |
| • Fuel Tank Pressure Sensor | • Turbocharger Assembly |

8.3.4 2003 Model Year

The following warranty coverage applies to 2003 model year vehicles. These warranties are subject to the terms and conditions defined in the Warranty Statements.

- **Basic New Car Limited Warranty** - 3 years or 36,000 miles, whichever occurs first. (see section 8.2.1)
- **Adjustment Coverage** - 3 years or 36,000 miles, whichever occurs first. (see section 8.4.3)
- **Wear Item Coverage** - 3 years or 36,000 miles, whichever occurs first. (see section 8.2.2) Items covered are brake pad and shoe linings, clutch disk linings and wiper blades.
- **Powertrain Limited Warranty** - 5 years or 60,000 miles, whichever occurs first. (see section 8.2.4)
 - The following are the *only parts eligible* for coverage under the terms of this warranty.

Engine:	Transmission and Differential:
<ul style="list-style-type: none"> • Engine block and internal parts. • Cylinder heads and valve train • Oil pump and oil pan. • Timing belts or gears and cover • Water pump • Flywheel • Intake manifold • Oil seals and gaskets • Turbocharger Assembly 	<ul style="list-style-type: none"> • Transmission case and internal parts • Seals and gaskets • Torque Converter • Electronic transmission control units • Axle shafts and constant velocity joints (except boots) <i>see (*1)</i> • Propeller Shaft • Wheel Bearings

*(*1) See section 8.4.11 - Axle shaft and/or CVJ damage due to broken, torn, split or damaged boots, allowing the intrusion of road abrasive material is not coverable under warranty.*

- **Rust Perforation Limited Warranty** - 5 years, regardless of mileage. (Right Hand Drive Legacy vehicles are covered for 5 years or 60,000 miles, whichever occurs first.) (see section 8.2.5)
- **Seat Belt Lifetime Limited Warranty** - Coverage lasts for the useful life of the vehicle. (see section 8.2.3)

- **Federal Emissions Performance Warranty** - 2 years or 24,000 miles, whichever occurs first. (see section 8.2.6.2)
- **Federal Emissions Defect Warranty** - 3 years or 36,000 miles, whichever occurs first. (see section 8.2.6.3)
- **Federal Emissions Extended Defect Warranty** - 8 years or 80,000 miles, whichever occurs first. (see section 8.2.6.4)
- **California Emissions Performance and Defect Warranty** - 3 years or 50,000 miles, whichever occurs first. (see section 8.2.7.4 & section 8.2.6)
- **California Emissions Extended Defect Warranty** - 7 years or 70,000 miles, whichever occurs first. (see section 8.2.7.5)
 - The following are the **only parts eligible** for coverage under the terms of this warranty.

- | | |
|-----------------------------|--------------------------------|
| • Catalytic Converter Front | • Malfunction Indicator Lamp** |
| • Engine Control Module | • Transmission Control Module |
| • Fuel Tank | • Throttle Body Assembly |
| • Intake Manifold | • Turbocharger Assembly |
| • Intercooler Assembly | |

*** In cases where the Combination Meter Circuit Board or the Main Meter Assembly are required to correct a failure of the Check Engine Light to illuminate, coverage applies.*

8.3.5 2004 Model Year

The following warranty coverage applies to 2004 model year vehicles. These warranties are subject to the terms and conditions defined in the Warranty Statements.

- **Basic New Car Limited Warranty** - 3 years or 36,000 miles, whichever occurs first. (see section 8.2.1)
- **Adjustment Coverage** - 3 years or 36,000 miles, whichever occurs first. (see section 8.4.3)
- **Wear Item Coverage** - 3 years or 36,000 miles, whichever occurs first. Items covered are brake pad and shoe linings, clutch disk linings and wiper blades. (see section 8.2.2)
- **Powertrain Limited Warranty** - 5 years or 60,000 miles, whichever occurs first. (see section 8.2.4)
 - The following are the *only parts eligible* for coverage under the terms of this warranty.

Engine:	Transmission and Differential:
<ul style="list-style-type: none"> • Engine block and internal parts • Cylinder heads and valve train • Oil pump and oil pan • Timing belts or gears and cover • Water pump • Flywheel • Intake manifold • Oil seals and gaskets • Turbocharger Assembly 	<ul style="list-style-type: none"> • Transmission case and internal parts • Seals and gaskets • Torque Converter • Electronic transmission control units • Axle shafts and constant velocity joints (except boots) <i>see (*1)</i> • Propeller Shaft • Wheel Bearings

*(*1) See section 8.4.11 - Axle shaft and/or CVJ damage due to broken, torn, split or damaged boots, allowing the intrusion of road abrasive material is not coverable under warranty.*

- **Rust Perforation Limited Warranty** - 5 years, regardless of mileage. (see section 8.2.5)
- **Seat Belt Lifetime Limited Warranty** - Coverage lasts for the useful life of the vehicle. (see section 8.2.3)
- **Federal Emissions Performance Warranty** - 2 years or 24,000 miles, whichever occurs first. (see section 8.2.6.2)

- **Federal Emissions Defect Warranty** - 3 years or 36,000 miles, whichever occurs first. (see section 8.2.6.3)
- **Federal Emissions Extended Defect Warranty** - 8 years or 80,000 miles, whichever occurs first. (see section 8.2.6.4)
- **California Emissions Performance and Defect Warranty** - 3 years or 50,000 miles, whichever occurs first. (see section 8.2.7.4 & section 8.2.6)
- **California Emissions Extended Defect Warranty** - 7 years or 70,000 miles, whichever occurs first. (see section 8.2.7.5)
 - The following are the **only parts eligible** for coverage under the terms of this warranty.

- | | |
|-----------------------------|--------------------------------|
| • Catalytic Converter Front | • Intercooler Assembly |
| • Engine Control Module | • Malfunction Indicator Lamp** |
| • Fuel Tank | • Transmission Control Module |
| • Fuel Tank Pressure Sensor | • Throttle Body Assembly |
| • Intake Manifold | • Turbocharger Assembly |

*** In cases where the Combination Meter Circuit Board or the Main Meter Assembly are required to correct a failure of the Check Engine Light to illuminate, coverage applies.*

- **California Super Ultra Low Vehicle Emission Performance Warranty** - 15 years or 150,000 miles, whichever occurs first. (see section 8.2.7.6)***
- **California Super Ultra Low Vehicle Emission Defect Warranty** - 15 years or 150,000 miles, whichever occurs first. (see section 8.2.7.7)***

****Coverage applies to 2004MY 2.5L engine Legacy / Outback models distributed for sale in California (and in states which have adopted California Specification Emission Control Systems and Warranties and are registered for use in those states).*

8.3.6 2005 Model Year

The following warranty coverage applies to 2005 model year vehicles. These warranties are subject to the terms and conditions defined in the Warranty Statements.

- **Basic New Car Limited Warranty** - 3 years or 36,000 miles, whichever occurs first. (see section 8.2.1)
- **Adjustment Coverage** - 3 years or 36,000 miles, whichever occurs first. (see section 8.4.3)
- **Wear Item Coverage** - 3 years or 36,000 miles, whichever occurs first. Items covered are brake pad and shoe linings, clutch disk linings and wiper blades. (see section 8.2.2)
- **Powertrain Limited Warranty** - 5 years or 60,000 miles, whichever occurs first. (see section 8.2.4)
 - The following are the *only parts eligible* for coverage under the terms of this warranty.

Engine:	Transmission and Differential:
<ul style="list-style-type: none"> • Engine block and internal parts • Cylinder heads and valve train • Oil pump and oil pan • Timing belts or gears and cover • Water pump • Flywheel • Intake manifold • Oil seals and gaskets • Turbocharger Assembly 	<ul style="list-style-type: none"> • Transmission case and internal parts • Seals and gaskets • Torque Converter • Electronic transmission control units • Axle shafts and constant velocity joints (except boots) <i>see (*1)</i> • Propeller Shaft • Wheel Bearings

*(*1) See section 8.4.11 - Axle shaft and/or CVJ damage due to broken, torn, split or damaged boots, allowing the intrusion of road abrasive material is not covered under warranty.*

- **Rear Wheel Bearing Warranty Extension** - 8 Years or 100,000 miles, whichever occurs first (see section 8.2.4.1). Check Vehicle Coverage Inquiry on Subarunet for specific VIN applicability.
- **Rust Perforation Limited Warranty** - 5 years, regardless of mileage. (see section 8.2.5)

- **Seat Belt Lifetime Limited Warranty** - Coverage lasts for the useful life of the vehicle. (see section 8.2.3)
- **Federal Emissions Performance Warranty** - **2 years or 24,000 miles**, whichever occurs first. (see section 8.2.6.2)
- **Federal Emissions Defect Warranty** - **3 years or 36,000 miles**, whichever occurs first. (see section 8.2.6.3)
- **Federal Emissions Extended Defect Warranty** - **8 years or 80,000 miles**, whichever occurs first. (see section 8.2.6.4)
- **California Emissions Performance and Defect Warranty** - **3 years or 50,000 miles**, whichever occurs first. (see section 8.2.7.4 & section 8.2.6)
- **California Emissions Extended Defect Warranty** - **7 years or 70,000 miles**, whichever occurs first. (see section 8.2.7.5)
 - The following are the **only parts eligible** for coverage under the terms of this warranty.

- | | |
|-----------------------------|--------------------------------|
| • Catalytic Converter Front | • Intercooler Assembly |
| • Engine Control Module | • Malfunction Indicator Lamp** |
| • Fuel Tank | • Transmission Control Module |
| • Fuel Tank Pressure Sensor | • Throttle Body Assembly |
| • Intake Manifold | • Turbocharger Assembly |

*** In cases where the Combination Meter Circuit Board or the Main Meter Assembly are required to correct a failure of the Check Engine Light to illuminate, coverage applies.*

- **California Super Ultra Low Vehicle Emission Performance Warranty** - **15 years or 150,000 miles**, whichever occurs first. (see section 8.2.7.6)***
- **California Super Ultra Low Vehicle Emission Defect Warranty** - **15 years or 150,000 miles**, whichever occurs first. (see section 8.2.7.7)***

****Coverage applies to 2005MY 2.5L engine Legacy / Outback models distributed for sale in California (and in states which have adopted California Specification Emission Control Systems and Warranties and are registered for use in those states).*

8.3.7 2006 Model Year

The following warranty coverage applies to 2006 model year vehicles. These warranties are subject to the terms and conditions defined in the Warranty Statements.

- **Basic New Car Limited Warranty** - 3 years or 36,000 miles, whichever occurs first. (see section 8.2.1)
- **Adjustment Coverage** - 3 years or 36,000 miles, whichever occurs first. (see section 8.4.3)
- **Wear Item Coverage** - 3 years or 36,000 miles, whichever occurs first. Items covered are brake pad and shoe linings, clutch disk linings and wiper blades. (see section 8.2.2)
- **Powertrain Limited Warranty** - 5 years or 60,000 miles, whichever occurs first. (see section 8.2.4)
 - The following are the *only parts eligible* for coverage under the terms of this warranty.

Engine:	Transmission and Differential:
<ul style="list-style-type: none"> • Engine block and internal parts • Cylinder heads and valve train • Oil pump and oil pan • Timing belts or gears and cover • Water pump • Flywheel • Intake manifold • Oil seals and gaskets • Turbocharger Assembly 	<ul style="list-style-type: none"> • Transmission case and internal parts • Seals and gaskets • Torque Converter • Electronic transmission control units • Axle shafts and constant velocity joints (except boots) <i>see (*1)</i> • Propeller Shaft • Wheel Bearings

*(*1) See section 8.4.11 - Axle shaft and/or CVJ damage due to broken, torn, split or damaged boots, allowing the intrusion of road abrasive material is not covered under warranty.*

- **Rear Wheel Bearing Warranty Extension** - 8 years or 100,000 miles, whichever occurs first. (see section 8.2.4.1). Check Vehicle Coverage Inquiry on Subarunet for specific VIN applicability.
- **Rust Perforation Limited Warranty** - 5 years, regardless of mileage. (see section 8.2.5)
- **Seat Belt Lifetime Limited Warranty** - Coverage lasts for the useful life of the vehicle. (see section 8.2.3)

- **Federal Emissions Performance Warranty** - 2 years or 24,000 miles, whichever occurs first. (see section 8.2.6.2)
- **Federal Emissions Defect Warranty** - 3 years or 36,000 miles, whichever occurs first. (see section 8.2.6.3)
- **Federal Emissions Extended Defect Warranty** - 8 years or 80,000 miles, whichever occurs first. (see section 8.2.6.4)
- **California Emissions Performance and Defect Warranty** - 3 years or 50,000 miles, whichever occurs first. (see section 8.2.7.4 & section 8.2.6)
- **California Emissions Extended Defect Warranty** - 7 years or 70,000 miles, whichever occurs first. (see section 8.2.7.5)
 - The following are the **only parts eligible** for coverage under the terms of this warranty.

- | | |
|-----------------------------|--------------------------------|
| • Catalytic Converter Front | • Intercooler Assembly |
| • Engine Control Module | • Malfunction Indicator Lamp** |
| • Fuel Tank | • Transmission Control Module |
| • Fuel Tank Pressure Sensor | • Throttle Body Assembly |
| • Intake Manifold | • Turbocharger Assembly |

*** In cases where the Combination Meter Circuit Board or the Main Meter Assembly are required to correct a failure of the Check Engine Light to illuminate, coverage applies.*

- **California Super Ultra Low Vehicle Emission Performance Warranty** - 15 years or 150,000 miles, whichever occurs first. (see section 8.2.7.6)***
- **California Super Ultra Low Vehicle Emission Defect Warranty** - 15 years or 150,000 miles, whichever occurs first. (see section 8.2.7.7)***

****Coverage applies to 2006MY 2.5L engine Legacy / Outback models distributed for sale in California (and in states which have adopted California Specification Emission Control Systems and Warranties and are registered for use in those states).*

8.3.8 2007 Model Year

The following warranty coverage applies to 2007 model year vehicles. These warranties are subject to the terms and conditions defined in the Warranty Statements.

- **Basic New Car Limited Warranty** - 3 years or 36,000 miles, whichever occurs first. (see section 8.2.1)
- **Adjustment Coverage** - 3 years or 36,000 miles, whichever occurs first. (see section 8.4.3)
- **Wear Item Coverage** - 3 years or 36,000 miles, whichever occurs first. Items covered are brake pad and shoe linings, clutch disk linings and wiper blades. (see section 8.2.2)
- **Powertrain Limited Warranty** - 5 years or 60,000 miles, whichever occurs first. (see section 8.2.4)
 - The following are the *only parts eligible* for coverage under the terms of this warranty.

Engine:	Transmission and Differential:
<ul style="list-style-type: none"> • Engine block and internal parts • Cylinder heads and valve train • Oil pump and oil pan • Timing belts or gears and cover • Water pump • Flywheel • Intake manifold • Oil seals and gaskets • Turbocharger Assembly 	<ul style="list-style-type: none"> • Transmission case and internal parts • Seals and gaskets • Torque Converter • Electronic transmission control units • Axle shafts and constant velocity joints (except boots) <i>see (*1)</i> • Propeller Shaft • Wheel Bearings

*(*1) See section 8.4.11 - Axle shaft and/or CVJ damage due to broken, torn, split or damaged boots, allowing the intrusion of road abrasive material is not covered under warranty.*

- **Rust Perforation Limited Warranty** - 5 years, regardless of mileage. (see section 8.2.5)
- **Seat Belt Lifetime Limited Warranty** - Coverage lasts for the useful life of the vehicle. (see section 8.2.3)
- **Federal Emissions Performance Warranty** - 2 years or 24,000 miles, whichever occurs first. (see section 8.2.6.2)

- **Federal Emissions Defect Warranty** - 3 years or 36,000 miles, whichever occurs first. (see section 8.2.6.3)
- **Federal Emissions Extended Defect Warranty** - 8 years or 80,000 miles, whichever occurs first. (see section 8.2.6.4)
- **California Emissions Performance and Defect Warranty** - 3 years or 50,000 miles, whichever occurs first. (see section 8.2.7.4 & section 8.2.6)
- **California Emissions Extended Defect Warranty** - 7 years or 70,000 miles, whichever occurs first or 8 years or 100,000 miles, whichever occurs first for certain 2007 model Subaru Impreza WRX STI 2.5L Turbo and Subaru B9 Tribeca 3.0L NA models certified to the optional 150,000 miles emissions standards. (see section 8.2.7.5)
 - The following are the *only parts eligible* for coverage under the terms of this warranty.

• Catalytic Converter Front	• Intercooler Assembly
• Engine Control Module	• Malfunction Indicator Lamp**
• Evaporation Canister	• Sensor and Harness Assy (Legacy, B9 Tribeca)
• Fuel Cut Valve	• Solenoid Valve (Impreza)
• Fuel Pump Assy (STI)	• Transmission Control Module
• Fuel Pump Control and Harness Assy (Forester)	• Throttle Body Assembly
• Fuel Tank	• Turbocharger Assembly
• Fuel Tank Pressure Sensor	• Valve Assy Control TM (Legacy)
• Intake Manifold	• Valve Filler
	• Vent Valve

*** In cases where the Combination Meter Circuit Board or the Main Meter Assembly are required to correct a failure of the Check Engine Light to illuminate, coverage applies.*

- **California Super Ultra Low Vehicle Emission Performance Warranty** - 15 years or 150,000 miles, whichever occurs first. (see section 8.2.7.6)***
- **California Super Ultra Low Vehicle Emission Defect Warranty** - 15 years or 150,000 miles, whichever occurs first. (see section 8.2.7.7)***

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****Coverage applies to 2007MY 2.5L engine Legacy/Outback/Forester models distributed for sale in California (and in states which have adopted California Specification Emission Control Systems and Warranties and are registered for use in those states).*

8.3.9 2008 Model Year

The following warranty coverage applies to 2008 model year vehicles. These warranties are subject to the terms and conditions defined in the Warranty Statements.

- **Basic New Car Limited Warranty** - 3 years or 36,000 miles, whichever occurs first. (see section 8.2.1)
- **Adjustment Coverage** - 3 years or 36,000 miles, whichever occurs first. (see section 8.4.3)
- **Wear Item Coverage** - 3 years or 36,000 miles, whichever occurs first. Items covered are brake pad and shoe linings, clutch disk linings, remote batteries and wiper blades. (see section 8.2.2)
- **Powertrain Limited Warranty** - 5 years or 60,000 miles, whichever occurs first. (see section 8.2.4)
 - The following are the only parts eligible for coverage under the terms of this warranty:

Engine:	Transmission and Differential:
<ul style="list-style-type: none"> • Engine • Engine block and internal parts • Cylinder heads and valve train • Oil pump and oil pan • Timing belts or gears and cover • Water pump • Flywheel • Intake and exhaust manifolds • Oil seals and gaskets • Turbocharger assembly 	<ul style="list-style-type: none"> • Transmission case and internal parts • Seals and gaskets • Torque Converter • Electronic transmission control unit • Axle shafts and constant velocity joints (except boots) see (*1) • Propeller Shaft • Wheel Bearings

(*1) See section 8.4.11 - Axle shaft and/or CVJ damage due to broken, torn, split or damaged boots, allowing the intrusion of road abrasive material is not covered under warranty.

- **Rust Perforation Limited Warranty** - 5 years, regardless of mileage. (see section 8.2.5)

- **Seat Belt Lifetime Limited Warranty** - Coverage lasts for the useful life of the vehicle. (see section 8.2.3)
- **Federal Emissions Performance Warranty** - **2 years or 24,000 miles**, whichever occurs first. (see section 8.2.6.2)
- **Federal Emissions Defect Warranty** - **3 years or 36,000 miles**, whichever occurs first. (see section 8.2.6.3)
- **Federal Emissions Extended Defect Warranty** - **8 years or 80,000 miles**, whichever occurs first. (see section 8.2.6.4)
- **California Emissions Performance and Defect Warranty** - **3 years or 50,000 miles**, whichever occurs first. (see section 8.2.7.4 & section 8.2.6)
- **California Emissions Extended Defect Warranty** - **7 years or 70,000 miles¹**, whichever occurs first or **8 years or 100,000 miles²**, whichever occurs first for certain 2008 models certified to the optional 150,000 miles emissions standards. (see section 8.2.7.5)

The following are the ***only parts eligible*** for coverage under the terms of this warranty:

- | | |
|---|--|
| • ABS Control Unit | • Intake Manifold |
| • Catalytic Converter | • Intercooler Assembly |
| • Engine Control Module (ECM) | • Malfunction Indicator Lamp** |
| • Evaporation Canister | • Transmission Sensor and Harness Assy |
| • Filler Valve (Forester) | • Throttle Body Assembly |
| • Fuel Cut Valve (Forester) | • Transmission Control Module (TCM) |
| • Fuel Pump Control and Harness Assy (Forester) | • Transmission Control Valve Assy |
| • Fuel Tank | • Turbocharger Assembly |
| • Fuel Tank Pressure Sensor (Forester) | • Vent Valve (Forester) |

*** In cases where the Combination Meter Circuit Board or the Main Meter Assembly are required to correct a failure of the Check Engine Light to illuminate, coverage applies.*

¹ Including the Forester 2.5L Non-Turbo and Turbo

² Excluding the Forester 2.5L Non-Turbo and Turbo

- **California Partial Zero Emission Vehicle Performance Warranty** - 15 years or 150,000 miles, whichever occurs first. (see section 8.2.7.6)***
- **California Partial Zero Emission Vehicle Defect Warranty** - 15 years or 150,000 miles, whichever occurs first. (see section 8.2.7.7)***

****Coverage applies to 2008MY 2.5L engine Legacy/Outback/Forester non-turbo models distributed for sale in California (and in states which have adopted California Specification Emission Control Systems and Warranties and are registered for use in those states, except Pennsylvania vehicles which are not covered under PZEV emissions control warranty).*

8.3.10 2009 Model Year

The following warranty coverage applies to 2009 model year vehicles. These warranties are subject to the terms and conditions defined in the Warranty Statements.

- **Basic New Car Limited Warranty** - 3 years or 36,000 miles, whichever occurs first. (see section 8.2.1)
- **Adjustment Coverage** - 3 years or 36,000 miles, whichever occurs first. (see section 8.4.3)
- **Wear Item Coverage** - 3 years or 36,000 miles, whichever occurs first. Items covered are brake pad and shoe linings, clutch disk linings, remote batteries and wiper blades. (see section 8.2.2)
- **Powertrain Limited Warranty** - 5 years or 60,000 miles, whichever occurs first. (see section 8.2.4)
 - The following are the only parts eligible for coverage under the terms of this warranty:

Engine	Transmission and Differential
<ul style="list-style-type: none"> • Engine • Engine block and internal parts • Cylinder heads and valve train • Oil pump and oil pan • Timing belts or gears and cover • Water pump • Flywheel • Intake and exhaust manifolds • Oil seals and gaskets • Turbocharger assembly 	<ul style="list-style-type: none"> • Transmission case and internal parts • Seals and gaskets • Torque Converter • Electronic transmission control unit • Axle shafts and constant velocity joints (except boots) <i>see (*1)</i> • Propeller Shaft • Wheel Bearings

*(*1) See section 8.4.11 - Axle shaft and/or CVJ damage due to broken, torn, split or damaged boots, allowing the intrusion of road abrasive material is not covered under warranty.*

- **Rust Perforation Limited Warranty** - 5 years, regardless of mileage. (see section 8.2.5)
- **Seat Belt Lifetime Limited Warranty** - Coverage lasts for the useful life of the vehicle. (see section 8.2.3)
- **Federal Emissions Performance Warranty** - 2 years or 24,000 miles, whichever occurs first. (see section 8.2.6.2)

- **Federal Emissions Defect Warranty** - 3 years or 36,000 miles, whichever occurs first. (see section 8.2.6.3)
- **Federal Emissions Extended Defect Warranty** - 8 years or 80,000 miles, whichever occurs first. (see section 8.2.6.4)
- **California Emissions Performance and Defect Warranty** - 3 years or 50,000 miles, whichever occurs first. (see section 8.2.7.4 & section 8.2.6)
- **California Emissions Extended Defect Warranty** - 7 years or 70,000 miles, whichever occurs first or 8 years or 100,000 miles, whichever occurs first for 2009 models certified to the optional 150,000 miles emissions standards. (see section 8.2.7.5)

The following are the ***only parts eligible*** for coverage under the terms of this warranty:

<ul style="list-style-type: none"> • ABS Control Unit • Catalytic Converter • Engine Control Module (ECM) • Fuel Cut Valve ** • Fuel Tank • Intake Manifold • Intercooler Assembly (STI) 	<ul style="list-style-type: none"> • Malfunction Indicator Lamp *** • Throttle Body Assembly • Transmission Control Module (TCM) • Transmission Control Valve Assy • Turbocharger Assembly • Vent Valve **
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** Component included in fuel tank replacement.

*** In cases where the Combination Meter Circuit Board or the Main Meter Assembly are required to correct a failure of the Check Engine Light to illuminate, coverage applies.

- **California Partial Zero Emission Vehicle Performance Warranty** - 15 years or 150,000 miles, whichever occurs first. (see section 8.2.7.6) ****
- **California Partial Zero Emission Vehicle Defect Warranty** - 15 years or 150,000 miles, whichever occurs first. (see section 8.2.7.7) ****

**** Coverage applies to 2009MY 2.5L engine Legacy/Outback/Forester non-turbo models registered for sale in California (and in states which have adopted California Specification Emission Control Systems and Warranties and are registered for use in those states except Oregon, Pennsylvania and Washington vehicles which are not covered under PZEV emissions control warranty).

8.3.11 2010 Model Year

The following warranty coverage applies to 2010 model year vehicles. These warranties are subject to the terms and conditions defined in the Warranty Statements.

- **Basic New Car Limited Warranty** - 3 years or 36,000 miles, whichever occurs first. (see section 8.2.1)
- **Adjustment Coverage** - 3 years or 36,000 miles, whichever occurs first. (see section 8.4.3)
- **Wear Item Coverage** - 3 years or 36,000 miles, whichever occurs first. Items covered are brake pad and shoe linings, clutch disk linings, remote batteries and wiper blades. (see section 8.2.2)
- **Powertrain Limited Warranty** - 5 years or 60,000 miles, whichever occurs first. (see section 8.2.4)
 - The following are the only parts eligible for coverage under the terms of this warranty:

Engine	Transmission and Differential
<ul style="list-style-type: none"> • Engine • Engine block and internal parts • Cylinder heads and valve train • Oil pump and oil pan • Timing belts or gears and cover • Water pump • Flywheel • Intake and exhaust manifolds • Oil seals and gaskets • Turbo Charger 	<ul style="list-style-type: none"> • Transmission case and internal parts • Seals and gaskets • Torque Converter • Electronic transmission control unit • Axle shafts and constant velocity joints (except boots) see (*1) • Propeller Shaft • Wheel Bearings

(*1) See section 8.4.11 - Axle shaft and/or CVJ damage due to broken, torn, split or damaged boots, allowing the intrusion of road abrasive material is not covered under warranty.

- **Rust Perforation Limited Warranty** - 5 years, regardless of mileage. (see section 8.2.5)
- **Seat Belt Lifetime Limited Warranty** - Coverage lasts for the useful life of the vehicle. (see section 8.2.3)
- **Federal Emissions Performance Warranty** - 2 years or 24,000 miles, whichever occurs first. (see section 8.2.6.2)
- **Federal Emissions Defect Warranty** - 3 years or 36,000 miles, whichever occurs first. (see section 8.2.6.3)

- **Federal Emissions Extended Defect Warranty** - 8 years or 80,000 miles, whichever occurs first. (see section 8.2.6.4)
- **California Emissions Performance and Defect Warranty** - 3 years or 50,000 miles, whichever occurs first. (see section 8.2.7.4 & section 8.2.6)
- **California Emissions Extended Defect Warranty** - 7 years or 70,000 miles, whichever occurs first or 8 years or 100,000 miles, whichever occurs first for 2010 models certified to the optional 150,000 miles emissions standards. (see section 8.2.7.5)
- The following are the **only parts eligible** for coverage under the terms of this warranty:

<ul style="list-style-type: none"> • Catalytic Converter • Electric Throttle Chamber Assembly • Engine Control Module (ECM) • Fuel Tank • Hydraulic Unit (VDC) • Intake Manifold • Fuel Cut Valve 	<ul style="list-style-type: none"> • Intercooler Assembly (STI) • Malfunction Indicator Lamp *** • Transmission Control Module (TCM) • Transmission Control Valve Assy • Turbocharger Assembly • Vent Valve
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*** In cases where the Combination Meter Circuit Board or the Main Meter Assembly are required to correct a failure of the Check Engine Light to illuminate, coverage applies.

- **California Partial Zero Emission Vehicle Performance Warranty** - 15 years or 150,000 miles, whichever occurs first. (see section 8.2.7.6) ****
- **California Partial Zero Emission Vehicle Defect Warranty** - 15 years or 150,000 miles, whichever occurs first. (see section 8.2.7.7) ****

**** Coverage applies to 2010MY 2.5L engine Legacy/Outback/Forester non-turbo models registered for sale in California (and in states which have adopted California Specification Emission Control Systems and Warranties and are registered for use in those states except Oregon, Pennsylvania and Washington vehicles which are not covered under PZEV emissions control warranty).

8.3.12 2011 Model Year

The following warranty coverage applies to 2011 model year vehicles. These warranties are subject to the terms and conditions defined in the Warranty Statements.

- **Basic New Car Limited Warranty** - 3 years or 36,000 miles, whichever occurs first. (see section 8.2.1)
- **Adjustment Coverage** - 3 years or 36,000 miles, whichever occurs first. (see section 8.4.3)
- **Wear Item Coverage** - 3 years or 36,000 miles, whichever occurs first. Items covered are brake pad and shoe linings, clutch disk linings, remote batteries and wiper blades. (see section 8.2.2)
- **Powertrain Limited Warranty** - 5 years or 60,000 miles, whichever occurs first. (see section 8.2.4)
 - The following are the only parts eligible for coverage under the terms of this warranty:

Engine	Transmission and Differential
<ul style="list-style-type: none"> • Engine • Engine block and internal parts • Cylinder heads and valve train • Oil pump and oil pan • Timing belts or gears and cover • Water pump • Flywheel • Intake and exhaust manifolds • Oil seals and gaskets • Turbocharger assembly 	<ul style="list-style-type: none"> • Transmission case and internal parts • Seals and gaskets • Torque Converter • Electronic transmission control unit • Axle shafts and constant velocity joints (except boots) <i>see (*1)</i> • Propeller Shaft • Wheel Bearings

(*1) See section 8.4.11 - Axle shaft and/or CVJ damage due to broken, torn, split or damaged boots, allowing the intrusion of road abrasive material is not covered under warranty.

- **Rust Perforation Limited Warranty** - 5 years, regardless of mileage. (see section 8.2.5)
- **Seat Belt Lifetime Limited Warranty** - Coverage lasts for the useful life of the vehicle. (see section 8.2.3)
- **Federal Emissions Performance Warranty** - 2 years or 24,000 miles, whichever occurs first. (see section 8.2.6.2)

- **Federal Emissions Defect Warranty** - 3 years or 36,000 miles, whichever occurs first. (see section 8.2.6.3)
- **Federal Emissions Extended Defect Warranty** - 8 years or 80,000 miles, whichever occurs first. (see section 8.2.6.4)
- **California Emissions Performance and Defect Warranty** - 3 years or 50,000 miles, whichever occurs first. (see section 8.2.7.4 & section 8.2.6)
- **California Emissions Extended Defect Warranty** - 7 years or 70,000 miles, whichever occurs first or 8 years or 100,000 miles, whichever occurs first for 2011 models certified to the optional 150,000 miles emissions standards. (see section 8.2.7.5)

NOTE: For 2011 model year Subaru vehicles sold in the State of New Mexico prior to February 1, 2011, Subaru will honor the 2011 California Emission Control System Warranties published in earlier versions of the 2011 Subaru Warranty and Maintenance Booklet. New Mexico suspended its 2011 model year California Low Emission Vehicle program effective February 1, 2011.

All vehicles sold in the state of New Mexico on or after February 1, 2011 will be covered by the Federal Emission Warranty coverage. Please contact the Subaru Claims Helpline at 1-866-782-2782 with any questions regarding this coverage.

See Vehicle Coverage Inquiry comments for verification of coverage.

- The following are the ***only parts eligible*** for coverage under the terms of this 2011 Model Year warranty:

<ul style="list-style-type: none"> • Catalytic Converter • Electric Throttle Chamber Assembly • Engine Control Module (ECM) • Fuel Tank • Hydraulic Unit (VDC) • Inhibiter harness Assembly (Legacy/Outback) • Injector Sub Assembly (Legacy Turbo) • Intake Manifold • Intercooler Assembly (STI) 	<ul style="list-style-type: none"> • Malfunction Indicator Lamp *** • Transmission Control Module (TCM) • Transmission Control Valve Assembly • Transmission Sensor and Harness Assembly (Forester) • Turbocharger Assembly
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****** In cases where the Combination Meter Circuit Board or the Main Meter Assembly are required to correct a failure of the Check Engine Light to illuminate, coverage applies.***

- **California Partial Zero Emission Vehicle Performance Warranty** - 15 years or 150,000 miles, whichever occurs first. (see section 8.2.7.6) ****

- **California Partial Zero Emission Vehicle Defect Warranty** - 15 years or 150,000 miles, whichever occurs first. (see section 8.2.7.7) ****

***** Coverage applies to 2011MY 2.5L engine Legacy/Outback/Forester non-turbo models registered for sale in California (and in states which have adopted California Specification Emission Control Systems and Warranties and are registered for use in those states except Oregon, Pennsylvania and Washington vehicles which are not covered under PZEV emissions control warranty).*

8.3.13 2012 Model Year

The following warranty coverage applies to 2012 model year vehicles. These warranties are subject to the terms and conditions defined in the Warranty Statements.

- **Basic New Car Limited Warranty** - 3 years or 36,000 miles, whichever occurs first. (see section 8.2.1)
- **Adjustment Coverage** - 3 years or 36,000 miles, whichever occurs first. (see section 8.4.3)
- **Wear Item Coverage** - 3 years or 36,000 miles, whichever occurs first. Items covered are brake pad and shoe linings, clutch disk linings, remote batteries and wiper blades. (see section 8.2.2)
- **Powertrain Limited Warranty** - 5 years or 60,000 miles, whichever occurs first. (see section 8.2.4)
 - The following are the only parts eligible for coverage under the terms of this warranty:

Engine	Transmission and Differential
<ul style="list-style-type: none"> • Engine • Engine block and internal parts • Cylinder heads and valve train • Oil pump and oil pan • Timing belts or gears and cover • Water pump • Flywheel • Intake and exhaust manifolds • Oil seals and gaskets • Turbocharger assembly 	<ul style="list-style-type: none"> • Transmission case and internal parts • Seals and gaskets • Torque Converter • Electronic transmission control unit • Axle shafts and constant velocity joints (except boots) <i>see (*1)</i> • Propeller Shaft • Wheel Bearings

*(*1) See section 8.4.11 - Axle shaft and/or CVJ damage due to broken, torn, split or damaged boots, allowing the intrusion of road abrasive material is not covered under warranty.*

- **Rust Perforation Limited Warranty** - 5 years, regardless of mileage. (see section 8.2.5)
- **Seat Belt Lifetime Limited Warranty** - Coverage lasts for the useful life of the vehicle. (see section 8.2.3)
- **Federal Emissions Performance Warranty** - 2 years or 24,000 miles, whichever occurs first. (see section 8.2.6.2)

- **Federal Emissions Defect Warranty** - 3 years or 36,000 miles, whichever occurs first. (see section 8.2.6.3)
 - **Federal Emissions Extended Defect Warranty** - 8 years or 80,000 miles, whichever occurs first. (see section 8.2.6.4)
 - **California Emissions Performance and Defect Warranty** - 3 years or 50,000 miles, whichever occurs first. (see section 8.2.7.4 & section 8.2.6)
 - **California Emissions Extended Defect Warranty** - 7 years or 70,000 miles, whichever occurs first or 8 years or 100,000 miles, whichever occurs first for 2012 models certified to the optional 150,000 miles emissions standards. (see section 8.2.7.5)
- The following are the **only parts eligible** for coverage under the terms of this 2012 Model Year warranty:

<ul style="list-style-type: none"> • Catalytic Converter • Electric Throttle Chamber Assembly • Engine Control Module (ECM) • Fuel Tank • Hydraulic Unit (VDC) • Inhibiter harness Assembly (Impreza/Legacy/Outback) • Injector Sub Assembly (Legacy Turbo) • Intake Manifold • Exhaust Manifold (Impreza Turbo) • Intercooler Assembly (STI) 	<ul style="list-style-type: none"> • Malfunction Indicator Lamp *** • Transmission Control Module (TCM) • Transmission Control Valve Assembly • Transmission Sensor and Harness Assembly (Forester) • Turbocharger Assembly • Vehicle Speed Sensor • Revolution AT Sensor Assembly
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*** In cases where the Combination Meter Circuit Board or the Main Meter Assembly are required to correct a failure of the Check Engine Light to illuminate, coverage applies.

- **California Partial Zero Emission Vehicle Performance Warranty** - 15 years or 150,000 miles, whichever occurs first. (see section 8.2.7.6) ****
- **California Partial Zero Emission Vehicle Defect Warranty** - 15 years or 150,000 miles, whichever occurs first. (see section 8.2.7.7) ****

**** Coverage applies to the 2012MY Impreza 2.0i and to the 2012MY 2.5L engine Legacy/Outback/Forester non-turbo models registered for sale in California (and in states which have adopted California Specification Emission Control Systems and Warranties and are registered for use in those states except Oregon, Pennsylvania and Washington vehicles which are not covered under PZEV emissions control warranty).

8.3.14 2013 Model Year

The following warranty coverage applies to 2013 model year vehicles. These warranties are subject to the terms and conditions defined in the Warranty Statements.

- **Basic New Car Limited Warranty** - 3 years or 36,000 miles, whichever occurs first. (see section 8.2.1)
- **Adjustment Coverage** - 3 years or 36,000 miles, whichever occurs first. (see section 8.4.3)
- **Wear Item Coverage** - 3 years or 36,000 miles, whichever occurs first. Items covered are brake pad and shoe linings, clutch disk linings, remote batteries and wiper blades. (see section 8.2.2)
- **Powertrain Limited Warranty** - 5 years or 60,000 miles, whichever occurs first. (see section 8.2.4)
 - The following are the only parts eligible for coverage under the terms of this warranty:

Engine	Transmission and Differential
<ul style="list-style-type: none"> • Engine • Engine block and internal parts • Cylinder heads and valve train • Oil pump and oil pan • Timing belts or gears and cover • Water pump • Flywheel • Intake and exhaust manifolds • Oil seals and gaskets • Turbocharger assembly 	<ul style="list-style-type: none"> • Transmission case and internal parts • Seals and gaskets • Torque Converter • Electronic transmission control unit • Axle shafts and constant velocity joints (except boots) see (*1) • Propeller Shaft • Wheel Bearings

(*1) See section 8.4.11 - Axle shaft and/or CVJ damage due to broken, torn, split or damaged boots, allowing the intrusion of road abrasive material is not covered under warranty.

- **Rust Perforation Limited Warranty** - 5 years, regardless of mileage. (see section 8.2.5)
- **Seat Belt Lifetime Limited Warranty** - Coverage lasts for the useful life of the vehicle. (see section 8.2.3)
- **Federal Emissions Performance Warranty** - 2 years or 24,000 miles, whichever occurs first. (see section 8.2.6.2)

- **Federal Emissions Defect Warranty** - 3 years or 36,000 miles, whichever occurs first. (see section 8.2.6.3)
 - **Federal Emissions Extended Defect Warranty** - 8 years or 80,000 miles, whichever occurs first. (see section 8.2.6.4)
 - **California Emissions Performance and Defect Warranty** - 3 years or 50,000 miles, whichever occurs first. (see section 8.2.7.4 & section 8.2.6)
 - **California Emissions Extended Defect Warranty** - 7 years or 70,000 miles, whichever occurs first or 8 years or 100,000 miles, whichever occurs first for 2013 models certified to the optional 150,000 miles emissions standards. (see section 8.2.7.5)
- The following are the **only parts eligible** for coverage under the terms of this 2013 Model Year warranty:

<ul style="list-style-type: none"> • Catalytic Converter • Electric Throttle Chamber Assembly • Evaporative Canister (BRZ, Leg, Outback) • Engine Control Module (ECM) • Fuel Tank • Hydraulic Unit (VDC) • Intake Manifold • Intercooler Assembly (STI) • Malfunction Indicator Lamp *** 	<ul style="list-style-type: none"> • Transmission Control Module (TCM) • Transmission Control Valve Assembly • Transmission Sensor and Harness Assembly (Forester-Legacy-Outback-Tribeca) • Turbocharger Assembly
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*** In cases where the Combination Meter Circuit Board or the Main Meter Assembly are required to correct a failure of the Check Engine Light to illuminate, coverage applies.

- **California Partial Zero Emission Vehicle Performance Warranty** - 15 years or 150,000 miles, whichever occurs first. (see section 8.2.7.6) ****
- **California Partial Zero Emission Vehicle Defect Warranty** - 15 years or 150,000 miles, whichever occurs first. (see section 8.2.7.7) ****

**** Coverage applies to the 2013MY Impreza 2.0i and to the 2013MY 2.5L engine Legacy/Outback/Forester non-turbo models registered for sale in California (and in states which have adopted California Specification Emission Control Systems and Warranties and are registered for use in those states except Oregon, Pennsylvania and Washington vehicles which are not covered under PZEV emissions control warranty).

8.3.15 2014 Model Year

The following warranty coverage applies to 2014 model year vehicles. These warranties are subject to the terms and conditions defined in the Warranty Statements

- **Basic New Car Limited Warranty** - 3 years or 36,000 miles, whichever occurs first. (see section 8.2.1)
- **Adjustment Coverage** - 3 years or 36,000 miles, whichever occurs first. (see section 8.4.3)
- **Wear Item Coverage** - 3 years or 36,000 miles, whichever occurs first. Items covered are brake pad and shoe linings, clutch disk linings, remote batteries and wiper blades. (see section 8.2.2)
- **Powertrain Limited Warranty** - 5 years or 60,000 miles, whichever occurs first. (see section 8.2.4)
 - The following are the only parts eligible for coverage under the terms of this warranty:

Engine	Transmission and Differential
<ul style="list-style-type: none"> • Engine • Engine block and internal parts • Cylinder heads and valve train • Oil pump and oil pan • Timing belts or gears and cover • Water pump • Flywheel • Intake and exhaust manifolds • Oil seals and gaskets • Turbocharger assembly 	<ul style="list-style-type: none"> • Transmission case and internal parts • Seals and gaskets • Torque Converter • Electronic transmission control unit • Axle shafts and constant velocity joints (except boots) <i>see (*1)</i> • Propeller Shaft • Wheel Bearings

(*1) See section 8.4.11 - Axle shaft and/or CVJ damage due to broken, torn, split or damaged boots, allowing the intrusion of road abrasive material is not covered under warranty.

- **Rust Perforation Limited Warranty** - 5 years, regardless of mileage. (see section 8.2.5)
- **Seat Belt Lifetime Limited Warranty** - Coverage lasts for the useful life of the vehicle. (see section 8.2.3)
- **Federal Emissions Performance Warranty** - 2 years or 24,000 miles, whichever occurs first. (see section 8.2.6.2)
- **Federal Emissions Defect Warranty** - 3 years or 36,000 miles, whichever occurs first. (see section 8.2.6.3)

- **Federal Emissions Extended Defect Warranty** - 8 years or 80,000 miles, whichever occurs first. (see section 8.2.6.4)
- **California Emissions Performance and Defect Warranty** - 3 years or 50,000 miles, whichever occurs first. (see section 8.2.7.4 & section 8.2.6)
- **California Emissions Extended Defect Warranty** - 7 years or 70,000 miles, whichever occurs first or 8 years or 100,000 miles, whichever occurs first for 2014 models certified to the optional 150,000 miles emissions standards. (see section 8.2.7.5)
- The following are the **only parts eligible** for coverage under the terms of this 2014 Model Year warranty:

<ul style="list-style-type: none"> • Catalytic Converter • Electric Throttle Chamber Assembly • Engine Control Module (ECM) • Evaporative Canister (BRZ, Leg, Outback) • Fuel Tank • Fuel Filler Pipe (Forester) • Hydraulic Unit (VDC) • Intake Manifold • Intercooler Assembly (STI) • Malfunction Indicator Lamp *** 	<ul style="list-style-type: none"> • Transmission Control Module (TCM) • Transmission Control Valve Assembly • Transmission Sensor and Harness Assembly (Forester-Legacy-Outback-Tribeca) • Turbocharger Assembly
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*** In cases where the Combination Meter Circuit Board or the Main Meter Assembly are required to correct a failure of the Check Engine Light to illuminate, coverage applies.

- **California Partial Zero Emission Vehicle Performance Warranty** - 15 years or 150,000 miles, whichever occurs first. (see section 8.2.7.6) ****
- **California Partial Zero Emission Vehicle Defect Warranty** - 15 years or 150,000 miles, whichever occurs first. (see section 8.2.7.7) ****
- **California Advanced Technology Partial Zero Emissions (AT-PZEV) Hybrid Electric Vehicle (Ni-MH) Battery Warranty** -10 years or 150,000 miles, whichever occurs first. (see section 8.2.7.8)

**** Coverage applies to the 2014MY Impreza 2.0i and to the 2014MY 2.5L engine Legacy/Outback/Forester non-turbo models registered for sale in California (and in states which have adopted California Specification Emission Control Systems and Warranties and are registered for use in those states except Delaware, Oregon, Pennsylvania and Washington vehicles which are not covered under PZEV emissions control warranty).

8.4 Warranty Policy, Coverage and Program Guide

8.4.1 Accessory Coverage

- **Index**
 - **8.4.1.1 Performance Parts**

Genuine Subaru Accessories are specifically designed, approved, and supplied by SOA for installation on Subaru vehicles. Some examples are security systems, roof racks, and remote engine starters.

Warranty coverage is as follows:

- Accessories installed prior to retail delivery are covered by the Basic New Car Limited Warranty.
- Accessories installed after retail delivery are covered for the balance of the Basic New Car Limited Warranty or 1 year from the date of installation, whichever is longer.
- Accessories installed after the Basic New Car Limited Warranty coverage has expired are covered for 1 year from the date of installation.

8.4.1.1 Performance Parts

Certain Performance Parts are sold "as is" with no warranty coverage. When one of these parts is ordered, a "Disclaimer of Warranties" statement is supplied along with the part. For more specific details on Performance Parts, refer to Parts Bulletin PT120101.

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8.4.2 Accidents and Fire

Accident or fire resulting in any damage and/or personal injury, which may be attributed to allegedly defective parts, must be immediately reported by the retailer to Subaru of America, Inc. Details of the occurrence must be provided by telephone or fax to Customer/Retailer Services (CDS). Upon receipt of the information, SOA will issue instructions. Repairs must not be made nor allegedly defective part(s) removed from the vehicle without prior instructions.

IMPORTANT: The vehicle cannot, under any circumstances, be repaired without the express written consent of SOA.

8.4.3 Adjustment Coverage

Adjustments are considered to be repairs that are necessary to correct minor assembly deficiencies. These repairs generally do not require the replacement of parts. Most adjustments should be diagnosed and corrected during the Pre-Delivery Inspection (PDI). However, an adjustment may be performed at any time during the “adjustment period” of the Basic New Car Limited Warranty.

Adjustments to an individual component **may only be reimbursed one time** under the terms of this coverage.

8.4.4 Air Bag - Supplemental Restraint System

The Subaru Supplemental Restraint System (SRS) is designed in accordance with Federal Regulation to provide additional protection to the front seat passengers in the event of a frontal collision.

The SRS is not intended to replace the protective benefit of the standard seat belt restraint system.

The Subaru SRS is covered under the terms of the Basic New Car Limited Warranty for defects in materials & workmanship.

The SRS is self diagnosing. The AIRBAG indicator light will signify normal operation by lighting for about 6 seconds when the key is first turned to the "ON" position. If the system is malfunctioning, the AIRBAG indicator light will remain illuminated. The system must then be diagnosed according to the instructions contained in the respective model and model year Service Repair Manual.

What is Covered:

- The airbag module, sensors or harness which are determined to be defective as a result of procedural diagnosis.
- Defects in the soft trim portion of the airbag module.

What is not covered:

- Replacement of airbags which have deployed due to collision.
- Replacement of system sensors or harness due to collision.
- Physical damage to any of the SRS components due to collision or misuse.

The SRS automatically determines the requirement for deployment, based on the control unit receiving input signals from the sensors. Unless the SRS warning light was illuminated prior to a collision, there is no evidence that an airbag system has malfunctioned.

Should you have questions regarding air bag deployment or non-deployment, contact your District Parts and Service Manager.

Note: See section 15 for Parts Return instructions.

8.4.5 Air Conditioning

Index

- **8.4.5.1. System Under/Over Charge**

8.4.5.1. System Under/Over Charge

Factory installed air conditioner systems that are found to have either an over charge or under charge condition may be repaired during the adjustment period of the Basic New Car Limited Warranty. This applies when all of the following conditions exist:

- The A/C system was under/over charged at the time the system was installed in the vehicle.
- There has never been a repair to the vehicle that involved evacuation and/or charging of the A/C system.
- There are no other A/C system repairs being performed that affect the system's refrigerant charge.
- The repair is performed while the vehicle is within the warranty adjustment period.

This repair may be claimed within the terms of the vehicle's New Car Basic Warranty adjustment period.

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8.4.6 Alignment

Wheel alignments are considered to be adjustments. Coverage is limited to one time during the adjustment period of the Basic New Car Limited Warranty.

Before and after alignment measurements must be recorded on a printout from an alignment machine. The printout must include the date, VIN and RO Number along with the alignment measurements. The printout must be attached to the Repair Order.

8.4.6.1 Periodic Maintenance

All alignment racks used for alignment measurements require calibration every 12 months. This applies to both retailers and any sublet vendors in cases where the retailer does not have their own alignment rack.

Documents validating the periodic maintenance must be available for inspection upon SOA's request. Failure to produce these documents may result in a claim rejection or debit.

8.4.7 Alternate Transportation Program

- **Index**
 - **8.4.7.1. Policy**
 - **8.4.7.2. Parts Related Coverage**
 - **8.4.7.3. Non-Parts Related Coverage**

The Subaru Owner Assistance Alternate Transportation Program (ATP) is designed to allow Authorized Subaru Retailers the opportunity to provide a retail Subaru customer with a substitute rental vehicle when specific circumstances exist.

This revised version of the Program supersedes and replaces any and all previous versions of the program.

8.4.7.1. Policy

- **Eligibility:** **Subaru Vehicles** which are leased or sold at retail are covered by this program for the duration of the Basic New Car Limited and Powertrain Limited Warranty.
- **Application:** This Program applies only to warrantable defects which have rendered an eligible vehicle inoperative, unsafe, or illegal to operate.

Under normal circumstances:

- Parts-related coverage unrelated to a parts backorder is for a maximum of 5 days.
- Non-parts-related coverage is for a maximum of 3 days.
- Coverage may be claimed beyond these limits only with an appropriate authorization (see sections 8.4.7.2, 8.4.7.3 & 8.4.10).
- **Daily Rate:** Effective January 5, 2004 SOA will contribute up to \$35 per day toward a substitute vehicle for retailers actively participating in the SSLP program. Non-active SSLP retailers and retailers not participating in the SSLP program will be eligible for a \$20 per day credit.
- **Claims Review:** All ATP claims are subject to review by SOA. SOA may request documentation to substantiate an ATP claim. Proper documentation includes, but is not limited to, repair orders (claim and hard copies, including time punches and notes), parts invoices, sublet invoices, and rental agreements.
- **Policy Change:** SOA reserves the right to modify or cancel this program without advance notification or continued obligation.

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8.4.7.2. Parts Related Coverage

For eligible vehicles, the Subaru customer is entitled to a substitute vehicle under parts-related coverage if a repair cannot be completed due to the unavailability of needed part(s).

- **Parts Ordering:** All required parts must be VOR ordered by the retailer no later than the close of the first business day after receipt of the vehicle by the retailer.

NOTE: Alternate Transportation Program eligibility will begin no earlier than 1 business day prior to submission of the VOR order.

- **Parts Available Within U.S.:** If the part(s) is/are not on national backorder, no further action is required. In that case, the maximum period for a substitute vehicle is 5 calendar days. If receipt of a part is delayed because of extenuating circumstances, and a substitute vehicle is needed beyond 5 days, contact the Parts Information Coordinator.
- **Parts On Backorder:** If any applicable part is nationally backordered, the retailer must request an authorization from the Parts Information Coordinator no later than the first business day after the order is placed. Please provide the backorder number, the vehicle identification number (VIN), and the customer's name. The Parts Information Coordinator will verify the supplied information to ensure proper part applicability, supersession, etc. If the needed part, or a substitute part, cannot be provided, the Parts Information Coordinator will then issue a warranty authorization, which must be entered on the warranty claim.

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8.4.7.3. Non-Parts Related Coverage

For eligible vehicles, the Subaru customer is entitled to a substitute vehicle under non-parts-related coverage if either of the following conditions occur:

- An unscheduled repair is started no later than the close of the first business day after receipt of the vehicle.
- A scheduled repair requires 4 hours or more to complete.

If a substitute vehicle is required beyond 3 calendar days for non-parts related reasons, **obtain an authorization on or before the third day from a District Parts and Service Manager.**

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8.4.8 Assemblies

Assemblies are defined as major components that are serviceable using available replacement parts. These components are:

- Accessory Kits
- Engine Short Block (Unless applicable to the remanufactured short block program as stated in section 8.4.33.2)
- Steering Rack*
- Automatic Transmission (Unless applicable to the remanufactured transmission program as stated in section 8.4.33.1). The BRZ 6AT is not serviceable and must be replaced even for a defective valve body.
- Lineartronic™ Continuously Variable Transmission (CVT). See section 8.4.33.1.3 for allowable repairs.
- Manual Transmission (The BRZ 6MT is not serviceable and must be replaced as an assembly.)
- A/T Front Differential

*** Note: Power Steering Rack Assemblies:**

Legacy and Outback - Power steering racks for 2005-2009MY are field serviceable.

Legacy and Outback - Power steering racks for 2010-2013MY are non-field serviceable.

Tribeca - Power steering racks for 2006-2013MY are field serviceable.

Forester and Impreza - Power steering racks for 2006-2013MY are non-field serviceable.

BRZ – Power steering racks for 2013 are non-field serviceable.

Retailers are required to repair assemblies that malfunction using individual component repair parts. Assemblies may only be replaced when one or more of the following conditions occur:

- If the repair estimate (parts and labor) exceeds 90% of the replacement estimate (parts and labor). The estimate must be prepared prior to replacement of an assembly, and a copy of the estimate must be retained with the repair order. This document may be requested by SOA to validate assembly replacements. Refer to the “Assembly Repair vs. Replacement Worksheet” found in the forms section. (see section 17)
- If assembly replacement is specifically instructed by a District Parts and Service Manager. An authorization code will be provided and must be included upon claim submission. (see section 8.4.10)
- If a specific policy has been released instructing assembly replacement, such as the remanufactured transmission and short block programs.

Note: AWD rear differential assembly internal components are not to be serviced or repaired. Failure of internal components require replacement of the assembly. However, external parts such as the pinion shaft oil seal, side seals and “O” rings, rear cover and/or gasket, vent assembly and fill and drain plugs should be replaced.

8.4.9 Audio/Navi/Entertainment Exchange Programs

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- 8.4.9.1. Exchange Procedure for All Exchange Components
- 8.4.9.2. Manufacturers by Component
- 8.4.9.3. Return of Lodged DVD/CD
- 8.4.9.4. Satellite Activation Instructions
- 8.4.9.5. Exchange Number Examples and Service Center Phone Numbers

Within the terms of the Basic New Car Warranty and the one year Replacement Parts Warranty the Exchange Program provides for replacement of a defective unit from the manufacturer.

In the event the vehicle is "New" and "In-stock", inform the Service Center. A new unit will be supplied rather than a remanufactured unit. If the Service Center is unable to provide a new unit, immediately contact a Subaru Retailer Claims Specialist at 1-866-782-2782 for further instructions.

Replacement of a new unit, other than new units supplied through the exchange program, requires authorization from a Subaru of America, Inc. Retailer Claims Specialist at 1-866-782-2782. An authorization code will be provided and must be included upon claim submission.

Vehicles that have been placed in demo service should use exchange units only.

8.4.9.1. Exchange Procedure for All Exchange Components

1) The defective chassis should remain in the vehicle until the exchange unit is installed.

2) Contact the applicable Service Center with the following information:

- Retailer Code
- Retailer Name and Address
- VIN - All 17 Characters
- Date of Vehicle Sale
- Vehicle Mileage
- Caller's Name and Telephone Number
- Claim Number
- Chassis Model Number, ID Code and/or the Subaru Part Number. Clarion requires the front faceplate ID number.
- Customer Complaint
- Customer Last Name

At this time, the Service Center will issue an exchange number. It is required that this number be provided upon claim submission.

An exchange chassis along with an exchange form will be shipped within 72 hours. If the exchange chassis is not received within 5 days, call the Service Center. Provide the operator with the exchange number when making inquiries.

3) Install the exchange unit as soon as possible upon receipt. Return the defective chassis to the manufacturer within 30 days. Return freight charges may be claimed as sublet, provided the repair was performed under the terms of the Basic New Car Warranty. Copies of the freight invoice should be attached to the repair order.

If the exchange unit has not been installed or the failed chassis returned within 30 days, contact the Service Center. Reference the exchange number and explain the circumstances causing the delay. An extension will be granted or the retailer will be instructed to return the exchange unit. Failure to comply will result in a "charge back" to the retailer for the cost of the exchange unit.

The retailer must return the failed component in the same approved packaging that the exchange unit arrived in. A hard copy of the printout from the on-line order or the Exchange Request Form must be included in the core return package. Failure to use proper packaging could result in a "charge back" for the cost of the exchange unit and shipping.

NOTE: Activation of all subscription based services is the responsibility of the vehicle owner.

NOTE: Do not disassemble any unit to retrieve a lodged CD prior to returning to the manufacturer. See **Section 8.4.9.4** for the policy on returning the CD(s) to the customers.

NOTE: For the "Audio Out of Warranty Exchange / Repair Program" refer to Added Security **Section 11.2.10**

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8.4.9.2. Manufacturers by Component Audio

Panasonic Service Center is open from: 8am-8pm Eastern Time at 1-800-228-0473.

Clarion Service Center is open from: 7am-5pm Pacific Time at 1-800-347-8933. The Exchange Fax Form is found on Subarunet under Service/ Forms/ Exchange or in Section 17 of this manual.

Audio/Navigation

Kenwood Corporation may be contacted from 9:00am-5:30pm Pacific Time through their website www.fthgroupinc.com. A link to the website can be found on Subarunet under Service/Forms. Requests arriving after 2:00 PM PST are processed the following business day.

NOTE: If replacement DVD(s) are supplied with the exchange, the original navigation DVDs must accompany the returned unit or a charge will be incurred

Fujitsu Ten Service Center is open from 7am-5pm Pacific Time at 1-800-237-5413. The Exchange Fax Form is found on Subarunet under Service/ Forms/ Exchange or in Section 17 of this manual.

NOTE: Audio/Navigation unit SD memory cards must be returned along with the complete unit itself for all exchange transactions made with Fujitsu Ten. Please confirm the correct SD card part number is included with the unit. **Refer to Service Bulletins on the STIS website for model and model year specifics.**

Satellite Radio (See Section 8.4.9.4 for Activation Instructions)

Clarion Service Center is open from: 7am-5pm Pacific Time at 1-800-347-8933. The Exchange Fax Form is found on Subarunet under Service/ Forms/ Exchange or in Section 17 of this manual.

Fujitsu Ten Service Center is open from 7am-5pm Pacific Time at 1-800-237-5413. The Exchange Fax Form is found on Subarunet under Service/ Forms/ Exchange or in Section 17 of this manual

NOTE: Audio/Navigation unit SD memory cards must be returned along with the complete unit itself for all exchange transactions made with Fujitsu Ten. Please confirm the correct SD card part number is included with the unit. **Refer to Service Bulletins on the STIS website for model and model year specifics.**

Rear Seat Entertainment (DVD player only)

Panasonic Service Center is open from 8am-8pm Eastern Time at 1-800-228-0473.

Myron Davis Service Center is open from 8am-5pm Pacific Time at 1-866-435-6789. The Exchange Fax Form is found on Subarunet under Service/ Forms/ Exchange or in Section 17 of this manual.

Power Amplifier

Harman Becker Service Center is open from 8am-8pm Eastern Time at 1-800-448-0944.

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8.4.9.3. Return of Lodged DVD/CD

In the event a DVD/ CD(s) becomes lodged in the In-Dash CD Changer, Rear Seat Entertainment Unit or Navigation Assembly, do not disassemble the unit to retrieve the DVD/ CD(s). Please use the following procedure:

- 1) Follow the normal exchange procedures for requesting a replacement unit. In the case of Navigation DVDs, notify the manufacturer at the time the exchange unit is requested that the DVD is lodged in the unit. A new Navigation DVD will be supplied with the exchange unit.
- 2) For all DVD/CD(s) other than Navigation DVDs, record a daytime telephone number where the customer can be reached and retain in customer's file.
- 3) Remove the defective unit from the vehicle and return it to the manufacturer. DVD/ CD(s) that have been successfully removed by the manufacturer will be returned directly to the retailer within 10 calendar days. It is the retailer's responsibility to notify the customer when the DVD/CD(s) are returned.

NOTE: In the event a DVD/ CD(s) has been damaged (except Navigation DVDs), the manufacturer will reimburse the customer through the retailer at \$15.00 per damaged CD or \$20.00 per damaged DVD. Panasonic will forward a check for this reimbursement to the retailer. The retailer must in turn reimburse the customer. Only commercially produced DVD/ CD(s) can be included in the reimbursement program.

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8.4.9.4. Satellite Activation Instructions

If you need to perform a warranty exchange on any radio that is factory equipped with satellite radio, please follow the instructions below. Going through the process will ensure that any fee for the new radio is waived and will ensure your customer continues to receive their satellite radio programming without any interruption of service.

Step 1. Call Sirius XM Retailer Support at 1-800-852-9696 and let the agent know you are doing a warranty exchange on a Subaru vehicle.

Step 2. Provide the agent with the old Radio ID and ask them to transfer the service on this radio to the new Radio ID. Confirm with the agent that the old Radio ID has been deactivated.

(To find the Radio ID, go into satellite radio mode and tune to channel "0", the Radio ID will display for you, it will be 8 alpha-numeric characters long).

Step 3. Confirm which services you are transferring e.g. Audio only or Audio and Traffic.

Step 4. Ask the SXM Retailer support agent to send an activation signal to the new radio and confirm the radio is working. Retailers can also perform a signal refresh if necessary by entering in the Radio ID into the following URL, www.siriusxm.com/oemrefresh

Note: If the unit is inoperative, call Sirius XM for assistance in identifying the existing radio ID number.

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8.4.9.5. Exchange Number Examples and Service Center Phone Numbers

The Audio Exchange Program provides for replacement of a defective Audio/Navi/Entertainment unit with an exchange unit from the manufacturer.

The applicable Service Center for each manufacturer should be contacted and at that time the Service Center will issue an exchange number. It is required that this number be provided upon claim submission.

Below are examples of the audio exchange numbers and the telephone number for the Service Center for each manufacturer.

Audio Exchange Number Examples

- Panasonic Exchange Number Example SUS0000001**
- Clarion Exchange Number Example ... (ERS#) 0000000001**
- Kenwood Exchange Number Example ... (RM#) 00000**
- Fujitsu Ten Exchange Number Example (Claim ID) 4YB000000**
- Myron and Davis Exchange Number Example RA00000**
- Harman Becker Exchange Number Example A999999**

Audio Service Center Phone Numbers and Hours of Operation.

Clarion	1-800-347-8933	7am-5pm Pacific Time
Fujitsu Ten	1-800-237-5413	7am-5pm Pacific Time
Harman Becker	1-800-448-0944	8am-8pm Eastern Time
Myron and Davis	1-866-435-6789	8am-5pm Pacific Time
Panasonic	1-800-228-0473	8am-8pm Eastern Time
Sirius Time	1-800-852-9696	7am- 10pm Central

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8.4.10 Authorization Requirements

In some instances, authorization from a Subaru Representative is required prior to performing specified repairs (listed below).

Prior to performing these repairs, contact a Subaru representative. When applicable, an authorization* code will be provided to the retailer. This code must appear on the repair order in the event documents are requested by Subaru at a later date.

The authorization code must also be entered when the claim is submitted for approval.

* The total dollar amount of a claim cannot be reduced to avoid obtaining the required authorization.

8.4.10.1. Authorization to submit a warranty claim is required for the following repairs:

- Additional labor time that exceeds 2.0 labor hours. (see section 8.4.27.1)
- Alternate Transportation beyond 5 days for part related delays and 3 days for non-part related delays. (see section 8.4.7)
- Assembly replacement when the component repair cost does not exceed 90% of the assembly cost. (see section 8.4.8)
- Exchange Program component replacement with a new unit from retailer part stock (new in-stock vehicles only). (see section 8.4.9.1)
- Customer Concern - No Repair Made claims greater than 0.5 hours. (see section 8.4.17.1)
- Glass replacement that exceeds \$500. (see section 8.4.25)
- Paint repairs (buffing/polishing, color coat, refinish, or metal repair) that involve 3 or more complete body panels and/or the complete repair cost is \$500 or more. (see section 8.4.31)
- Parts ordered prior to warranty expiration. (see section 8.4.32)
- Problem documented prior to warranty expiration. (see section 8.4.32)
- Straight time repairs that exceed 2.0 labor hours. (see section 8.4.27.1)
- Tire replacement in conjunction with a warrantable alignment, adjustment and/or repair. (see section 8.4.40)
- Any warranty repair over \$4,999.99.
- Replacement or eligible repair of a remanufactured transmission (see section 8.4.33.1.2)
- Replacement or eligible repair of a remanufactured short block (see section 8.4.33.2.2)
- Vehicle battery replaced for a leak condition. (see section 8.4.12)
- Freight charges that exceed \$200.00 (see section 8.4.24)

A Subaru Representative may establish additional authorization requirements for the submission of claims for other repairs and/or the replacement of other assemblies, components, or parts, based on individual circumstances. The items detailed in the above list may be revised by SOA upon written notice to retailers.

NOTE: An authorization to submit a claim to SOA is not a guarantee for payment of the claim. ALL claims are subject to review and the decision to accept or deny a claim rests with SOA.

8.4.10.2. Who to Contact for Repair Authorization
DISTRICT PARTS & SERVICE MANAGER

- Additional labor time that exceeds 2.0 labor hours.
- Assembly replacement when the component repair cost does not exceed 90% of the assembly cost.
- Customer Concern - No Repair Made claims greater than 0.5 hours.
- Straight time repairs that exceed 2.0 labor hours.
- Tire replacement in conjunction with a warrantable alignment, adjustment and/or repair.
- Any warranty repair order totaling over \$4,999.99.
- Replacement or eligible repair of a remanufactured transmission.
- Replacement or eligible repair of a remanufactured short block.
- Vehicle battery replaced for a leak condition.
- Rental beyond 3 days for non-parts related delay and 5 days for parts related delay; unrelated to a parts backorder.
- Freight charges that exceed \$200.00

NOTE: See Policy and Procedure Guide section 12.4 for PAR repairs that require pre-authorization

CLAIMS TEAM (1-866-782-2782 option 2)

- Parts ordered prior to warranty expiration.
- Problem documented prior to warranty expiration.
- Exchange Program component replacement with a new unit from retailer part stock (new in stock vehicles only).
- Subaru Added Security claim over \$1500.00.
- Transportation Damages for repairs over \$800.

PARTS INFORMATION COORDINATOR (PIC) (1-866-782-2782 option 1)

- Rental for national backorder parts delay.

TECHLINE TEAM (1-866-782-2782 option 3)

- Glass replacement that exceeds \$500.
- Paint repairs (buffing/polishing, color coat, refinish or metal repair) that involve 3 or more complete body panels and/or the complete repair cost is \$500 or more.
- Rust Perforation repair.
- Remanufactured Turbo Long-Block (ref: Bulletin 02-109-10 Dated 07/01/10).

8.4.11 Axle Boots and Shafts

- **Basic New Car Limited Warranty coverage***

Axle boot warranty coverage is limited to the Basic New Car Limited Warranty period.

Warranty coverage applies to defects in material or workmanship.

Axle boots that require replacement due to damage caused by external factors, and resulting failures of axle joints or shafts, are not eligible for warranty coverage.

**** Genuine Subaru Remanufactured Axle Shafts cannot be used for warranty repairs under the Basic New Car Limited Warranty.***

- **Powertrain Limited Warranty coverage***

Axle shafts and joints are warranted for defects in material or workmanship during the Powertrain Limited Warranty period.

Axle boots are not covered under the terms of this warranty.

Axle shafts or joints that require replacement due to broken, torn, split or damaged boots, allowing the intrusion of road abrasive materials, are not eligible for coverage under the terms of this warranty.

**** Genuine Subaru Remanufactured Axle Shafts cannot be used for warranty repairs under the Power train Limited Warranty.***

8.4.12 Batteries - Vehicle

- **Index**
 - **8.4.12.1. Battery Testing**
 - **8.4.12.2. Original Equipment Batteries**
 - **8.4.12.3. Replacement Batteries**
 - **8.4.12.4. Hybrid Vehicle Engine Restart battery**

Battery Warranty Coverage applies to "Original Equipment" and "Genuine Subaru Replacement" batteries that fail due to a defect in material or workmanship that occurs under normal usage while installed in a Subaru vehicle. Recharging of batteries is not considered a matter for warranty unless it is a direct result of the failure of a covered component.

8.4.12.1. Battery Testing

Battery testing using Midtronics Battery Test and Charge equipment is required when performing battery replacement in all cases except for leaking batteries. All claims submitted for battery replacement (except leaking batteries) requires entry of the 12 character Battery Test Code in the "Misc Detail" field.

Batteries replaced for a leak condition requires prior authorization from a Subaru Representative.

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8.4.12.2. Original Equipment Batteries

The original equipment Maintenance Free battery in the vehicle is covered by the Basic New Car Limited Warranty of 3years /36,000 miles. This battery is not eligible for warranty cost proration and no other warranty coverage applies to this battery.

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8.4.12.3. Replacement Batteries

If the original battery is replaced, the replacement battery is covered 100% against defects for 30 months and then prorated up to 85 months based on months of usage.

The replacement battery (not the OE battery) is replaced through an exchange program with Interstate Batteries.

Genuine Subaru replacement batteries are warranted by the 30 month unlimited mileage Genuine Subaru Replacement Battery Warranty or the balance of the Basic New Car Limited Warranty, whichever is longer.

During the Genuine Subaru Replacement Battery Warranty period (30 months) or the balance of the Basic New Car Limited Warranty period (36 months) coverage includes reimbursement for testing and replacement labor costs provided the battery was installed by an Authorized Subaru Retailer. In addition, towing to the nearest Authorized Subaru Retailer if the vehicle cannot be driven due to a defect covered by this warranty is covered.

Genuine Subaru replacement batteries which fail **after** the 30 month Genuine Subaru Replacement Battery Warranty period or the Basic New Car Limited Warranty have expired are eligible for prorated warranty coverage for a limited period of eighty five (85) months from the date the battery was originally installed. Reimbursement for testing, replacement labor or towing is not covered. Prorating begins on the date the battery was originally installed (for additional information see section 9.9.2.2).

Interstate must be able to determine if the replacement battery is a warranty exchange. In the past they provided materials to separate warranty exchange batteries from junk batteries – click here for those details. It is imperative that these warranty batteries be tagged properly (Warranty Parts Tag Part Number MSA5W402A) in order to receive the exchange battery from Interstate. The replacement battery, when tagged properly, will be exchanged by Interstate Battery with a new battery when they visit your retailer. .

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8.4.12.4. Hybrid Vehicle Engine Restart Battery

The Auto Start Stop system is designed to automatically stop and restart the engine when the vehicle decelerates or is stationary for a short period of time. The 12 volt Engine Restart Battery is a high performance battery specifically designed for use in a vehicle that is equipped with the Auto Start Stop system.

The hybrid vehicle Engine Restart Battery is covered by the Basic New Car Limited Warranty of 3years /36,000 miles. This battery is not eligible for warranty cost proration and no other warranty coverage applies to this battery.

NOTE: Refer to section 8.2.7.8 for the PZEV Hybrid Electric Vehicle (Ni-MH) Battery Warranty of 10 years or 150,000 warranty.

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8.4.13 Batteries - Electronic Transmitters

Batteries used in electronic transmitters supplied with Genuine Subaru Accessories are warranted as follows:

- Coverage is limited to the terms of the Wear Item Limited Warranty.

Replacement batteries for these transmitters may be purchased through a local source and submitted as a sublet amount on a claim.

8.4.14 Brakes

- **Index**
 - **8.4.14.1. Brake Pads and Shoes**
 - **8.4.14.2. Brake Rotors**
 - **8.4.14.2.1. Brake Rotor Resurfacing Equipment**

8.4.14.1. Brake Pads and Shoes

Brake pad and shoe linings are considered to be wear items.

Brake pads are considered to be “worn” when the pad lining thickness is less than 2/32” or the minimum allowable thickness is reached as specified in the service manual for the vehicle, whichever occurs first.

Brake rotors are not to be resurfaced or replaced as a matter of course during brake pad replacement unless conditions explained in section 8.4.14.2 are experienced.

When replacement is necessary because of wear, coverage is limited to the duration and terms of the Wear Item Limited Warranty.

Refer to the applicable Model Year Warranty Coverage Guide for specific length of coverage. (See **section 8.3**)

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8.4.14.2. Brake Rotors

Brake rotor resurfacing using a Subaru approved on-car brake lathe is required when performing warranty repairs. This applies when performing repairs to correct brake judder or repairing rotors that have been scored due to worn brake pads.

Before machining or replacing brake rotors, the parallelism (rotor thickness in 3 places within equal distance) and the runout must be measured and noted on the repair order. Additionally, SOA requires before and after rotor thickness measurements be taken and noted on the repair order, whenever brake rotors are machined.

Warranty coverage applies as follows:

- **Wear Item Limited Warranty**

Brake rotor resurfacing or replacement required to correct rotor scoring caused by brake pad wear is covered as resulting damage during the Wear Item Limited Warranty coverage period.
- **Basic New Car Limited Warranty**

Brake rotor resurfacing and replacement required to correct brake judder (not related to brake pad wear) is covered under the terms of the Basic New Car Limited Warranty.

Brake rotors are not to be resurfaced as a matter of course during routine brake pad replacement unless the above factors are experienced.

Brake pads are not to be replaced as a matter of course during brake rotor resurfacing or replacement unless the pad lining thickness is less than the minimum allowable thickness as specified in the service manual for the vehicle. Warranty coverage will only apply if the vehicle is within the wear item warranty period.

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8.4.14.2.1. Brake Rotor Resurfacing Equipment

SOA requires that Subaru retailers use Subaru Approved on-car brake rotor resurfacing equipment when performing warranty related brake rotor resurfacing.

SOA recognizes the following equipment as effective for use on all Subaru vehicles:

- Pro-Cut 9.0 with internal rate sensors (serial number PFM-29771 and up)
- Pro-Cut 9.2
- Hunter OCL 400, OCL 410, QCL, or later models

Note: Pro-Cut 9.0 brake lathes with serial numbers PFM-19010 – 29770 are fitted with external rate sensors which will affect the speed and accuracy of the machine. These models, if in good mechanical condition, can be upgraded to the internal rate sensor by an authorized Pro-Cut representative. Once upgraded the machine will be compliant and approved for use on Subaru Vehicles.

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8.4.15 Clutch

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 Wear Item Limited Warranty.

Refer to the applicable Model Year Warranty Coverage Guide for specific length of coverage. (See **section 8.3**)

NOTE: Flywheels may not be resurfaced. If the flywheel surface is in such condition that it cannot be reused, it must be replaced.

Clutch components such as the pressure plate, flywheel and pilot bearing are covered by the Basic New Car Limited Warranty and the Powertrain Limited Warranty when a repair is necessary **due to a defect in material or workmanship**.

Clutch components that are damaged as a result of abuse or improper maintenance are not a matter for warranty coverage.

8.4.16 Commercial Use

- **Index**

These warranties do not cover any part which malfunctions, fails, or is damaged due to commercial use of the vehicle, unless this exclusion is expressly waived in writing by SOA.

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8.4.17 Customer Concern - No Repair Made Program

- **Index**
 - **8.4.17.1. Customer Concern - No Repair Made Policy, Guidelines And Procedures**
 - **8.4.17.2. Repair Order**

8.4.17.1. Customer Concern - No Repair Made Policy, Guidelines And Procedures

The following policy guidelines and procedures apply when retailer labor reimbursement is requested on a warranty claim for a "Customer Concern with No Repair Made":

- **SOA Policy** -The "Customer Concern - No Repair Made" policy is a privilege provided to retailers by SOA. Warranty claims will be accepted provided policy guidelines and procedures are complied with. Any retailer that fails to comply with these policy guidelines and procedures will have all affected claims denied and this privilege revoked.
- **"Customer concern - No Repair Made"** - Applies when a customer expresses specific concern about the operation of his/her vehicle, and upon inspection, no problem is found or the condition described is confirmed to be operating as designed.
- **Coverage Period** - "Customer Concern - No Repair Made" only applies during the Basic New Car Limited Warranty Period.
- **Rental** - An DPSM authorization is required on all rental vehicles provided to customers for the "Customer Concern - No Repair Made" program.
- **Technician Qualifications** - The technician inspecting the vehicle is required to be properly trained by SOA in the specific area being diagnosed. For example, if the customer's concern is proper transmission operation, the technician inspecting the vehicle must be trained in transmission repair.
- **Comments** - All claims submitted require the "comments" field to be completed with the customer's complaint and the technician's comments.
- **Retailer Service Manager Approval** - All warranty claims submitted for "Customer concern - No Repair Made" must be reviewed, approved, and signed by the retailer's service manager to confirm the technician's qualifications and the validity of the claim.
- **Other Related Repairs** - Claims for "Customer Concern - No Repair Made" inspection should not be submitted when a related repair is performed during the same service visit.
- **Time Allowance** - Actual straight time may be claimed ranging from 0.1 to 0.5 hours.

NOTE: *Prior authorization from a District Parts and Service Manager is required for claims over 0.5 hours.*

- **Parts** - Part replacement is limited to replacement of fluid consumed during diagnostic procedure.
- **Time Clock Punches** - All repairs must have actual time clock punches to indicate the starting (on) and ending (off) time.

NOTE: *This claim type is not applicable to in-stock vehicles.*

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8.4.17.2. Repair Order

If the technician is unable to duplicate the condition(s) communicated to the Service Advisor, the following comments should be written on the repair order, including the customer's copy:

- "Could not duplicate condition, as described by customer; no repair made." If the vehicle is test driven to attempt duplication of the symptoms, the following should also be written: "Test drove vehicle with Mr. Jones from (odometer reading) to (odometer reading)."
- If the technician is able to duplicate the customer's concern and determines that it is operating as designed, the following should be written on the repair order, including the customer's copy: "Verified customer's concern, Operating as Designed."

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8.4.18 Defogger Grids

Repairs to correct defects in material or workmanship of defogger grids are covered under the terms of the Basic New Car Limited Warranty. Accurate diagnosis identifying the cause of the failure must be noted on the repair order.

Defogger grid repairs that are necessary due to physical damage are not a matter for warranty.

Warrantable repairs to rear defogger grids may be performed using commercially available repair kits. These kits may be used to repair open circuits in defogger lines up to 4 inches in length and to reattach terminal spades.

Replacement of rear glass in order to repair defogger operation may only be performed with prior authorization from a Subaru representative. (see section 8.4.10)

8.4.19 Electrical Wiring Repairs

Repairs to correct defects in the material or workmanship of electrical wiring are covered under the terms of the Basic New Car Limited Warranty.

Electrical wiring repairs, except for wire harness replacement, are identified in the Subaru Labor Time Guide as "straight time repairs". Subaru of America does not allow a repair to shielded or twisted pair wires. This type of failure would necessitate a harness replacement.

Repairs exceeding 2.0 straight time hours require authorization by a District Parts and Service Manager. A maximum of 0.5 hours should be used as diagnosis time. The remaining time is considered as access and repair time. In the event the failure cannot be located within 0.5 hours, contact a District Parts and Service Manager for technical assistance.

Electrical problems that are the result of the installation of a non-genuine Subaru accessory or component are not eligible for warranty coverage. Such components include, but are not limited to, audio accessories, cell phones, radar detectors and security systems.

8.4.20 Emergency Repairs

Minor emergency repairs may be performed at any available service facility when all of the following conditions apply:

- The repair is eligible for coverage under the terms of the warranty.
- The repair is necessary because the vehicle is inoperable or unsafe to drive.
- No Subaru retailer within a distance of 75 miles is open for business.

SOA will reimburse the owner up to a maximum amount of \$500 for any qualifying emergency repair.

To apply for reimbursement, the owner must present all replaced parts, along with a copy of the paid receipt that includes a written description of the repair, to any Subaru retailer within 15 days of the repair.

The retailer should confirm that the repair conforms to SOA standards in workmanship and quality of parts replaced. SOA will reimburse the retailer up to 0.5 hours for performing this inspection.

The retailer should submit a claim for the inspection and if the repair conforms to SOA standards, submit a copy of the customer's paid receipt to CDS (Customer Retailer Service) department. The retailer will be reimbursed through normal warranty procedures and the customer will be reimbursed directly by the Customer Retailer Service department.

The retailer may submit a warranty claim with labor operation 101-217 for up to 0.5 hour labor for performing the inspection.

8.4.21 Emission Control Systems Warranties

Subaru vehicles are manufactured and certified to conform to applicable emission control standards that are regulated by government agencies. These regulations require the manufacturer to provide warranties on the emission control systems. Emission control system certification and warranties are identified as Federal (FED) and California (CAL).

Emission Control System Warranty Coverage varies depending on ALL of the following:

- The model year of the vehicle.
- The state in which the vehicle is registered for use.
- The vehicle's certification - Federal or California.

A vehicle's emission control system certification may be determined by performing a vehicle inquiry function through SubaruNet.

FEDERAL EMISSION CONTROL SYSTEMS WARRANTIES APPLY TO:

- Federal and California certified vehicles registered for use in ANY state.

NOTE: California vehicles destined for sale in states that adopt California standards are subject to the same Federal emissions warranty as other motor vehicles. This Federal warranty is in addition to, and not voided by, the applicable state standards and/or warranty.

(See 8.2.6 Federal Emission Control Systems Warranties)

CALIFORNIA EMISSION CONTROL SYSTEMS WARRANTIES APPLY TO:

- California certified vehicles registered for use in the states of:
- **California** - all model year vehicles.
- **Connecticut** – beginning with 2008 model year vehicles
- **Delaware** – beginning with 2014 model year vehicles (**except** California Partial Zero Emission Vehicle Performance and Defect coverage)
- **Maine** - beginning with 2001 model year vehicles
- **Maryland** – beginning with 2011 model year vehicles
- **Massachusetts** - beginning with 1995 model year vehicles.
- **New Jersey** – beginning with 2009 model year vehicles
- **New Mexico** – applies to certain 2011 model year vehicles only**
- **New York** - beginning with 2004 model year vehicles (Excludes California Emissions Performance and Defect 3/50,000 Warranty coverage)
- **Oregon** – beginning with 2009 model year vehicles (**except** California Partial Zero Emission Vehicle Performance and Defect coverage)
- **Pennsylvania** – beginning with the 2008 model year vehicles (**except** California Partial Zero Emission Vehicle Performance and Defect coverage)
- **Rhode Island** – beginning with 2008 model year vehicles.
- **Vermont** - beginning with 1999 model year vehicles

- **Washington** - beginning with 2009 model year vehicles (**except** California Partial Zero Emission Vehicle Performance and Defect coverage)

(See 8.2.7 California Emission Control Systems Warranties)

** For certain 2011 model year Subaru vehicles sold in the State of New Mexico prior to February 1, 2011, Subaru will honor the 2011 California Emission Control System Warranties published in earlier versions of the 2011 Subaru Warranty and Maintenance Booklet. New Mexico suspended its 2011 model year California Low Emission Vehicle program effective February 1, 2011.

All vehicles sold in the state of New Mexico on or after February 1, 2011 will be covered by the Federal Emission Warranty coverage. Please contact the Subaru Claims Helpline at 1-866-782-2782 with any questions regarding this coverage.

NOTE: *See Vehicle Coverage Inquiry comments for verification of this coverage.*

NOTE: Federal certified vehicles registered for use in California are **ONLY** eligible for Federal Emission Control Systems Warranty Coverage. This situation occurs if a vehicle was originally purchased in a State other than California and the vehicle is later registered in California.

Refer to warranty statements and the Model Year Warranty Coverage Guide for specific warranty terms and component coverage. (see sections 8.2 and 8.3)

8.4.22 Foreign Travel

Vehicles that were imported or distributed by SOA, sold or leased by an Authorized Subaru Retailer in the United States, that travels to a country or area where no reciprocal agreement exists (see "Foreign Vehicles") are not eligible for warranty coverage through SOA for any repairs performed in the foreign territory.

8.4.23 Foreign Vehicles

- **8.4.23.1. Warranty Claim Submission**

Vehicles are considered to be "foreign vehicles" if they were not imported or distributed by SOA.

Repairs made to "foreign vehicles" are not eligible for warranty reimbursement through SOA unless a reciprocal agreement with a specific country or territory has been established. SOA currently has reciprocal warranty agreements with:

- *Canada - Subaru Canada, Inc. - 905-568-4959 (see **note** below)
- Hawaii - Subaru Hawaii - 808-839-2273
- Guam - Prestige Automobiles - 671-633-2698
- Mexico - Subamex, S.A. de C.V. - 011-52-81-100-18-900 (Must have international access)
- Puerto Rico - Trebol Subaru of P.R., Inc. - 787-793-2828
- Virgin Islands - (Same as Puerto Rico)

Vehicles originating from these areas may be repaired by retailers under agreement with SOA or their Independent Distributors.

***NOTE:** Beginning with 2008 model year vehicles, Canadian residents who purchase a Subaru in the U.S. with the intention of immediately registering the vehicle in Canada, must be notified by the selling retailer of the following 2 options for obtaining warranty repairs:

- 1) Return the car to the U.S. for all warranty repairs at an authorized Subaru retailer at no charge to the customer, or
- 2) Have the car repaired at an authorized Canadian Subaru retailer, pay for the repairs, then submit a copy of the Repair Order for reimbursement to SOA through the Subaru Claims Helpline at:

Subaru of America, Inc.
Subaru Plaza
P.O. Box 6000
Cherry Hill, NJ 08034
Attn: Claims Helpline Department

Repairs are subject to the terms of the warranty provided by the country or territory of origin. It is recommended that the retailer verify the warranty information prior to making warranty repairs. The specific warranty information and warranty start date is detailed in the owner's Warranty and Maintenance Booklet.

Any questions regarding coverage for a specific vehicle may be directed to a Subaru Claims Specialist.

8.4.23.1. Warranty Claim Submission

Warranty repairs performed on vehicles from reciprocal areas may be submitted through normal claim entry procedures.

However, it will be necessary to contact the Subaru Claims Helpline for processing if the vehicle's VIN is not on record at SOA. The retailer is responsible for retaining all supporting documents including a copy of the warranty information from the owners Warranty and Maintenance Booklet.

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8.4.24 Freight Reimbursement

Freight charges may be claimed if parts are ordered VOR (vehicle off road) in order to complete a warranty repair.

This policy covers all freight charges except Next Day Air.

A warranty claim should be submitted on the same R.O. that contains the ordered part as a separate job. The separate job should be entered as follows:

- Labor operation number 101-105 for 0.0 hours.
- Failure code VOR99.
- Enter freight amount in sublet field.
- Enter the 8-digit parts invoice number in the "Misc Detail" field.

Freight charges that exceed \$200.00 require authorization from a Subaru District Parts and Service Manager (DPSM).

Freight charges for Added Security claims refer to section 11.2.1.3. Freight Reimbursement for Added Security Repairs.

NOTE: Claims that do not qualify for this policy or are incorrectly submitted are subject to rejection or debit.

8.4.25 Glass

Effective July 25th 2011, authorization codes for glass repairs that exceed \$500 will now be obtained by completing an "Authorization Request Entry" in Subarunet.

Re-tinting of glass after glass replacement is not a recommended repair procedure and therefore not a matter for warranty.

Sign on to Subarunet.com, then using the menu on the left side of the screen go to Service/Authorization Request Entry. Click the "Create New Authorization Request" button to add an Authorization Request. Enter the necessary information in the fields and click the Submit Request button.

The authorization request page also offers a Search Option that will allow you to search the database of authorizations based on your retailer number and a VIN.

The Authorization Request Entry Procedure:

- The "Authorization Request Entry" screen is broken down into two parts. The top half is to create an Authorization Request. The bottom half allows to search for existing Authorization Requests.
- Click the "Create New Authorization Request" button. This screen is for retailer entry of the required information about the authorization request.
- The next screen is the "Parts and Costs" screen. On this screen enter all part numbers and costs associated with the authorization request.
- The next screen is the "Add Attachments" screen. This will be used to attach the required photos and any other documents associated with the authorization request.
- The next screen is the "Preview" screen for the Authorization Request. This screen is used to verify all the information entered. If any information needs to be changed, click the Previous Button to return to the screen you wish to modify.
- If no changes need to be made, click the "Submit Request" Button.
- The last screen is the "Confirmation Screen." This screen will indicate your request has been sent, show a summary of the request information and also provide you with a confirmation number. Note: The confirmation number is not the authorization number.
- To locate the status of your Authorization Request. Under the "Search Options" select one of the options and click the "Search" button. A Search can be performed for Open, Recent, Approved or Rejected Requests.

Note: All retailers are currently required to possess a digital camera. Each attachment cannot exceed 5MB; however, multiple attachments can be placed on the Authorization Request. When

photos are taken, the camera should be set to no less than the mid-range image resolution. If a higher image resolution can be used without going over the 5MB size limit, the higher resolution setting should be used. Images should be saved in JPEG (.JPG) format. Please review your photos prior to attaching to the Authorization Request to certify their clarity.

8.4.26 Keys and Lock Cylinders

- **Index**
 - **8.4.26.1. High Security Keys**

Replacement lock cylinders will require re-coding to match the vehicle's existing keys. Since most retailers do not have the capability of re-coding lock cylinders, this procedure should be performed by a qualified locksmith.

For help in locating a locksmith visit the Associated Locksmiths of America website at:

<http://www.aloa.org/index.php>. Click on the "Find a Locksmith" button on the side of their web page and use the Consumer Link to locate a locksmith.

Replacing all lock cylinders as a set or re-coding all lock cylinders to match the replacement cylinder is not an acceptable warranty repair procedure.

Applicable locksmith charges for warranty claims will be reimbursed at the retailer's actual cost and should be entered as sublet. Retailers are required to retain a copy of sublet invoices with the repair order.

To obtain immobilizer codes go to [Subarunet/Service/Immobilizer Code Requests](#).

A charge of \$2.80 will be incurred for each immobilizer and or ignition key code request made to the Subaru Lock Information Site (SLIS). This charge can be entered in the sublet box on the warranty claim for reimbursement to the retailer.

8.4.26.1. High Security Keys

Beginning with certain models, Subaru began using a redesigned "High Security" key. The new key design is a laser-guided, router type cut and is no longer the conventional side-cut design.

SOA offers the new High Security key as both a blank key to the retailers that have their own cutter and as a cut key for retailers that do not have this type of key cutter.

If a High Security replacement key is needed for one of these vehicles, the retailer can request a cut key from SOA.

Requests for High Security cut keys need to be submitted through: [Subarunet.com](#), Fixed Ops-Inventory/Ops/ Security Key Request.

The retailer will be charged the cost of the key plus an additional \$40.00 for the cutting, handling, and shipping. This cost will appear on the retailer statement at end of month.

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8.4.27 Labor Reimbursement

- **Index**
 - **8.4.27.1. Labor Time**
 - **8.4.27.2. Retailer Warranty Labor Rate**
 - **8.4.27.3. Retailer Retail Labor Rate**
 - **8.4.27.4. Warranty Labor Rate Review for Retail States**
 - **8.4.27.5. Retailer Agreement**

Repair labor reimbursement is determined by the labor times listed in the Subaru Labor Time Guide that applies to the vehicle.

SOA will not reimburse any labor operation that overlaps with the same labor operation being performed and reimbursed under customer pay, internal or any other warranty.

8.4.27.1. Labor Time

Labor times are representative of the time required by a trained Subaru technician in a typical Subaru retailer using normally available hand tools, equipment and Subaru special tools to perform repairs. Times include all necessary testing and adjustments unless indicated otherwise. Times are based on recommended repair procedures outlined in Subaru service manuals, training manuals, service bulletins and the use of Genuine Subaru Replacement Parts.

Should a retailer service manager feel that any flat rate time or labor operation is incorrect, forward a completed Request for Warranty Labor Time Review Form found at Subarunet.com > Service > Forms.

- **Diagnosis Time**

Labor times include all necessary testing and diagnosis, unless indicated otherwise.

- **Straight Time**

Straight time repairs are repairs that do not have pre-established labor times. Examples are certain wiring repairs and body metal repairs. Labor operations found in the Subaru Labor Time Guide for this type of repair have a designation of S.T. in the labor time column.

Separate time clock punches (on/off time) are required for all straight time repairs.

Repairs exceeding 2.0 straight time hours require authorization by a District Parts and Service Manager.

- **Additional Time**

Additional labor time may be claimed when a repair involves more time to complete because of unusual circumstances. An example of an unusual circumstance is a repair involving broken or seized bolts. Additional labor time may not be claimed unless unusual circumstances exist. A description must be noted on the repair order detailing the unusual circumstances.

Repairs exceeding 2.0 hours additional labor require authorization by a District Parts and Service Manager.

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8.4.27.2. Retailer Warranty Labor Rate

Subaru of America, Inc. compensates retailers at an individual labor rate established within the competitive market range for warranty reimbursement.

It is the responsibility of each retailer to comply with any applicable federal, state or local regulation affecting the Request for Warranty Labor Rate.

Labor rate increases may not be requested more than once every twelve (12) months unless permitted by law.

To establish a warranty labor rate for a new retailer, the retailer must submit a completed Request for Warranty Labor Rate Form (found in the New Retailer Package) through the Regional Market Development Department.

To establish a warranty labor rate for a Buy/Sell, the new retailer will assume the warranty labor rate of the selling retailer if no relocation is involved. If the selling retailer has not requested a labor rate increase within the past twelve (12) months or the franchise is being relocated to a different address, the buying retailer must submit a completed Request for Warranty Labor Rate Form (found in the Buy/Sell Package) through the Regional Market Development Department.

To request an increase in a warranty labor rate, the retailer may obtain a Request for Warranty Labor Rate Form from their District Parts and Service Manager. Complete and sign Section A and return the form to the District Parts and Service Manager.

Regional Service personnel will survey the closest retailers of comparable makes (Toyota, Mazda, Mitsubishi, Honda, Nissan) to determine eligibility for an increase. This survey should not include any retailer in which the Subaru retailer owner/principal holds a business interest.

SOA will furnish written notification to the retailer of their eligibility for a warranty labor rate increase. Any approved rates will become effective as indicated on the written notification.

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8.4.27.3. Retailer Retail Labor Rate

To establish a retail labor rate for a new retailer, the retailer must submit a completed Request for Warranty Labor Rate Form (found in the New Retailer Package) through the Regional Market Development Department.

To establish a retail labor rate for a Buy/Sell, the new retailer must submit a completed Request for Warranty Labor Rate Form (found in the Buy/Sell Package) through the Regional Market Development Department.

To inform SOA of an increase in only the retail labor rate for an established retailer, the retailer must notify SOA by mailing the information on letterhead of the increased rate to the address listed in Section 8.4.27.4.

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8.4.27.4. Warranty Labor Rate Review for Retail States

For retailers in retail states, if a warranty labor rate is approved for less than the retailer's retail labor rate, the retailer may request a Warranty Labor Rate Review. The retailer's request for review must be made in writing to SOA within 30 days of the written notification of SOA's rate increase decision. Mail the notice to:

Subaru of America, Inc.
Attn: Service Warranty Manager
P.O. Box 6000
Cherry Hill, NJ 08034

SOA will notify the retailer in writing regarding how to proceed with the review. Retailers will have 60 days from receipt of that notification to provide all documents.

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8.4.27.5. Retailer Agreement

By signing the Request for Warranty Labor Rate Form, the retailer agrees, unless otherwise required by applicable law:

- To comply with all applicable requirements of the Subaru Franchise Agreement and the Subaru Claims Helpline Policies, Guidelines and Procedures Manual.
- To accept the current warranty labor rate as payment in full for all warranty work performed prior to the effective date of a change in warranty labor rate;
- To accept the changed warranty labor rate as payment in full for all warranty work performed on or after the effective date of a change in warranty labor rate; and
- To request no change in its warranty labor rate within twelve (12) months of the effective date of a change in its warranty labor rate.

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8.4.28 Leather Upholstery

SOA authorized port installed leather interiors are supplied to Classic Soft Trim (CST). If a warrantable repair is required for any CST interior trim component, contact CST at (503) 644-6021. Advise the CST representative of the defect. The representative will determine if a CST service facility is available locally.

If a local CST service facility exists, the retailer will be instructed on the correct repair procedure. CST and the local repair facility will handle all aspects of the repair and it will not be necessary for the retailer to file a warranty claim.

If a local CST service facility does not exist, the CST representative will issue an exchange number (necessary for warranty claim submission) and ship the replacement part(s) to the retailer. Upon receipt of the parts, the retailer may perform or sublet the repair. A warranty claim may be submitted to SOA and the defective part returned to CST.

NOTE: This policy does not apply to Subaru models with factory installed leather interiors.

8.4.29 Oil Consumption

An engine requires constant lubrication to reduce friction and heat and will consume some of the lubricant during normal operation. Oil consumption at a rate of 1 quart or more per 1,200 miles of usage may be considered unusual and should be investigated. Vehicles using less than 1 quart in 1,200 miles is considered normal and no repair or further investigation is required.

NOTE: Unless engine damage is evident, internal oil consumption testing or related repairs should not be performed until a new vehicle has been driven beyond the 1,000 mile break-in period.

Oil consumption is dependent on vehicle usage and may be at a rate higher than 1 quart per 1,200 miles prior to the first recommended oil change or during periods of continued high engine speed operation. Oil consumption may be excessive if the oil is not changed as recommended by the manufacturer. Therefore, ensure that the maintenance records for the vehicle indicate proper maintenance has been performed. If the vehicle has been properly maintained and oil consumption appears to be excessive, proceed as follows:

1. Check the engine carefully for oil leaks at all joining surfaces, gaskets and seals, on top and underneath the engine. Repair any leaks first, making sure that the location of the leak is identified and all oil residue is removed. If no leaks are found, go to Step 2.
2. Perform an oil consumption test using the form located on SubaruNet/Service/Forms or see forms in Section 17.12 of this manual.
 - If test results are less than 1 quart per 1,200 miles, no further action is needed.
 - If test results are more than 1 quart per 1,200 miles, additional diagnostics will be needed

8.4.30 Part Price Book Reduction

If a claim reimbursement shortage is due to a parts price reduction, the following procedure can be used to receive reimbursement of the shortage. All parts must be Genuine Subaru parts ordered from Subaru through authorized parts distribution channels.

Eligibility:

1. The claim must be one of the following claim types:
 - Warranty
 - Recall/Campaign/Service Program
 - Policy Adjustment Request
 - Parts Warranty
2. Part price changes of \$25.00 or more (retailer cost) per part.
3. All claims must be made within 60 days of the price reduction.

Procedure for Reimbursement:

- Prepare a Subaru Claim Entry Form per appeal instructions. Use same operation number and failure code as original form.
- Calculate the cost shortage and indicate in the "Notes" section of the Subaru Claim Entry Form.
- Attach a dated parts invoice with the part number, part quantity, and part cost for the affected part number(s).
- Attach a copy of the applicable Subaru Retailer Parts Price Book page.
- Mail the claim and all supporting documentation to Subaru. SNE and SDC Retailers should forward all documentation to their Distributor.

8.4.31 Paint

- **Index**
 - **8.4.31.1. Paint Sublet Repairs**
 - **8.4.31.2. Paint Conditions**

Paint defects are warranted under the terms of the Basic New Car Limited Warranty.

Effective July 25th 2011, authorization codes for paint and or body repairs that involve 3 or more panels or exceeds \$500 will now be obtained by completing an "Authorization Request Entry" in Subarunet.

Sign on to Subarunet.com, then using the menu on the left side of the screen go to Service/Authorization Request Entry. Click the "Create New Authorization Request" button to add an Authorization Request. Enter the necessary information in the fields and click Submit Request button.

The authorization request page also offers a Search Option that will allow you to search the database of authorizations based on your Retailer number and a VIN.

The Authorization Request Entry Procedure:

- The "Authorization Request Entry" screen is broken down into two parts. The top half is to create an Authorization Request. The bottom half allows to search for existing Authorization Requests.
- Click the "Create New Authorization Request" button. This screen is for Retailer entry of the required information about the authorization request.
- The next screen is the "Parts and Costs" screen. On this screen enter all part numbers and costs associated with the authorization request.
- The next screen is the "Add Attachments" screen. This will be used to attach the required photos and any other documents associated with the authorization request.
- The next screen is the "Preview" screen for the Authorization Request. This screen is used to verify all the information entered. If any information needs to be changed, click the Previous Button to return to the screen you wish to modify.
- If no changes need to be made, click the "Submit Request" Button.
- The last screen is the "Confirmation Screen." This screen will indicate your request has been sent, show a summary of the request information and also provide you with a confirmation number. Note: The confirmation number is not the authorization number.

- To locate the status of your Authorization Request. Under the “Search Options” select one of the options and click the “Search” button. A Search can be performed for Open, Recent, Approved or Rejected Requests.

Note: All Retailers are currently required to possess a digital camera. Each attachment cannot exceed 5MB; however, multiple attachments can be placed on the Authorization Request. When photos are taken, the camera should be set to no less than the mid-range image resolution. If a higher image resolution can be used without going over the 5MB size limit, the higher resolution setting should be used. Images should be saved in JPEG (.JPG) format. Please review your photos prior to attaching to the Authorization Request to certify their clarity.

Reimbursement for paint and material is calculated based on the applicable labor hours multiplied by the Retailers’ warranty labor rate multiplied by the applicable paint and material percentage. The paint and material allowance applies to labor operation numbers found in the Subaru Labor Time Guide that begin with the numbers 97*-***, 98*-*** or 99*-***.

The paint and material allowance is 40 percent of the labor amount.

8.4.31.1. Paint Sublet Repairs

Paint repairs performed by a sublet shop will be reimbursed at the Retailer’s actual cost. However, the cost of the repair may not exceed an amount equal to a calculation based on the labor hours for the repair published in the Subaru Labor Time Guide multiplied by the Retailer’s warranty labor rate plus the calculated handling allowance for paint and materials.

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8.4.31.2. Paint Conditions

Warranty coverage applies to defects in material and workmanship. Environmentally caused damage is not a matter for warranty coverage.

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8.4.32 Repairs Performed After The Time Of Warranty Expiration

There are two situations that may result in a need to perform warrantable repairs after the warranty has expired. They are identified as documented customer concerns that were not repaired because one of the following situations existed:

- The Retailer could not duplicate the customer's concern at the time the vehicle was within the warranty coverage period. The customer has returned the vehicle with the same concern after the warranty expired, but within 90 days or 6,000 miles (whichever is longer) from the previously documented complaint, and the Retailer then identified the defect.
- Parts were ordered but were unavailable to perform a repair at the time the vehicle was within the warranty coverage period. The parts became available or the customer returned the vehicle after the warranty expired. Note: The Retailer is responsible to contact the customer when the part(s) become available and to complete the repair within 90 days or 6,000 miles (whichever is longer) from receipt of the part.

The Retailer is required to retain all documentation related to the repair. This includes a copy of the repair order that indicated the customer's concern that could not be duplicated or the need to order parts to perform a repair. This repair order must be dated prior to the warranty expiration. In cases where parts were ordered, a valid parts order and invoice, dated prior to the warranty expiration, must be provided.

Repairs that are performed after the warranty has expired require authorization from the Warranty Claims Team at 1-866-782-2782 option 2. (see section 8.4.10) **Warranty claims will not be approved without this authorization.**

8.4.33 Replacement Parts

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- **8.4.33.1. Transmission**
 - **8.4.33.1.1. Original Transmission**
 - **8.4.33.1.2. Remanufactured Transmission**
 - **8.4.33.1.3. Original CVT Transmission**
 - **8.4.33.1.4. Remanufactured CVT Transmission**
 - **8.4.33.1.5. Original BRZ 6MT**
 - **8.4.33.1.6. Original BRZ 6AT**
- **8.4.33.2. Remanufactured Short Block**
 - **8.4.33.2.1. Original Short Block**
 - **8.4.33.2.2. Remanufactured Short Block**
 - **8.4.33.2.3 Part Price Review for Retail States**

Repairs that are paid for by SOA, in full or in part, are to be performed using new or remanufactured Genuine Subaru Replacement Parts. If SOA offers a remanufactured part, it should be used in lieu of a new part unless otherwise instructed or the vehicle is “new” and “in-stock.” Vehicles that are “new” and “in-stock” may only be repaired using new replacement parts.

Subaru requires that Genuine Subaru replacement parts and accessories, purchased through authorized Subaru distribution channels only, be used in all repairs reimbursed by Subaru. After-market parts, or parts purchased from an unauthorized vendor, will be denied reimbursement.

Replacement or repair parts that are not offered through normal part channels may be sourced through outside vendors. Examples of these types of parts include, but are not limited to, wire, paint, defogger repair kits, certain fluids and lubricants. These parts may be claimed as a sublet entry.

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8.4.33.1. Transmission

In cases where SOA offers a remanufactured transmission, a remanufactured exchange unit must be used when the transmission requires major repair or overhaul, except in the case of a “new ” and “in-stock” vehicle.

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8.4.33.1.1 Original Transmission

Effective July 1, 2004, the following component repairs are required to be performed to the vehicle’s original transmission when it is determined that such repairs will correct a failure:

- External electrical components
- Transmission wiring harness
- External oil leaks. If the repair requires the main transmission case to be disassembled, a remanufactured transmission should be installed.
- Converter case and internal components. (Front differential)

- Transfer case, transfer clutches, and solenoid assembly, including the VTD system.
- Torque converter, as long as it is not an internal failure that has contaminated the fluid.
- Control Valve Body replacement (Direct A/T only), as long as an internal failure has not contaminated the fluid.
- Electrical Control Valve Body Components (Non Direct A/T only)
- Mechanical shifter and parking system components

In the event more extensive repairs than those listed above are required, a *remanufactured exchange unit must be used, except in the case of a “new” and “in-stock” vehicle.

*Refer to Service Bulletin 16-63-99R for 1990-2012 All Models with Automatic Transmission. Subject : Remanufactured Automatic Transmission Program.

External electrical components not supplied with a remanufactured transmission must be tested and, if necessary, repaired before proceeding with unit replacement.

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8.4.33.1.2 Remanufactured Transmission

Should a remanufactured transmission require repair or replacement, a Subaru District Parts and Service Manager authorization is required.

The following component repairs are required to be performed to the vehicle’s remanufactured transmission when it is determined that such repairs will correct a failure:

- External electrical components
- Transmission wiring harness
- External oil leaks. If the repair requires the main transmission case to be disassembled, a remanufactured transmission should be installed.
- Converter case and internal components. (Front Differential)
- Transfer case, transfer clutches, and solenoid assembly, including the VTD system.
- Torque converter, as long as it is not an internal failure that has contaminated the fluid.
- Control Valve Body replacement (Direct A/T only), as long as an internal failure has not contaminated the fluid.
- Electrical Control Valve Body Components (Non Direct A/T only)
- Mechanical shifter and parking system components

To ensure full core credit:

Navigate to Subarunet.com/Fixed Ops-Inventory Ops>Returns Shipping. Click into the core return section. Follow the instructions and enter the core part numbers to be returned. Each field on the form needs to be populated. The reference number

on the form will automatically populate with a unique reference number when you are finished completing the form.

Failure to comply with these requirements may result in a full or partial debit of the core credit. (For more information on remanufactured transmission core charges, please refer to the Subaru Retailer Fixed Operations Policies and Procedures Manual supplied to the Retailer Parts Department.)

The following Subaru Limited Warranty that provides the greatest coverage applies:

- 1) The balance of any applicable Subaru New Vehicle Limited Warranties, or
- 2) The Authorized Genuine Subaru Remanufactured Transmission Limited Warranty: 2 years or 24,000 miles, whichever occurs first, from date of installation, or
- 3) The Authorized Genuine Subaru Replacement Parts Limited Warranty: 1 year from date of installation with no mileage limitation.

Note: All remanufactured transmission claims submitted for reimbursement must have an accurate transmission serial number from the transmission being installed in the vehicle. The serial number from the defective unit and the replacement unit must be recorded on the repair order.

Claims submitted with inaccurate or missing serial numbers are subject to rejection or debit. Remanufactured transmission serial numbers are 6 numbers.

Example: Remanufactured transmission serial number.....000000

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8.4.33.1.3 Original CVT Transmission

Effective August 1, 2011 the following component repairs are required to be performed to the vehicle's original CVT Transmission when it is determined that such repairs will correct a failure:

- Torque Converter and seal, as long as it is not an internal failure that has contaminated the fluid
- Control Valve Body replacement as long as an internal failure has not contaminated the fluid
- Control Valve Body Harness
- Output Clutch Control Valve Body (Hybrid vehicle)
- Drive Motor Assembly (Hybrid vehicle)
- Multi Plate Transfer Clutches (MPT)
- Mechanical Shifter and parking system components
- Valve Body and Pick Up Screen
- Secondary Oil Pressure Switch
- Inhibitor Switch
- Extension Housing Rear Seal

- Oil Inlet and Outlet Pipes
- Cooler Pipes
- Axles and seals
- Primary Revolution Sensor
- Front Wheel Speed Sensor
- Oil pressure test parts and drain plug
- Parking Pawl and spring

In the event more extensive repairs than those listed above are required, a new unit must be used

8.4.33.1.4 Remanufactured CVT Transmission

Should a remanufactured transmission require repair or replacement, a Subaru District Parts and Service Manager Authorization is required.

The following component repairs are required to be performed to the vehicle's remanufactured transmission when it is determined that such repairs will correct a failure:

- Torque Converter and seal, as long as it is not an internal failure that has contaminated the fluid
- Control Valve Body replacement as long as an internal failure has not contaminated the fluid
- Control Valve Body Harness
- Output Clutch Control Valve Body (Hybrid vehicle)
- Drive Motor Assembly (Hybrid vehicle)
- Multi Plate Transfer Clutches (MPT)
- Mechanical Shifter and parking system components
- Valve Body and Pick Up Screen
- Secondary Oil Pressure Switch
- Inhibitor Switch
- Extension Housing Rear Seal
- Oil Inlet and Outlet Pipes
- Cooler Pipes
- Axles and seals
- Primary Revolution Sensor
- Front Wheel Speed Sensor
- Oil pressure test parts and drain plug
- Parking Pawl and spring

In the event more extensive repairs than those listed above are required, a new unit must be used

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8.4.33.1.5 Original BRZ 6MT

The BRZ 6 speed manual transmission (6MT) is not serviceable. Any confirmed internal failure requires a transmission assembly replacement.

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8.4.33.1.6 Original BRZ 6AT

The BRZ 6 speed automatic transmission (6AT) is not serviceable. Any confirmed internal failure requires a transmission assembly replacement even for the valve body.

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8.4.33.2. Remanufactured Short Block

In cases where SOA offers a remanufactured short block, a remanufactured exchange unit must be used when the short block requires replacement, except in the case of a "new" and "in-stock" vehicle.

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8.4.33.2.1. Original Short Block

The following component repairs are required to be performed to the vehicle's original short block when it is determined that such repairs will correct a failure:

- External oil or coolant leaks. If the repair requires the short block to be disassembled, a remanufactured short block should be installed.
- Pistons

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8.4.33.2.2. Remanufactured Short Block

Should a remanufactured short block require repair or replacement, a Subaru District Parts and Service Manager authorization is required.

The following component repairs are required to be performed when it is determined that such repairs will correct a failure:

- Water pump/water pump gasket
- Thermostat, thermostat housing or gasket (as supplied with the unit)
- Oil pump, oil pump o-ring, sealer, and crankshaft seal
- Rear main seal
- Oil pan, oil pan sealer, and oil return seal
- Rear separator cover and sealer
- Piston pin access plug and seal
- Coolant production plugs

To ensure full core credit:

Navigate to Subarunet.com/Fixed Ops-Inventory Ops>Returns Shipping. Click into the core return section. Follow the instructions and enter the core part numbers to be returned. Each field on the form needs to be populated. The reference number on the form will automatically populate with a unique reference number when you are finished completing the form.

Failure to comply with these requirements may result in a full or partial debit of the core credit. (For more information on remanufactured short block core charges,

refer to the Subaru Retailer Fixed Operations Policies and Procedures Manual supplied to the Retailer Parts Department.)

The following Subaru Limited Warranty that provides the greatest coverage applies:

- 1) The balance of any applicable Subaru New Vehicle Limited Warranties, or
- 2) The Authorized Genuine Subaru Remanufactured Engine Limited Warranty: 3 years or 36,000 miles, whichever occurs first, from date of installation, or
- 3) The Authorized Genuine Subaru Replacement Parts Limited Warranty 1 year from date of installation with no mileage limitation.

Note: All remanufactured short block claims submitted for reimbursement must have an accurate engine serial number from the short block being installed in the vehicle. The serial number from the defective unit and the replacement unit must be recorded on the repair order.

Claims submitted with inaccurate or missing serial numbers are subject to rejection or debit. Remanufactured short blocks serial numbers are M and six numbers or OKSE and six numbers.

Example: Remanufactured short block serial number....M000000 or OKSE000000.

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8.4.33.2.3. Part Price Review for Retail States

Retailers in non retail states are reimbursed part cost plus a 40% mark up. Retailers in retail states are reimbursed at Manufacturer's Suggested Retail Price (MSRP).

For retailers in certain retail states, the retailer may request a Part Price Review. It is the responsibility of each retailer to comply with the applicable state regulation affecting the request.

A request for a Part Price Review may not be submitted more than once every twelve (12) months unless permitted by law.

To request a Part Price Review the retailer must notify SOA in writing of their intention. SOA will furnish written notification to the retailer of their eligibility for a Part Price Review increase. Any approved increase in price will become effective as indicated on the written notification.

Mail the request to:

Subaru of America, Inc.
Attn: Service Warranty Manager

P.O. Box 6000
Cherry Hill, NJ 08034

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8.4.34 Resulting Damage

Damage to parts that is a result of another part's failure is considered to be resulting damage.

Repairs to parts that are damaged as a result of a covered part's failure may be claimed in conjunction with the covered failure. This applies even if the damaged part is not eligible for warranty coverage.

8.4.35 Seat Belts

- **Index**
 - **8.4.35.1. Seat Belt Lifetime Limited Warranty**

8.4.35.1. Seat Belt Lifetime Limited Warranty

This warranty is effective beginning with 1995 model year vehicles.

The Seat Belt Lifetime Limited Warranty coverage lasts for the useful life of the vehicle. Coverage includes seat belts and related components which fail to function properly during normal use due to a defect in material or workmanship.

Warranty coverage applies to front and rear seat belts which were installed in the vehicle at the time of manufacture or were supplied as Genuine Subaru Replacement Parts for use in vehicles covered by this warranty.

This warranty **does not** apply to:

1.
 - Cosmetic appearance, such as color fading, when the seat belts function properly.
 - Any electrical related components or body anchor points.

NOTE: Warranty coverage for 1994 and prior model year vehicles is limited to the terms of the Basic New Car Limited Warranty.

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8.4.36 Shop Supplies

Shop supplies (i.e. degreaser, shop rags, etc.) are not reimbursed under warranty.

8.4.37 Shop Policy Repairs

Repairs resulting from improper repairs or workmanship performed by retailer personnel are the sole responsibility of the repairing retailers.

8.4.38 Speedometer/Odometer Replacement

A replacement of the speedometer/odometer must be documented with the date and mileage in the vehicle service file. An odometer replacement label must be completed and placed on the inside front door pillar.

In the event a warranty claim is submitted after the odometer replacement, the current odometer mileage should be added to the mileage recorded on the odometer replacement label to document the correct vehicle mileage. Failure to follow this procedure may result in a mileage discrepancy claim.

In cases where State Law requires resetting the odometer to the current mileage, SOA will reimburse the retailer for that cost. SOA does not reimburse for resetting the replacement odometer to the current mileage unless required by State Law.

NOTE: Odometer replacement labels are available through SOA parts department by ordering part number MSA6I9307.

8.4.39 Sublet Repairs

- **Index**
 - **8.4.39.1 Administrative Allowance**

Sublet repairs are repairs performed by an independent repair facility rather than by an Authorized Subaru Retailer.

Sublet repairs may only be performed when the retailer does not have the tools or equipment to complete a proper repair. This exception does not apply if the tools or equipment are required by Subaru retailer minimum standards.

Examples of allowable sublet repairs are:

- Glass replacement (labor only)
- Lock cylinder/key coding
- Machine shop service
- Paint repairs
- Seat Cover / Seat Trim Repair or Replacement
- Suspension alignment
- Towing
- Radial force variation tire balance

Sublet repairs will be reimbursed at the retailer's actual cost.

However, the cost of repair may not exceed an amount equal to a calculation based on the time published in the Subaru Labor Time Guide multiplied by the retailer's warranty labor rate. This does not apply to towing.

Retailers are required to retain a copy of sublet invoices with the repair order.

8.4.39.1 Administrative Allowance

Effective August 1, 2003, sublet repairs for all claim types except Transportation Damage (TC) may be submitted with labor operation 101-108 0.3 labor hours to cover retailer administrative expenses on the following items:

- Glass Replacement
- Lock Cylinder / Key Coding
- Machine Shop Service
- Paint Repairs
- Seat Cover or Trim Repair
- Suspension Alignment
- Towing
- Radial force variation tire balance

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8.4.40 Tires

Tires are warranted by their manufacturers. Tire related warranty coverage is the tire manufactures' responsibility. Customers with defective tires should be referred to the appropriate tire manufacturer.

Tires currently installed on Subaru vehicles at the time of manufacture include:

B.F. Goodrich	(800) 521-9796
Bridgestone	(800) 847-3272
Goodyear	(800) 321-2136
Michelin	(800) 433-6838
Yokohama	(800) 722-9888
Dunlop	(800) 321-2136
Firestone	(800) 367-3872
Continental	(800) 847-3349

Replacement of tires in conjunction with a warrantable adjustment or repair require authorization. (see section 8.4.10)

8.4.41 Towing

SOA will pay the cost of having the vehicle towed to the nearest Authorized Subaru Retailer if the vehicle cannot be safely driven due to a defect covered by these warranties.

In situations that require the vehicle be towed more than 1 time for the same occurrence, the towing invoice totals should be combined for claim submission.

Retailers are required to retain a copy of the towing invoice(s) with the repair order.

8.4.42 Visiting Owners

Subaru owners that take their vehicles to retailers, other than the original selling retailers, are considered "Visiting Owners".

Every Authorized Subaru Retailer is obligated to perform warranty repairs on any Subaru vehicle that was originally distributed through SOA. Before performing any repairs, the following information must be verified:

- The owner presents a complete Warranty and Maintenance Booklet.
- The vehicle is within the warranty period. It is recommended that the retailer verify the warranty information before performing any repairs. This can be accomplished by performing a Subarunet vehicle coverage inquiry and history.
- The repair requested is eligible for warranty coverage.

Vehicles that were not originally distributed through SOA may be "foreign". Please follow the procedures found in this section under the heading "Foreign Vehicles". (see section 8.4.23)

8.4.44 Wiper Blade Refills

Wiper blade rubber refills are considered wear items. When replacement is necessary due to wear and rubber refills would correct the condition, only the refills should be replaced when available. When refills are not available, the wiper blades should be inspected to rule out damage. If the failure is due to physical damage, replacement would not be covered under warranty.

Refer to the applicable Model Year Coverage Guide for specific length of coverage. (see **Section 8.3**)

8.4.45 Procedures for Assessment, Documentation, and Notification of Non-Warrantable Repairs

- 8.4.45.1 Policy Statement
- 8.4.45.2 Modification / Abuse
- 8.4.45.3 Lack of Maintenance

8.4.45.1 Policy Statement

POLICY ON RETAILERS' UNAUTHORIZED VEHICLE MODIFICATIONS

Subaru of America, Inc. (SOA) strongly discourages retailers from making any modifications to Subaru vehicles other than those in which Genuine Subaru Parts and accessories are used. Retailers should be aware that they are assuming the following risks when making unauthorized vehicle modifications (that is, those made with other than Genuine Subaru Parts and accessories):

- The modifications may bring the altered vehicle out of compliance with safety or emissions regulations, potentially subjecting a retailer to fines and penalties under federal law as well as exposing members of the public to potential injury and property damage.
- The retailer would not be afforded insurance protection by SOA in a product liability lawsuit if injuries are alleged to be the result, in whole or in part, of the unauthorized modification. The retailer would instead have to rely upon its own insurance coverage or that of the vendor furnishing it the non-Genuine Subaru Parts or accessories or making the unauthorized vehicle alterations.
- Under the terms of the Subaru Retailer Agreement, the retailer would be required to defend, indemnify and hold SOA and its affiliates harmless in a product liability lawsuit relating to the unauthorized modification.
- The altered vehicle would not be afforded coverage under the Subaru Limited Warranty and under other warranties extended by SOA to retail customers for any malfunction, failure or damage related to the unauthorized modification. In situations in which a modification made to a vehicle constitutes a material alteration, the vehicle would not be eligible for any warranty coverage from SOA.

Retailers are also reminded of their obligation under the Subaru Retailer Agreement to clearly and conspicuously identify, in writing, to their customers that vehicle alterations have been made using other than Genuine Subaru Parts and accessories and stating that the non-Genuine Parts and accessories will not be afforded warranty coverage by SOA. Additionally, retailers are obligated to furnish SOA (or if applicable, SNE or SDC) with the vehicle identification numbers of all vehicles that have experienced unauthorized modifications.

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8.4.45.2 Modification / Abuse

In instances where a vehicle is presented to a retailer for failures that may be due to vehicle modifications or abuse, the following procedure has been established. (Also see section 17.8 for Vehicle Modification / Damage / Aftermarket Product Report.)

1. Review Coverage Inquiry and Claims History Inquiry on SubaruNet. Examine all repairs and claim comments for prior incidence of modification or abuse and/or coverage exclusions.
2. Prior to the start of any diagnosis, access the vehicle's ECU using the SDS and print all diagnostic codes, freeze frame data, and the status of all OBD II readiness codes. Do not clear any codes, control unit memory, or disconnect the battery until advised to do so by your DPSM.
3. Perform diagnosis, noting any modifications, non-OE parts or suspected abuse, to determine cause of failure. Modifications may include, but are not limited to, power enhancing components, interior trim changes, sheet metal modifications and/or installation of SPT OE parts that do not meet the specifications for the vehicle it is installed on or are sold for off-road use only.
4. If unable to determine cause of failure with modified/non-OE parts installed, obtain written authorization from customer to return vehicle to original equipment/specifications, at the owner's expense, to complete diagnosis.
 - A) If customer refuses to install or grant permission to have the original equipment part(s) reinstalled, note on Repair Order customer's refusal and prepare vehicle for customer pick up.*
 - B) If customer reinstalls the original equipment part(s) or permits reinstallation of them, continue diagnosis. Note all parts reinstalled and their condition. Record with digital photos.

*** Note: PAR may be considered on a case-by-case basis. Contact your DPSM for authorization.**
5. If warranty failure is found, proceed with repair.
6. If non-warranty failure is found, the following procedure must be followed prior to notification of customer.
 - A) The retailer must contact the DPSM immediately to advise of non-warranty failure. The DPSM will in turn contact the Subaru Claims Helpline (Senior Representative) and the regional office.
 - B) Arrangements must be made for SOA inspection of the vehicle or for an SOA Representative (DPSM/RSOM/FTM) to work with the retailer to

compile all information relating to the denial of warranty coverage within a reasonable period of time.

- C) The repair order should be documented in detail noting any signs of modifications, racing/abuse and or neglect. Include condition of clutch, brakes, exhaust, body panels, glass, interior, pedals, wheels, and tires when appropriate. Note any indications of competition usage such as plaques, decals, dial-in number, time slips, towed from location, or other indicators.
 - D) Digital photos must be taken to substantiate all of the above.
 - E) Repair order and photos must be compiled following SOA's standardized format (see DPSM) and sent to the Subaru Claims Helpline Department (Attn: Senior Representative) and regional office.
7. If PAR is to be considered (on a case by case basis):
- A) DPSM authorization is required.
 - B) Repair Order must include the following language:

"This repair is not covered by Subaru's limited warranty due to abusive or aggressive driving habits and/or vehicle modifications. The service advisor has fully explained why the subject repair is not covered and that Subaru has agreed to pay for the repair on this one-time basis solely as a matter of customer goodwill. Customer acknowledges, by signature or initials, that this repair is not covered by warranty."
 - C) Vehicle must not display evidence of excessive misuse or abuse.
 - D) Vehicle should not have a history of prior goodwill repairs for abuse, modification, or lack of maintenance
 - E) Claim must be submitted and reimbursed as PAR.
 - F) All parts must be maintained in accordance with established policy statements in Section 15 of the Subaru Claims Policies and Procedures Manual.

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8.4.45.3 Lack of Maintenance

In instances where a vehicle is presented to a retailer for failures that may be due to a lack of maintenance, the following procedure has been established.

- 1) Review Coverage Inquiry and Claims History Inquiry on Subarunet. Examine all repairs and claim comments for prior incidence of modification or abuse and/or coverage exclusions.
- 2) Request all maintenance records. Photocopy all documents provided, and list date, mileage, and service(s) performed on the repair order.
- 3) Perform diagnosis, noting any evidence of lack of maintenance, to determine cause of failure. Document level and condition of all fluids and record measurement(s) of all removed fluids. All fluids must be strained and comments recorded on the repair order regarding contaminants found. Save all removed fluids and contaminants for DPSM inspection.
 - A) If customer refuses to authorize diagnosis, note on Repair Order customer's refusal and prepare vehicle for customer pick up.*

*Note: PAR may be considered on a case-by-case basis. Contact your DPSM for authorization.
- 4) If warranty failure is found, proceed with repair.
- 5) If non-warranty failure is found, the following procedure must be followed prior to notification of customer.
 - A) The retailer must contact the DPSM immediately to advise of non-warranty failure. The DPSM will in turn contact the Subaru Claims Helpline (Senior Representative) and the regional office.
 - B) Arrangements must be made for SOA inspection of the vehicle or for an SOA Representative (DPSM/RSOM/FTM) to work with the retailer to compile all information relating to the denial of warranty coverage within a reasonable period of time.
 - C) The repair order should be documented in detail noting any signs of lack of maintenance and/or neglect. Include overall condition of vehicle when appropriate.
 - D) Digital photos must be taken to substantiate all of the above.
 - E) Repair order and photos must be compiled following SOA's standardized format (see DPSM) and sent to the Subaru Claims Helpline Department (Attn: Senior Representative) and regional office.
- 6) If PAR is to be considered (on a case by case basis):
 - A) DPSM authorization is required.
 - B) Repair Order must include the following language:

“This repair is not covered by Subaru’s limited warranty due to lack of maintenance. The service advisor has fully explained why the subject repair is not covered and that Subaru has agreed to pay for the repair on this one-time basis solely as a matter of customer goodwill. Customer acknowledges, by signature or initials, that this repair is not covered by warranty.”

- C) Vehicle must not display evidence of excessive misuse or abuse.
- D) Vehicle should not have a history of prior goodwill repairs for abuse, modification, or lack of maintenance
- E) Claim must be submitted and reimbursed as PAR.
- F) All parts must be maintained in accordance with established policy statements in Section 15 of the Subaru Claims Policies and Procedures Manual.

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8.4.46 VIN Plate and Vehicle Placard Replacement Policy

Replacement VIN Plates:

Subaru of America Inc. does not issue replacement VIN plates. If a replacement VIN plate is needed retailers should contact either their state motor vehicle department or the state police. These officials will have the proper procedure to verify that the request is legitimate and will take further action according to state laws and procedures.

Incorrect VIN Plate:

In the event that a new vehicle is delivered to the retailer with an incorrect VIN plate, a correct VIN plate must be issued before the vehicle is offered for sale or delivered to the customer. In such an event contact the Parts Information Coordinator Team at 1-866-782-2782. In addition the incorrect VIN plate must be immediately returned to SOA attention P.I.C. Team. The retailer should also include further supporting evidence proving that the VIN plate is incorrect with VIN verification from a local notary. This notarized document must also be returned to SOA with the incorrect VIN plate.

Vehicle Placard:

Customers requesting a replacement safety certification sticker, located on the drivers B pillar and referred to as the "Vehicle Placard" should be advised that SOA does not issue replacement stickers. The information appearing on this sticker can be found in the owner's manual. Other information can be furnished by CDS after consulting the applicable service manual. The presence of this sticker is not necessary for state vehicle registration or inspection purposes.

Section 9 - Replacement Parts and Accessories Limited Warranty

9.1 Who Makes This Warranty

This warranty is made by Subaru of America, Inc. (SOA)*, Subaru Plaza, PO Box 6000, Cherry Hill, New Jersey 08034-6000.

9.2 Who Is Covered

This warranty only applies to Genuine Subaru Replacement Parts and Accessories purchased for use on an applicable Subaru vehicle from an Authorized Subaru Retailer located in the United States. Every owner of the vehicle during the warranty period shall be entitled to the benefits of this warranty. If the vehicle is sold or otherwise transferred during the warranty period for the part or accessory, it is recommended that the new owner be given proof of purchase documents for the part or accessory.

9.3 Duration Of This Warranty

This warranty begins on the day a Genuine Subaru Replacement Part or Accessory is purchased by a retail customer. The warranty is 1 year, regardless of mileage, or for the period of coverage remaining for the particular part under other Subaru Limited Warranties, whichever is longer.

THIS GENUINE SUBARU REPLACEMENT PARTS AND ACCESSORIES WARRANTY IS SUBJECT TO CHANGE. THE RETAILER WILL BE NOTIFIED OF ANY CHANGES SHOULD THEY OCCUR.

* For parts sold in Hawaii only, this warranty is made by Subaru Hawaii, 2850 Pukoloa Street, Suite 104, Honolulu, Hawaii, 96819, which is solely responsible for all matters related to the warranty on such vehicles. For simplicity in this warranty only, Subaru Hawaii, will also be called "SOA".

9.4 What Is Covered

This warranty covers any repairs needed to correct defects in material or workmanship, which occur under normal use, in any Genuine Subaru Replacement Part or Accessory* purchased after retail sale of the Subaru vehicle in which the part or accessory was installed. Genuine Subaru Replacement Part or Accessories installed in the vehicle prior to retail sale of that vehicle are covered under the terms of the Subaru New Car Limited Warranties.

* Genuine Subaru Accessories are specifically designed, approved, and supplied by SOA for installation on Subaru vehicles. The Subaru Limited Warranties cover any repairs needed to correct defects in material or workmanship, which occur under normal use, in any Genuine Subaru Replacement Part or Accessory. This warranty only applies to a Genuine Subaru Replacement Part or Accessory purchased for use on an applicable Subaru vehicle from an Authorized Subaru Retailer located in the United States.

9.4.1. Rust Perforation Coverage

Defective Genuine Subaru replacement sheet metal body panels that are rusted completely through from the inside out (perforated by corrosion) will be repaired or, at the option of SOA or an Authorized Subaru Retailer, replaced under this warranty. To obtain warranty coverage, the vehicle must be brought to an Authorized Subaru Retailer located anywhere in the United States as soon as reasonably possible after the discovery of rust perforation.

The following items are not covered:

- Rusting of the outside of the underbody (floor pan) or any other part of the vehicle except body panels.
- Rust resulting from alteration of any body panels.
- Rust as a result of damage to paint caused by normal road hazards such as stones or other debris.
- Body panel rust caused by abuse, lack of maintenance, or damage to the vehicle.
- Rust caused by sand, mud, salt, submergence of a body panel in water, exposure to industrial fallout, chemical fallout, tree sap, hail, flooding or other causes beyond the control of SOA.
- Other items listed under "What Is Not Covered" - Section 9.7.

In general, Rust Perforation Coverage applies to perforation due to corrosion only. Perforation is a rust-through condition, such as an actual hole in a sheet metal panel. Cosmetic or surface corrosion, such as that caused by stone chips or scratches in the paint, is not covered under this warranty. In addition, SOA or the Subaru retailer reserves the right to decide whether painting the repaired or replaced panel to match the original finish is feasible. SOA will not, under any circumstances, pay for painting the entire vehicle solely to match paint color.

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9.5 Owner's Responsibility To Retain Proof Of Purchase And Maintenance

It is the owner's responsibility to retain documents which show the date of purchase and, if applicable, installation of the part or accessory and to present those documents upon request at the time a warranty claim is made. Failure to present proof of purchase documents upon request may result in denial of a warranty claim. If applicable, it is also the owner's responsibility to retain proof that all inspection and maintenance services are performed when recommended and to check fluid levels and tire pressure regularly.

9.6 How To Get Warranty Service

A defective Genuine Subaru Replacement Part or Accessory eligible for coverage under the terms of this warranty will be repaired, or at the option of SOA or an Authorized Subaru Retailer, replaced using new or remanufactured parts without charge to the owner for materials. In addition, if the part or accessory was originally installed by an Authorized Subaru Retailer, the owner will not be charged for labor.

Warranty claims must be made as soon as reasonably possible after a defect is discovered, but before the end of warranty coverage for the particular part. It is recommended that warranty claims be made at the Subaru retailer who sold the part or accessory, although warranty claims can be presented to any Authorized Subaru Retailer located anywhere in the United States. When a warranty repair or replacement is needed, the vehicle (or, if preferred, just the part or accessory) must be brought to an Authorized Subaru Retailer's place of business during normal business hours. Within 1 year after the installation of a Genuine Subaru Replacement Part or Accessory, SOA will pay the cost of having the vehicle towed to the nearest Authorized Subaru Retailer if the vehicle cannot be driven due to a defect covered by this warranty, but only if the defective part or accessory was originally installed in the vehicle by an Authorized Subaru Retailer. In all cases, a reasonable time must be allowed for warranty repairs to be completed after the part or accessory is received by the retailer.

Warning Concerning Non-Genuine Subaru Replacement Parts And Accessories:

Genuine Subaru Replacement Parts and Accessories are new or remanufactured items which have been approved, recommended, and supplied by SOA for installation on the vehicle. Some retailers sell Genuine Subaru Replacement Parts and Accessories, as well as other parts and accessories.

This warranty applies only to Genuine Subaru Replacement Parts and Accessories. It does not apply to any other parts or accessories.

9.7 What Is Not Covered

This warranty does not cover:

- Any part or accessory which is covered by any other written warranty from its manufacturer or from SOA.
- Any part or accessory installed in the vehicle prior to or at the time of its delivery.
- The performance of any normal maintenance services or replacement of any normal maintenance or wear items, except brake pad/shoe linings and clutch disk linings, which are covered for a period of 1 year, regardless of mileage.
- Normal deterioration of appearance items.
- Labor unless the part or accessory was originally installed by an Authorized Subaru Retailer.
- The replacement of lost or contaminated lubricants or fluids (such as refrigerant in an air conditioning unit) unless the loss or contamination is a direct result of a defect covered under this warranty.
- Part failure when used parts are used in conjunction with new parts.
- Performance parts as defined by SOA.

This warranty does not cover any part or accessory which malfunctions, fails or is damaged due to:

- Objects striking the vehicle or any road hazards, whether on or off the road.
- Collision, accident, abuse, neglect, misuse, or any other causes beyond the control of SOA.
- The failure either to perform any normal maintenance on or follow any operating instructions for the part or accessory.
- The failure to follow the operating instructions for the vehicle set forth in the Owner's Manual or failure to follow the Schedule of Recommended Inspection and Maintenance for the vehicle set forth in the Warranty and Service Booklet.
- Improper installation, adjustment or repair of the vehicle or improper adjustment, repair or installation of the part or accessory.
- Alterations made by changing, adding to or removing any items from the vehicle or from the part or accessory.
- Installation in or attachment to the vehicle of accessories or equipment not approved or recommended by SOA.
- Commercial use of the vehicle, unless this exclusion is expressly waived in writing by SOA.
- Use of the vehicle in any race or competitive event.
- Airborne fallout (including, but not limited to chemicals, tree sap, bird droppings), salt, hail, windstorm, flooding, water, lightning, extreme temperatures, or any other environmental cause.
- Failure to follow recommendations on fuel use contained in the Owner's Manual
- The vehicle having been dismantled or changed in such a manner that constitutes a material alteration of its original construction.
- Damage to a covered part directly caused by the failure of a non-covered part or event.

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- Damage caused by adding or applying chemicals other than those approved or recommended by SOA.

This vehicle is not eligible for parts warranty coverage if:

- The vehicle identification number is altered or cannot be read.
- The vehicle has been declared a total loss or sold for salvage purposes.
- The vehicle has been dismantled, destroyed, or changed in such a manner that constitutes a material alteration of its original construction.
- The odometer mileage has been changed so that mileage cannot be readily determined.
- The vehicle is ever used in any race or other competitive event.

9.8 General

SOA, through an Authorized Subaru Retailer, will repair or replace under this warranty Genuine Subaru Replacement Parts or Accessories that malfunction or fail during the warranty period as a result of a manufacturing defect. If a defective part or accessory was originally installed by an Authorized Subaru Retailer, the servicing Subaru retailer also will replace, without charge, all lubricants and fluids which become contaminated or lost as a result of making any such repairs. However, SOA has no control over damage which occurs to the part or accessory caused by such things as objects striking the vehicle, collision, misuse, improper installation or lack of maintenance. Therefore, damage to a part or accessory for any reason which occurs as a result of the way the vehicle is operated or treated is not covered under this warranty.

SOA, its Distributors, and Authorized Subaru Retailers reserve the right to make changes in parts and accessories sold by them at any time without incurring any obligation to make the same or similar changes in parts and accessories previously sold by them.

THIS WARRANTY IS THE ONLY EXPRESS WARRANTY BY SOA ON GENUINE SUBARU REPLACEMENT PARTS AND ACCESSORIES PURCHASED AFTER DELIVERY OF THE VEHICLE IN WHICH THEY ARE INSTALLED. SOA, its Distributors, and Authorized Subaru Retailers do not authorize any person to assume for them any obligations or liabilities greater than or different from those set forth in this warranty. This warranty gives the owner specific rights, and the owner may also have other rights which vary from state to state.

ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE APPLICABLE TO THE PART OR ACCESSORY IS LIMITED IN DURATION TO THE PERIOD OF THIS WARRANTY. Some states do not allow limitations on how long an implied warranty lasts; therefore, the above limitation may not apply.

SOA, ITS DISTRIBUTORS, AND AUTHORIZED SUBARU RETAILERS SHALL NOT BE LIABLE FOR ANY LOSS OF USE OF THE VEHICLE, FOR ANY ALTERNATE TRANSPORTATION, LODGING, FOOD OR TELEPHONE EXPENSES; FOR ANY DAMAGE TO GOODS, COMMERCIAL LOSS, LOSS OF TIME OR INCONVENIENCE, OR FOR ANY OTHER INCIDENTAL OR CONSEQUENTIAL DAMAGES. Some states do not allow the exclusion or limitation of incidental or consequential damages; therefore the above limitation or exclusion may not apply.

9.9 Parts Warranty Policy and Coverage Guide

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9.9.1. Accessories

Genuine Subaru Accessories are specifically designed, approved, and supplied by SOA for installation on Subaru vehicles. Some examples are security systems, roof racks, and styled wheels. Warranty coverage is as follows:

- Accessories installed prior to retail delivery are covered by the Basic New Car Limited Warranty.
- Accessories installed after retail delivery are covered for the balance of the Basic New Car Limited Warranty, or 1 year from the date of installation, whichever is longer.
- Accessories installed after the Basic New Car Limited Warranty coverage has expired are covered for 1 year from the date of installation.

Note: For exceptions, see Section 9.7.

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9.9.1.1. Audio Unit

Within the terms of the one year Replacement Parts Warranty the Audio Exchange Program provides for replacement of a defective audio chassis and/or faceplate with an exchange unit from the audio manufacturer.

If an audio unit is purchased over the counter from a Subaru retailer or installed by a Subaru retailer it is warranted for one year from date of purchase. If the audio unit fails during the one year Replacement Parts Warranty period an exchange unit is to be ordered from the audio manufacturer and the defective audio unit is returned to the audio manufacturer.

Please have the following information available when contacting the Audio Service Center.

- Retailer Code
- Retailer Name and Address
- VIN – All 17 Characters
- Date of Vehicle Sale
- Vehicle Mileage
- Caller's Name and Telephone Number
- Claim Number
- Chassis Model Number, ID Code and/or the Subaru Part Number (Clarion requires the front faceplate ID Number)
- Customer Complaint
- Customer Last Name

The audio service centers can be reached at the following phone numbers:

Clarion 1-800-347-8933

Panasonic 1-800-228-0473

Kenwood 1-626-333-2435

Myron and Davis 1-866-435-6789

For a complete list of service center phone numbers, fax numbers and business hours refer to section 8.4.9 in the Claims Policy and Procedures manual.

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9.9.2. Genuine Subaru Replacement Battery Warranty

This warranty applies to "Genuine Subaru Replacement" batteries that fail due to a defect in material or workmanship which occurs under normal usage while installed in a Subaru vehicle.

Note: The vehicles original equipment battery (OE battery) is covered 100% against defects under the Basic New Car Limited Warranty of 3 years or 36,000

miles. No other warranty coverage applies to the battery and it is not eligible for battery cost prorating.

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9.9.2.1. Replacement Batteries

If the original battery is replaced, the replacement battery is covered 100% against defects for the first 30 months and then prorated from months 31 to 85 based on months of usage. The replacement battery (not the original battery) is replaced through an exchange program with Interstate Batteries.

Genuine Subaru Replacement batteries are warranted 100% against defects during the 30 month unlimited miles Genuine Subaru Replacement Battery Warranty or the remainder of the Basic New Car Limited Warranty, whichever period is longer.

During the Genuine Subaru Replacement Battery Warranty period (0-30 months), or the balance of the Basic New Car Limited Warranty period (0-36 months), coverage includes reimbursement for battery testing and replacement labor provided the battery was installed by an Authorized Subaru Retailer. Towing to the nearest Authorized Subaru Retailer is covered if the vehicle cannot be driven due to a defect covered by this warranty.

Genuine Subaru replacement batteries which fail after the 30 month Genuine Subaru Replacement Battery Warranty period or the Basic New Car Limited Warranty have expired are eligible for prorated warranty coverage for a limited period of eighty five (85) months from the date the battery was originally installed. Reimbursement for testing, labor or towing is not covered. Prorating begins on the date the battery was originally installed (for additional information see section 9.9.2.2).

Interstate Batteries must be able to determine if the replacement battery is a warranty exchange. In the past they provided materials to separate warranty exchange batteries from junk batteries – [click here](#) for those details. It is imperative that these warranty batteries be tagged properly (Warranty Parts Tag Part Number MSA5W402A) in order to receive the exchange battery from Interstate. The replacement battery, when tagged properly, will be exchanged by Interstate with a new battery when they visit your retailer.

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9.9.2.2. Warranty Claim Preparation for Replacement Batteries (Pro-Rated Batteries Only)

Based on the original date of installation, determine the number of months the replacement battery was in service. Using the Battery Proration Chart below, calculate the customer portion and the warranty portion by multiplying the Subaru retail price of the new battery by the appropriate percentages.

Warranty Portion is the amount that SOA will be paying on the claim.

Customer Portion is the amount the customer will be paying to the retailer.

For Claims Submission: Do not enter a battery part number on the claim.

Labor operation: 800-001 0.0 hrs

Failure code: FAA- (choose the correct numeric from the Subaru Labor Time Guide)

Sublet: Enter the "Warranty Portion" amount in the claim sublet field.

Replacement Battery Proration Chart:

Months of Use	Customer Portion	Warranty Portion	Months of Use	Customer Portion	Warranty Portion
0 - 30	0	100%	58	68.2%	31.8%
31	36.5%	63.5%	59	69.4%	30.6%
32	37.6%	62.4%	60	70.6%	29.4%
33	38.8%	61.2%	61	71.8%	28.2%
34	40.0%	60.0%	62	72.9%	27.1%
35	41.2%	58.8%	63	74.1%	25.9%
36	42.4%	57.6%	64	75.3%	24.7%
37	43.5%	56.5%	65	76.5%	23.5%
38	44.7%	55.3%	66	77.6%	22.4%
39	45.9%	54.1%	67	78.8%	21.2%
40	47.1%	52.9%	68	80.0%	20.0%
41	48.2%	51.8%	69	81.2%	18.8%
42	49.4%	50.6%	70	82.4%	17.6%
43	50.6%	49.4%	71	83.5%	16.5%
44	51.8%	48.2%	72	84.7%	15.3%
45	52.9%	47.1%	73	85.9%	14.1%
46	54.1%	45.9%	74	87.1%	12.9%
47	55.3%	44.7%	75	88.2%	11.8%
48	56.5%	43.5%	76	89.4%	10.6%
49	57.6%	42.4%	77	90.6%	9.4%
50	58.8%	41.2%	78	91.8%	8.2%
51	60.0%	40.0%	79	92.9%	7.1%
52	61.2%	38.8%	80	94.1%	5.9%
53	62.4%	37.6%	81	95.3%	4.7%
54	63.5%	36.5%	82	96.5%	3.5%
55	64.7%	35.3%	83	97.6%	2.4%
56	65.9%	34.1%	84	98.8%	1.2%
57	67.1%	32.9%	85	100.0%	0.0%

9.9.3. Freight Reimbursement

Freight charges may be claimed if parts are ordered VOR (vehicle off road) in order to complete a parts warranty repair.

This policy covers standard freight charges only. This policy does not cover overnight freight charges under any circumstances.

A parts warranty claim should be submitted on the same R.O. that contains the ordered part as a separate job. The separate job should be entered as follows:

- Labor operation number 101-105 for 0.0 hours.
- Failure code VOR99.
- Enter freight amount in sublet field.
- Enter the 8-digit parts invoice number in the "Misc Detail" field.

Freight charges that exceed \$200.00 require authorization from your District Parts and Service Manager.

NOTE: Claims that do not qualify for this policy or are incorrectly submitted are subject to rejection or debit.

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9.9.4. Defective "Off The Shelf"

Parts that are found to be defective when removed from the packaging or are incorrectly identified on the packaging should not be submitted as a parts warranty claim.

Request for credit should be submitted to the Subaru Fixed Operations Department through Subarunet.com. Refer to Subarunet.com / Fixed Ops Inventory / Parts Claims. At the Parts Claims entry screen enter the required retailer number and part number information.

For more information, please refer to your Subaru Parts System training manual, or contact your District Parts and Service Manager (DPSM).

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9.9.5. Labor Reimbursement

SOA will reimburse the retailer for labor necessary to replace a defective part provided the part was originally installed by an Authorized Subaru Retailer. SOA will not provide labor reimbursement when parts were not installed by an Authorized Subaru Retailer.

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9.9.6. Over The Counter Part Sales

Parts and accessories sold “over the counter” are covered under the terms of the Genuine Subaru Replacement Parts and Accessories Limited Warranty.

Claims for defective “over the counter” parts must be submitted through normal warranty claim submission procedures.

A valid vehicle identification number (VIN) is required. Claims cannot be processed without a valid VIN. Claim entry requires the following:

- VIN of the vehicle on which the part was installed
- Vehicle mileage at original purchase
- Previous parts purchase invoice/repair order number
- Previous parts purchase invoice/repair order date
- Vehicle current mileage

In accordance with the terms of this warranty, coverage extends only to the retailer’s cost of the part or accessory. There will be no coverage provided for labor expenses unless the part or accessory was installed by an Authorized Subaru Retailer.

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9.9.7. Remanufactured Parts

Genuine Subaru Remanufactured Replacement Parts are warranted for 1 year regardless of mileage unless specified otherwise or for the period of coverage remaining for the particular part under other Subaru Limited Warranties, whichever is longer.

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9.9.7.1. Genuine Subaru Remanufactured Transmission Limited Warranty

Should a remanufactured transmission require repair or replacement, a District Parts and Service Manager authorization is required.

Effective July 1, 2004, the following component repairs are required to be performed to the vehicle’s remanufactured transmission when it is determined that such repairs will correct a failure:

- External electrical components
- Transmission wiring harness
- External oil leaks. If the repair requires the main transmission case to be disassembled, a remanufactured transmission should be installed.

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- Converter case and internal components. (Front differential)
- Transfer case, transfer clutches, and solenoid assembly, including the VTD system.
- Torque converter, as long as it is not an internal failure that has contaminated the fluid.
- Control Valve Body replacement (Direct A/T only), as long as an internal failure has not contaminated the fluid.
- Electrical Control Valve Body Components (Non Direct A/T only).
- Mechanical shifter and parking system components

To ensure full core credit:

- Follow all instruction listed on the Subaru Transmission Core Return Procedures and Checklist sheets included in the documentation package supplied with the unit.
- Fill out documentation completely and attach it to the core.
- Keep a copy of the Credit Request and Diagnosis Form marked "Retailer".
- File a Copy with the vehicle records.
- Ship transmission to the address outlined in the documentation package.

Failure to comply with these requirements may result in a full or partial debit of the core credit. (For more information on remanufactured transmission core charges, please refer to the Subaru Retailer Fixed Operations Policies and Procedures Manual supplied to the Retailer Parts Department.)

The following Subaru Limited Warranty that provides the greatest coverage applies:

- 1) The balance of any applicable Subaru New Vehicle Limited Warranties, or
- 2) The Authorized Genuine Subaru Remanufactured Transmission Limited Warranty: 2 years or 24,000 miles, whichever comes first, from date of installation, or
- 3) The Authorized Genuine Subaru Replacement Parts Limited Warranty: 1 year from date of installation with no mileage limitation.

Note: All remanufactured transmission claims submitted for reimbursement must have an accurate transmission serial number (taken from the replacement transmission). Claims submitted with inaccurate or missing serial numbers are subject to rejection or debit.

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9.9.7.2 Genuine Subaru Remanufactured Short Block

Should a remanufactured short block require repair or replacement, a District Parts and Service Manager authorization is required.

Effective March 1, 2005, the following component repairs are required to be performed to the vehicle's remanufactured short block when it is determined that such repairs will correct a failure:

- Water pump/water pump gasket
- Thermostat, thermostat housing or gasket (as supplied with the unit)
- Oil pump, oil pump o-ring, sealer, and crankshaft seal
- Rear main seal
- Oil pan, oil pan sealer, and oil return seal
- Rear separator cover and sealer
- Piston pin access plug and seal
- Coolant production plugs

To ensure full core credit:

Follow all instructions listed on the Subaru Engine Core Document Packet included in the package. This includes a core return checklist, credit request and diagnosis form, core return procedures and shipping labels.

- Fill out documentation completely, legibly and attach packet to the core as indicated.
- Keep a copy of the Credit Request and Diagnosis Form marked "RETAILER FILE COPY".
- File copy with the vehicle records.
- Ship short block to the address outlined in the documentation package.

Failure to comply with these requirements may result in a full or partial debit of the core credit. (For more information on remanufactured short block core charges, refer to the Subaru Retailer Fixed Operations Policies and Procedures Manual supplied to the Retailer Parts Department.)

The following Subaru Limited Warranty that provides the greatest coverage applies:

- 1) The balance of any applicable Subaru New Vehicle Limited Warranties, or
- 2) The Authorized Genuine Subaru Remanufactured Engine Limited Warranty: 3 years or 36,000 miles, whichever occurs first, from date of installation, or
- 3) The Authorized Genuine Subaru Replacement Parts Limited Warranty 1 year from date of installation with no mileage limitation.

Note: All remanufactured short block claims submitted for reimbursement must have an accurate engine serial number (taken from the replacement short block). Claims submitted with inaccurate or missing serial numbers are subject to rejection or debit.

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9.9.8. Wear Item Parts

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Remote transmitter batteries, brake pad and shoe linings and clutch disk linings are considered to be wear items. When replacement is necessary because of wear, Genuine Subaru Replacement Part and Accessory Warranty coverage is as follows:

- 1993 and prior model year vehicles: 1 year regardless of mileage or the balance of the Basic New Car Limited Warranty, whichever is longer.
- 1994 through 2002 model year vehicles: 90 days regardless of mileage or the balance of the New Car Wear Item Limited Warranty, whichever is longer.
- 2003 and later model year vehicles: 1 year regardless of mileage or the balance of the Basic New Car Limited Warranty, whichever is longer.

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9.9.9. Wholesale Parts

Genuine Subaru Replacement Parts and Accessories sold by Authorized Subaru Retailers to wholesale accounts for resale to retail customers are covered by the Genuine Subaru Replacement Parts and Accessories Limited Warranty. Warranty coverage on those parts or accessories begins on the date the parts or accessories are sold to a retail customer by the wholesale account.

The Subaru Replacement Parts and Accessories Limited Warranty is 1 year from date of installation with no mileage limitation.

In addition, Remanufactured Transmissions are covered under the following warranties, whichever provides the greatest coverage:

- The balance of any applicable Subaru New Vehicle Limited Warranties, or
- The Authorized Genuine Subaru Remanufactured Transmission Limited Warranty: 2 years or 24,000 miles, whichever comes first, from date of installation, or
- The Authorized Genuine Subaru Replacement Parts Limited Warranty 1 year from date of installation with no mileage limitation

Also, Remanufactured Short Blocks are covered under the following warranties, whichever provides the greatest coverage:

- The balance of any applicable Subaru New Vehicle Limited Warranties, or
- The Authorized Genuine Subaru Remanufactured Engine Limited Warranty: 3 years or 36,000 miles, whichever occurs first, from date of installation, or
- The Authorized Genuine Subaru Replacement Parts Limited Warranty 1 year from date of installation with no mileage limitation

Claims for defective "wholesale" parts must be submitted through normal warranty claim submission procedures.

A valid vehicle identification number (VIN) is required and determines the parts handling allowance based on the model year of the vehicle. Claims cannot be processed without a valid VIN. Claim entry requires the following:

- VIN of the vehicle on which the part was installed
- Vehicle mileage at original installation
- Previous parts purchase retail invoice/repair order number
- Previous parts purchase retail invoice/repair order date
- Vehicle current mileage

In addition, the selling retailer is required to retain and submit, upon request, copies of invoices or other receipts sufficient to confirm the following:

- The retailer's sale to the wholesale account
- The wholesale account's sale to the retail customer
- The date of the retail sale

In accordance with the terms of this warranty, coverage extends only to the reimbursement of the part or accessory. There will be no coverage provided for labor expenses unless the part or accessory was installed by an Authorized Subaru Retailer.

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Section 10 - Recalls / Campaigns

10.1 Regulatory Requirements

Under the National Traffic and Motor Vehicle Safety Act of 1966 (the "Safety Act"), retailers are responsible for ensuring that all new in-stock vehicles, which have open safety recall/campaigns, are repaired and free of any defects prior to delivery to the customer.

The following provision appears in the Safety Act at 49 USC §30120(i):

(1) If notification is required by an order under section 30118(b) of this title or is required under section 30118(c) of this title and the manufacturer has provided to a retailer (including retailers of motor vehicle equipment) notification about a new motor vehicle or new item of replacement equipment in the retailer's possession at the time of notification that contains a defect related to motor vehicle safety or does not comply with an applicable motor vehicle safety standard prescribed under this chapter, the retailer may sell or lease the motor vehicle or item of replacement equipment only if --

(A) the defect or noncompliance is remedied as required by this section before delivery under the sale or lease; or

(B) when the notification is required by an order under section 30118(b) of this title, enforcement of the order is restrained or the order is set aside in a civil action to which section 30121(d) of this title applies.

(2) This subsection does not prohibit a retailer from offering for sale or lease the vehicle or equipment.

Any Authorized Subaru Retailer failing to comply with this statutory requirement may be subject to civil penalties of up to \$5,000 per violation (i.e., for each vehicle), as provided in 49 USC §30165(a) of the Safety Act, and will also be in violation of the Subaru Retailer Agreement.

10.2 Vehicles In Retailer Inventory

New or used vehicles listed in a recall/campaign that are in retailer stock must be:

- Immediately identified.
- Tagged or otherwise marked to prevent their delivery prior to inspection and/or repair.
- Inspected and/or repaired in accordance with instructions outlined in the Product Campaign Bulletin.

NOTE: Retailers may determine the applicability of related recalls/campaigns through Subarunet using the vehicle coverage inquiry function.

10.3 California Vehicle Emission Recall - Proof Of Correction Certificate

The California Air Resources Board and the Department of Motor Vehicles Registration/Recall Program requires that all emission related Recall/Campaign or Service Program repairs be completed before a vehicle registration is renewed. Owners of vehicles registered in the state of California should be provided a completed "Vehicle Emission Recall - Proof of Correction" certificate whenever an emission related campaign is completed. Vehicle owners should be advised to retain this certificate because the California Department of Motor Vehicles may require they provide proof this service program repair has been completed.

Recall Proof of Correction Form MSA6P1301- Ordering Quantity 1= 1 book of 50 sheets.

Vehicle Emission Recall - Proof of Correction				
License Number	Make	Year Model	Body Type	Vehicle Identification Number
Manufacturer <u>Subaru of America, Inc.</u>			Recall Number _____	
The above described vehicle has been repaired, modified and/or equipped with new emission control devices to meet applicable California Emission Control Laws				
Dealer's Name		Address, City, State and Zip		
Date		Dealership's Authorized Signature		
x		_____		
Return this certificate to DMV <u>only</u> when required-otherwise retain for your records.				

10.4 Recall Claim Submission

When performing a Recall, please be sure to:

Enter the Recall Claim the same day as the recall is performed to update the recall status to Completed.

Apply a Recall/Campaign Identification Label on the upper radiator support as instructed in the Recall/Campaign Bulletin. Recall/Campaign Identification Labels are available through normal parts ordering channels.*

Before performing a recall, check the recall status using Vehicle Coverage Inquiry. If the status is open, check for the Recall/Campaign Identification Label on the upper radiator support indicating the recall has been performed.

Recall claims specific to a vehicle can only be claimed one time unless otherwise advised by SOA. Duplicate recall repairs do not qualify as Warranty or Policy Adjustment Request claims.

*Campaign Identification Label MSA6P1302- The ordering quantity of 1=1 sheet of 20 labels.

Section 11 - Added Security

Introduction

Added Security is administered by Subaru of America, Inc. (SOA).

This section contains standard Added Security Policies and Procedures. However, coverage is governed by the terms of the customer's individual Agreement. Therefore, the customer's actual coverage may differ from the terms outlined in this Section. The customer's Agreement should always be reviewed before performing any repairs.

11.1 Customer Service

Customers often contact the retailer requesting assistance when a mechanical breakdown occurs. Therefore, it is important that retailer personnel be familiar with Added Security Policies and Procedures found in this section. Should further assistance be required, please refer to the terms outlined in the customer's Agreement or contact Customer/Retailer Services (CDS) at 1-800-782-2783.

In the event of a mechanical breakdown, it is recommended that Added Security repairs be performed by the retailer that sold the vehicle, although repairs may be performed by any Authorized Subaru Retailer. If the breakdown occurs out of town or if it is not possible to return to the selling retailer, the customer should contact CDS for directions to the nearest Authorized Subaru Retailer or other authorized repair facility.

When a customer has a mechanical breakdown and brings his/her vehicle to the retailer for service, please follow the guidelines listed below:

- Request a copy of the customer's Added Security Agreement. If the customer does not have a copy of the Agreement, check the retailer file for a copy of the Agreement to verify coverage or check coverage through Subarunet using the vehicle coverage inquiry function.

Note: If the customer's last name is different than what is in the system, please call Customer Retailer Services at 1-800-782-2783 or SAS at 1-800-932-0636.

- Obtain the customer's authorization to diagnose the failure. SOA cannot preauthorize diagnosis
- Confirm the required repair is covered by the customer's Added Security Agreement

Note: In cases where a Subaru Added Security repair may be denied on a covered component due to a lack of maintenance, abuse or modification, call the Subaru Claims Helpline (1-866-782-2782) to notify an SAS Claim Representative. Only a Subaru Added Security Claim Representative can deny an SAS repair.

Arrangements will be made by the SAS Claim Representative for an independent field inspector to inspect the failed component and the vehicle. The SAS Claim Representative will work with the Subaru retailer and the independent field inspector to compile and document all information relating to the repair. Once a repair coverage determination has been reached the SAS Claim Representative will issue either a repair denial number or a repair authorization number to the repairing retailer.

- Estimate the cost of repair. If the total repair order cost does not exceed \$1500 after the appropriate deductible is applied (excluding any rental and/or towing charges), prior authorization is not required and the repair may be performed. If the total estimated repair order cost exceeds \$1500 after the appropriate deductible is applied (excluding any rental and/or towing charges), call Subaru Claims Helpline to obtain a repair authorization number. Please have the following information ready to help expedite the claim authorization:
 - Retailer number
 - Vehicle Identification Number
 - Customer's complete name
 - Agreement Number
 - Vehicle's present odometer reading
 - A complete estimate of repair cost
 - Labor operations and failure code

11.2 Policies, Procedures and Administration

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 - 11.2.1. Authorization Requirements
 - 11.2.1.1. Added Security Repair Expenses that Exceed \$1500.00
 - 11.2.1.2. Additional Labor Time Authorization
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 - 11.2.9. Transfer of Agreement - Policy
 - 11.2.9.1. Transfer of Agreement - Procedures
 - 11.2.10. Audio Out-of-Warranty Exchange / Repair Program

11.2.1. Authorization Requirements

In some instances, authorization from a Subaru Added Security Claims Representative is required prior to performing specified repairs (listed below):

- Covered repair expenses that exceed \$1500 (excluding rental and/or towing charges.) (See Section 11.2.1.1.)
- Additional labor time that exceeds 2.0 labor hours. (See section 11.2.1.2.)
- Freight charges that exceed \$200.00. (See section 11.2.1.3.)

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11.2.1.1. Added Security Repair Expenses that Exceed \$1500.00

Covered repair expenses that exceed \$1500 for total repair costs (excluding any rental and/or towing charges) require prior authorization. For authorization, contact the Subaru Claims Helpline at 1-866-782-2782.

During the performance of repairs, unexpected additional parts may be necessary to complete work, or other complications may change the original estimated repair costs. Should this occur, please call and notify a claims representative of the change to the estimate. In order to provide better service and help avoid duplication of work, please refer to the previously assigned authorization number.

11.2.1.2. Additional Labor Time Authorization

Repairs exceeding 2.0 hours additional labor require authorization by a Subaru SAS Claims Representative.

Additional labor time may be claimed when a repair involves more time to complete because of unusual circumstances. An example of an unusual circumstance is a repair involving broken or seized bolts.

Additional labor time may not be claimed unless unusual circumstances exist. A description must be noted on the repair order detailing the unusual circumstances.

11.2.1.3. Freight Reimbursement for Added Security Repairs

A shipping freight charge for parts that are not in stock at the retailer may be claimed when an SAS covered mechanical breakdown has rendered a vehicle inoperative.

In the event that a vehicle with an SAS service agreement will be in the shop overnight for a covered mechanical breakdown the repairing retailer may have the necessary parts to repair the vehicle shipped in using the Parts department Standard shipping procedure.

This policy does not cover Next Day Air shipping.

An Added Security claim for freight does not use a special labor operation or trouble code to identify the freight charge whereas a warranty claim does. For Added Security the freight charge is entered as a sublet amount on the same job as the Added Security Repair. Include comments to explain the sublet amount.

Freight charges that exceed \$ 200.00 require authorization from a Subaru Claims Representative at the Subaru Claims Helpline - 1-866-782-2782.

11.2.1.4. Repairs Performed After the Time of Added Security Expiration

There are two situations that may result in a need to perform SAS repairs after the Added Security service agreement has expired. They are identified as documented

customer concerns that were not repaired because one of the following situations existed:

- The retailer could not duplicate the customer's concern at the time the vehicle was within the Service Agreement Coverage period. The customer then returned the vehicle with the same concern after the agreement expired, but within 90 days or 6,000 miles (whichever is longer) from the previously documented complaint, and the retailer then identified the defect.
- Parts were ordered but were unavailable to perform a repair at the time the vehicle was within the agreement coverage period. The parts became available or the customer returned the vehicle after the agreement expired.
Note: The retailer is responsible to contact the customer when the part(s) become available and to complete the repair within 90 days or 6,000 miles (whichever is longer) from receipt of the part.

The retailer is required to retain all documentation related to the repair. This includes a copy of the repair order that indicated the customer's concern that could not be duplicated or the need to order parts to perform a repair. This repair order must be dated prior to the Added Security Service Agreement expiration. In cases where parts were ordered, a valid parts order and invoice, dated prior to the warranty expiration, must be provided.

Repairs that are performed after the Added Security Service Agreement has expired require authorization from a Subaru Added Security Claims Representative. (See Section 8.4.10.2) Added Security **claims will not be approved without this authorization.**

11.2.1.5. Installation of a New Audio Unit under Added Security

If an audio exchange unit is not available and a new unit will be installed it will be necessary to call the SAS Claims Team at **1-866-782-2782** option 2 to obtain a prior repair authorization number.

11.2.2. Car Rental Expense

Car rental expense coverage is included with all Added Security Agreements. Coverage applies when the vehicle will be in a shop overnight to repair a covered breakdown that has disabled the vehicle making it inoperable or unsafe to drive. Added Security will pay the actual expenses up to the maximum daily rate indicated on the customer's Agreement (not to exceed 5 days). Added Security will only pay for the period of time required to repair or replace the covered part. The rental car must be obtained from a retailer or licensed rental agency.

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11.2.3. Cause And Effect/Resultant Damage

When a non-covered part is damaged as a result of the mechanical failure of a covered part, Added Security will pay for the repair of both the non-covered and covered parts. Conversely, when a covered part is damaged as a result of the failure of a non-covered part, Added Security will not pay for the repair or any other resultant expenses.

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11.2.4. Deductible Requirements

The customer's deductible amount varies depending on the terms selected by the customer at the time the plan is purchased or by the pre-established terms of the plan. The deductible amount is listed on the customer's Agreement. The customer's deductible amount may also be accessed through Subarunet using the vehicle coverage inquiry function.

Deductibles do not apply to car rental or towing expenses.

One deductible applies for each repair visit even if more than one covered repair is performed. Example, if a vehicle became disabled due to the failure of the transmission assembly and the alternator also needed repair, only one deductible would be collected. The deductible does not apply to vehicle rental expense, towing and road service, or trip interruption reimbursement.

The retailer is responsible for collecting the customer's deductible at the time of repair.

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11.2.5. Exclusions

The following repairs and/or situations are excluded from Added Security Coverage:

- Repair costs covered by Subaru Limited Warranties.
- Parts, including repair labor, covered by their own separate warranties regardless of whether the warrantor honors those warranties.
- Repairs subject to recall by the manufacturer.
- Added Security will not repair, replace or adjust any parts that are not covered under the terms of the customer's Agreement, unless the repair is required as a result of the failure of a covered part.
- In addition, Added Security will not pay benefits under the following conditions:
 2.
 - If the vehicle is used commercially or for deliveries, hauling, daily rental, for carrying passengers for hire, for police or emergency use, or for business use by more than one driver on a regular basis.
 - If the vehicle has been equipped with a snow-plow.

- If the odometer has been stopped or altered in any way.
- If any material misstatement of fact or alteration is made on the cover page of the Agreement.
- If a breakdown is caused by neglect, abuse, racing or other forms of competition, towing a trailer or another vehicle.
- If a breakdown results from the use of parts not authorized by the manufacturer.
- If a breakdown is caused by collision, fire, theft, vandalism, riot, explosion, lightning, earthquake, windstorm, hail, water, freezing or flood.
- If a breakdown is caused by fuel contamination or insufficient level of antifreeze in the cooling system.
- If a breakdown is caused by lack of customary maintenance recommended by the manufacturer. Proof of this maintenance will be required. Refer to the Subaru Warranty and Maintenance Booklet and Owner's Manual for manufacturer's recommendations and instructions.
- If a breakdown is caused by or involves modifications to the vehicle, unless those modifications were performed or approved by the manufacturer.
- If a breakdown is directly related to a condition which required repair prior to the Agreement Effective Date.
- If a breakdown of a covered part is a direct result of the failure of a non-covered part.
- For normal maintenance services, including, but not limited to, engine tune-up or front suspension alignment, or camshaft drive belt replacement (unless specifically included in an Added Security Maintenance Plan).

Note: In cases where a Subaru Added Security repair may be denied on a covered component due to a lack of maintenance, abuse or modification, call the Subaru Claims Helpline (1-866-782-2782) to notify an SAS Claim Representative. Only a Subaru Added Security Claim Representative can deny an SAS repair.

Arrangements will be made by the SAS Claim Representative for an independent field inspector to inspect the failed component and the vehicle. The SAS Claim Representative will work with the Subaru retailer and the independent field inspector to compile and document all information relating to the repair. Once a repair coverage determination has been reached the SAS Claim Representative will issue either a repair denial number or a repair authorization number to the repairing retailer.

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11.2.6. Maintenance Requirements

Added Security will not pay for breakdowns caused by a lack of customary maintenance recommended by the manufacturer. Proof of this maintenance will be required. Refer to

the Subaru Warranty and Maintenance Booklet and Owner's Manual for the manufacturer's recommendations and instructions.

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11.2.7. Repairer Warranty

It is customary for a repair facility to provide a "repairer's warranty" when vehicle repairs are performed. If there is a repeat failure within 1 year (SOA's replacement parts warranty period), or within the repairer's warranty period, whichever is longer, Added Security coverage does not apply. However, the customer is eligible for rental vehicle coverage while such a repair is being performed, provided the SAS agreement is in effect.

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11.2.8. Towing

When a covered breakdown disables the vehicle, making it inoperable or unsafe to drive, Added Security will pay for emergency road service labor or towing expenses up to the amount indicated on the customer's Agreement.

Classic and Power Train - Towing and Road Service up to \$50.00 per covered breakdown.

Gold Plus - Towing and Road Service up to \$100.00 per covered breakdown.

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11.2.9. Transfer of Agreement - Policy

Added Security Agreement ownership may be transferred provided all of the following conditions apply:

- The transfer occurs between individuals other than a vehicle retailer or commercial user.
- Transfer occurs within 30 days of change of ownership by the original customer to a subsequent purchaser.
- The Agreement being transferred is active and has not been canceled
- Agreements on the Payment Plan have been paid in full.
- The vehicle is not a repossession.

Note: An Added Security Agreement (SAS) expires when a vehicle is traded in to a retailer. The Service Agreement is not eligible for transfer to a subsequent purchaser.

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11.2.9.1. Transfer of Agreement - Procedures

The Added Security Agreement belongs to the original owner. Therefore, transfer requests cannot be accepted without the original owner's signature, acknowledging that he/she is relinquishing his/her rights to cancellation.

The customer should prepare a Transfer of Agreement Request form (this form is supplied by the retailer or by calling Added Security 1-800-932-0636). The customer copy of the transfer form should be attached to the original Agreement and retained by the new owner. A \$35 transfer fee* made payable to Subaru of America, Inc. must be submitted with the Subaru copy of the transfer form, along with a photocopy of the vehicle bill of sale and a photocopy of the original Added Security Agreement for processing. Upon acceptance of the transfer request, SAS will mail the new Added Security Agreement to the new owner.

**The transfer fee is subject to change. The transfer fee is not applicable in the states of: KY, MD, NH and OK.*

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11.2.10. Audio Out-of-Warranty Exchange / Repair Program

Vehicles outside the terms of the New Car Basic or Parts Warranties may utilize the Audio Exchange/Repair Program which is to be referenced as an "Out-of-Warranty Exchange Program". Subaru Added Security Gold Plus customers are entitled to this "out-of-warranty" exchange program.

The out-of-warranty exchange program is intended to enhance customer satisfaction by providing a prompt exchange with a quality factory serviced audio unit which has been refurbished to the highest standards.

All out-of-warranty orders will be subject to availability. In case of low stock, "in-warranty" orders will take priority over "out-of-warranty" orders. If an audio exchange unit is not available and a new unit will be installed it will be necessary to call the SAS Claims Team at 1-866-782-2782 option 2 to obtain a prior repair authorization number.

Out of Warranty Exchange Program procedures are outlined below. Please have the following information available when contacting the Service Center.

- Retailer Code
- Retailer Name and Address
- VIN – All 17 Characters
- Date of Vehicle Sale
- Vehicle Mileage
- Caller's Name and Telephone Number
- Claim Number

Chassis Model Number, ID Code and/or the Subaru Part Number (Clarion requires the front faceplate ID Number)
Customer Complaint
Customer Last Name

Clarion 1-800-347-8933

- The program is based on unit availability.
- Exchange cores will be shipped UPS Ground within 72 hours.
- Clarion offers a 1 year manufacturer's warranty on these exchange units.
- Clarion will invoice the retailer for the cost of the exchange unit.
- Shipping charges for return of the core is the responsibility of the retailer.
- Cores must be returned to Clarion within 30 days
- Delinquent cores will be invoiced to SOA who in turn will issue a debit to the retailer
- There will be a restocking fee of 20% for all unused returned cores. Retailers will be invoiced by Clarion and are to make payment directly to Clarion for this fee.

Panasonic 1-800-228-0473

- The program is based on unit availability.
- Exchange cores will be shipped UPS Ground within 72 hours
- Panasonic offers a 1 year manufacturer's warranty on these exchange units.
- Retailers will be invoiced by Panasonic for the cost of the exchange unit
- Payments are to be made directly to Panasonic
- Shipping charges for return of the core is the responsibility of the retailer
- Cores must be returned to Panasonic within 30 days

Kenwood 1-626-333-2435

NOTE: Kenwood does not offer an "Out of Warranty" exchange program; however, they do offer an "Out of Warranty" repair program.

- The Kenwood Service Center should be contacted preferably through their web-site www.fthgroupinc.com
- The retailer places the repair request with the Kenwood Service Center and pays a minimum analysis and shipping fee.
- The retailer removes the unit from the vehicle and sends it to the Kenwood Service Center for repair.
- The Kenwood Service Center analyzes the unit and informs the retailer of additional repair costs. Repair costs will vary depending on the condition of the unit.
- If the customer does not agree to additional costs, the unit is returned to the retailer "as is" with no additional charges.
- If the customer agrees to the repair, Kenwood invoices the retailer and payments are to be made by the retailer directly to Kenwood.
- The Kenwood Service Center repairs the unit and returns it to the retailer.

Note: If repairing the unit is not a satisfactory measure to the customer, you can order a new unit using instructions on the Kenwood Exchange Form on Subarunet.com. The retailer will be billed for the cost of the unit along with the applicable shipping charges.

Fujitsu Ten 1-800-237-5413

- The program is based on unit availability.
- Exchange cores will be shipped UPS Ground or 2nd Day Air within 72 hrs.
- Fujitsu Ten offers a 1 yr. manufacturer's warranty on these exchange units
- Fujitsu Ten will invoice the retailer for the cost of the exchange unit.
- Shipping charges for return of the core is the responsibility of the retailer.
- Cores must be returned to Fujitsu Ten within 30 days.
- Delinquent cores will be invoiced to SOA who in turn will debit the retailer.
- There will be a restocking fee of 20% for all unused returned cores.
- Retailers will be invoiced by Fujitsu Ten and are to make payment directly to Fujitsu Ten for this fee.

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11.3 Used Vehicle Policies

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 - **11.3.2. Used Vehicle Inspection**
 - **11.3.3. Used Vehicle Inspection Checklist**

11.3.1. Retailer Responsibilities

The selling retailer is responsible for confirming the sound condition of a used vehicle for which an Added Security application is submitted. In the event defects are discovered during the inspection, the retailer agrees to perform repairs at its own expense, which will put the vehicle in good working order, before submitting an application for Added Security coverage.

Note:

Added Security does not cover breakdowns relating to a condition which required repair prior to the Agreement effective date.

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11.3.2. Used Vehicle Inspection

The Used Vehicle Inspection Checklist appears on the back of the Added Security application form. This inspection must be completed before a used Subaru vehicle may qualify for Added Security. By signing the application form, the retailer acknowledges that the inspection has been performed and the vehicle is eligible for coverage.

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11.3.3. Used Vehicle Inspection Checklist

Claims for repairs required or performed before delivery of the vehicle are not covered under the terms of Added Security.

The following inspections must be performed to the vehicle prior to applying for a Used Vehicle Added Security Agreement:

- Maintenance records support odometer reading.
- Engine block, cylinder heads and intake manifold have no cracks or leaks.
- Engine oil is at the proper level and free of contamination.
- Transmission/differential fluid or oil is at the proper level and free of contamination.
- Transmission/differential case has no cracks.
- Oil leaks in the engine and transmission have been corrected.
- Coolant is at the proper level and has no contaminants or leaks.

- Radiator, cooling system, all belts and hoses are in good condition.
- Power steering pump reservoir is at the proper level and shows no sign of leakage.
- Brake master cylinder has proper fluid level and shows no sign of leakage.
- Air filter element and housing are clean.
- Axle boots are not cracked or torn.
- Engine operates properly and with no obvious problems or noises.
- Engine oil pressure and operating temperature are within normal levels.
- Transmission shifts smoothly and properly.
- Drive train vibrations and unusual noises have been corrected.
- All electrical switches and relays operate properly.
- All dash gauges, instruments and electric motors are operating properly.
- Air conditioner and ventilation system operates properly and has no apparent refrigerant leaks.
- Axle joints (CVJ and DOJ/FTJ) are operating properly and quietly.
- Brakes have been checked for proper operation.

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11.4 Added Security Plans and Coverage

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 - **11.4.2. Gold Plus Plans**
 - **11.4.2.1. Trip Interruption Reimbursement**
 - **11.4.2.2. Roadside Assistance**
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 - **11.4.4. Maintenance Plans**
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 - **11.4.4.2. Roadside Assistance**
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 - **11.4.5. Remanufactured Parts for Added Security Repairs**

Added Security Plans are available as follows:

- **New Vehicle Plans** - (eligible for purchase up to 3 years or 36,000 miles from the warranty start date.)
 - Classic Plan
 - Gold Plus Plan
- **Used Vehicle Plans** - (eligible at the time of used vehicle purchase only)
 - Classic Plan
 - Powertrain Plan
- **Maintenance Plans** - All models (eligible for purchase on vehicles with up to 7,500 miles on the odometer)
 - 3,750 Plan
 - 6,000 Plan
 - 7,500 Plan

NOTE: The “Anytime Maintenance Plan” can be purchased at any time or mileage for any model year Subaru. This is only available in a 2yr-24,000 mile plan.

The list of covered parts is taken from the “Coverage” section of Added Security Agreements. Should a covered component experience a mechanical failure, Added Security will pay for the repair or replacement (at our option) of the covered component.

Plan coverage is limited to the time and mileage specified on the customer's Added Security Agreement.

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11.4.1. Classic Plans (New and Used)

Added Security Classic Plans cover the following components:

- Engine - Engine block, cylinder heads, all internal lubricated parts, camshaft drive belts, cam belt tension adjuster, cam belt idler pulley, cam belt guide, intake manifold, flywheel, valve covers, oil sending unit, oil pan, oil pump, motor mounts, seals and gaskets. Turbocharger assembly including vanes, shaft and bearings, turbocharger housing if damaged as a result of a mechanical failure of covered internal turbocharger parts, fuel injection system including fuel injectors, air flow meter, seals and gaskets.
- Transmission - Transmission case, all internal parts, torque converter, modulator, transmission mounts, seals and gaskets.
- Front Wheel Drive - Final drive housing, all internal parts, axle shafts, constant velocity joints, front hub bearings, double offset joints, seals and gaskets.
- Rear Wheel Drive (AWD) - Rear differential assembly, all internal parts, axle shafts, constant velocity joints, double offset joints, propeller shaft, center support bearings, universal joints, wheel bearings and spindle, rear torsion bars and control arms, seals and gaskets.
- Cooling & Fuel - Radiator, heater core, engine fans and fan motors, water pump, fuel pump, fuel lines, fuel tank, and fuel sending unit.
- Steering - Steering rack assembly, all internal parts, steering column shaft and coupling, universal joints, power steering pump, seals and gaskets.
- Front Suspension - MacPherson struts, transverse links/control arms, shafts and bushings, ball suspension joints, steering knuckles, wheel bearings, stabilizer bar and bushings, seals and gaskets.
- Electrical - Alternator, voltage regulator, distributor, ignition coil, starter motor and solenoid, wiring harnesses, engine management control unit, electronic temperature control, sunroof motor, power door lock actuators, power window motors and regulators, power mirror motors, windshield wiper motors, pop-up head lamp motors, heater blower motor and switch, digital instrumentation cluster, trip computer, clock, analog dash gauges, speedometer head, horns, AWD indicator switch, electrical relays and manually operated switches.
- Air Conditioning - Compressor, clutch and pulley, receiver/dryer, condenser, evaporator, expansion valve (orifice), blower motor and compressor seal. (Covered if factory installed or approved)
- Brakes - Master cylinder, power brake assist unit, wheel cylinders, anti-lock braking system, traction control system, pressure holding valve (hill holder), hydraulic lines and fittings, disc brake calipers, seals and gaskets.

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11.4.2. Gold Plus Plans

Added Security **Gold Plus Plan** cover all mechanical parts except the following:

- Scheduled maintenance services and parts described in the Subaru Warranty and Maintenance booklet for the vehicle and other normal maintenance services and parts including engine tune-up, suspension alignment, wheel balancing, filters, lubricants, engine coolant, fluids, wiper blades, belts, hoses, spark plugs, brake pads, linings and shoes, and manual clutch assembly.
- Other parts not covered include, but are not limited to, glass, weather-strips, lenses, sealed beams, light bulbs, tires, hard and soft trim, moldings, bright metal, upholstery, paint, exhaust system, catalytic converter, brake rotors and drums, shock absorbers, air suspension assembly, battery, rust damage, wind noise, squeaks, rattles and cable or linkage adjustments. Accessories are covered only if factory installed or approved.

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11.4.2.1. Trip Interruption Reimbursement

This benefit is provided with **Gold Plus Plan**.

When a covered breakdown disables the vehicle, making it inoperable or unsafe to drive, Added Security will pay for actual lodging and meal expenses up to the amount specified on the customer's Added Security Agreement. Coverage applies if the breakdown occurred more than 50 miles from the customer's home and the customer remains in the vicinity of the breakdown awaiting repairs and retains all related documents and receipts.

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11.4.2.2. Roadside Assistance

This benefit is provided with **Gold Plus Plan**.

Gold Plus Plan includes membership with Cross Country Motor Club. Membership includes 24-hour dispatched towing and roadside service up to the amount specified on the customer's Agreement.

Roadside Assistance includes:

- Sign and drive service.
- Emergency dispatched towing for covered warranty or Added Security breakdowns.
- Emergency on-site road service for jump start, gasoline delivery, tire change (with the vehicle's good spare) and other minor repairs.
- Emergency lockout or locksmith service.

- Tire hazard.
- Computerized trip routing.
- Lost key retrieval system.

All aspects of this program are administered by Cross Country Motor Club.

Subaru Roadside Assistance (1-800-261-2155)

Cross Country Motor Club
PO Box 9145
Medford, MA 02155

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11.4.2.3. Road Hazard Tire Protection

This benefit is provided with **Gold Plus Plan**.

During the plan term the four original tires will be covered during the first 50,000 miles against repairable leaks or punctures from potholes, nails, glass and other road hazards not covered by the tire manufacturers' warranty.

This benefit covers the four original tires equipped on the vehicle at the time of sale and provides for reimbursement of the cost of the repair or replacement of a covered tire(s) up to 300.00 per tire over the term of Added Security Gold Plus or Maintenance Plan. The coverage expires at the end of the plan term or when the original tire tread depth wears below 2/32 inch, whichever comes first.

NOTE: See Section 11.4.4.3. Road Hazard Tire Protection for the tire prororation chart, claim procedures and the phone-fax number for Cross Country Motor Club.

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11.4.3. Powertrain Plans

Added Security Powertrain Plans cover the following components:

- Engine - Engine block, cylinder heads, all internal lubricated parts, camshaft drive belts, cam belt tension adjuster, cam belt idler pulley, cam belt guide, intake manifold, flywheel, valve covers, oil sending unit, oil pan, oil pump, motor mounts, seals and gaskets. Turbocharger assembly including vanes, shaft and bearings, turbocharger housing if damaged as a result of a mechanical failure of covered internal turbocharger parts, fuel injection system including fuel injectors, air flow meter, seals and gaskets.
- Transmission - Transmission case, all internal parts, torque converter, modulator, transmission mounts, seals and gaskets.
- Front Wheel Drive - Final drive housing, all internal parts, axle shafts, constant velocity joints, front hub bearings, double offset joints, seals and gaskets.

- All Wheel Drive (AWD) - Rear differential assembly, all internal parts, axle shafts, constant velocity joints, double offset joints, propeller shaft, center support bearings, universal joints, wheel bearings and spindle, rear torsion bars and control arms, seals and gaskets.

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11.4.4. Maintenance Plans

Added Security Maintenance Plans provide parts and labor coverage for certain maintenance items as outlined in the vehicle's applicable Subaru Warranty and Maintenance Booklet.

Subaru owners who purchase Added Security Maintenance Plans receive a Service Interval Sheet. The owner is required to provide the Service Interval Sheet to the participating Authorized Subaru Retailer at the time of service. A Salvage Title vehicle does retain Added Security Maintenance coverage if the plan is active and recorded in the customer's name.

There are 3 Maintenance Plan intervals: 3,750, 6,000 and 7,500 miles. Coverage is as follows:

- Normal scheduled maintenance services
- Oil Changes
- Oil Filters
- Tire Rotations
- Trip Interruption*
- Retailer locator service
- Toll-free roadside assistance*
- Road Hazard Tire Protection*

NOTE: * Effective on Maintenance Plans that are sold after 3-15-14 the Cross Country Motor Club benefits of Roadside Assistance, Road Hazard Tire Protection and Trip Interruption will be eliminated with the exception of the *Anytime Maintenance Plan which will continue to have Roadside Assistance.*

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11.4.4.1. Trip Interruption Reimbursement

This benefit is provided with **Maintenance Plans** sold prior to 3-15-14.

When a covered breakdown disables the vehicle, making it inoperable or unsafe to drive, Added Security will pay for actual lodging and meal expenses up to the

amount specified on the customer's Added Security Agreement. Coverage applies if the breakdown occurred more than 50 miles from the customer's home and the customer remains in the vicinity of the breakdown awaiting repairs and retains all related documents and receipts.

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11.4.4.2. Roadside Assistance

This benefit is provided with **Maintenance Plans** sold prior to 3-15-14.

Maintenance Plans include membership with Cross Country Motor Club. Membership includes 24-hour dispatched towing and roadside service up to the amount specified on the customer's Agreement.

Roadside Assistance includes:

- Sign and drive service.
- Emergency dispatched towing for covered warranty or Added Security breakdowns.
- Emergency on-site road service for jump start, gasoline delivery, tire change (with the vehicle's good spare) and other minor repairs.
- Emergency lockout or locksmith service.
- Computerized trip routing.
- Lost key retrieval system.

All aspects of this program are administered by Cross Country Motor Club.

**Subaru Roadside Assistance (1-800-261-2155)
Cross Country Motor Club
PO Box 9145
Medford, MA 02155**

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11.4.4.3. Road Hazard Tire Protection

This benefit is provided with **Maintenance Plans** sold prior to 3-15-14.

During the plan term the four original tires will be covered during the first 50,000 miles against repairable leaks or punctures from potholes, nails, glass and other road hazards not covered by the tire manufacturers' warranty.

This benefit covers the four original tires equipped on the vehicle at the time of sale and provides for reimbursement of the cost of the repair or replacement of a

covered tire(s) up to 300.00 per tire over the term of Added Security Gold Plus or Maintenance Plan.

The coverage expires at the end of the plan term or when the original tire tread depth wears below 2/32 inch, whichever comes first.

Tire Repair Coverage – This benefit covers the cost to safely repair a covered tire but not to exceed the tire replacement cost of \$300.00. The authorization amount issued by CCMC covers the total or pro-rated cost of the tire replacement or repair. Costs include mounting, balancing, valve stem, tire pressure sensor, disposal fee and tax.

Tire Replacement Coverage – This benefit covers the cost of a covered tire replacement in accordance with the pro- rated schedule listed below.

Tire Tread Depth and Mileage – Determine if the tire damage is caused by a Road Hazard. Once this is determined, measure and record the remaining tread depth and the vehicle mileage. This information along with the repair order is required for all claims submitted after July 1, 2014.

Effective July 1, 2014 the following chart must be used to determine the tire pro-rata coverage and expected reimbursement. Any claim submitted with a discrepancy between the tread depth and the mileage chart will be processed based on mileage.

Remaining Tread Depth in 32nds of an inch	Anticipation Payment	Expected Mileage	Typical Mileage Range	
			Low	High
10+	100%	0	-	3,125
9	88%	6,250	3,126	11,875
8	75%	12,500	11,876	15,625
7	63%	18,750	15,626	21,875
6	50%	25,000	21,876	28,125
5	38%	31,250	28,126	34,375
4	25%	37,500	34,376	40,625
3	13%	43,750	40,626	50,000
2	0%	50,001	50,001	-

In the event that the Subaru retailer is closed, inconveniently located or does not offer tire service the customer may go to a local tire retailer for service with the customer submitting their claim directly to CCMC.

Retailer Claim Procedures – Upon experiencing a damaged tire the customer should return to the nearest Subaru retailer. Inspect the tire for either repair or replacement. If it is necessary to replace the tire, fax the repair order to Cross Country Motor Club (Agero).

Cross Country Motor Club (Agero) Fax- 520-770-4802

The tire repair order must contain the following information:

- Full 17 digit Vehicle Identification Number.
- Vehicle mileage.
- Remaining tread depth of damaged tire.
- Cost of tire.
- Amount to be reimbursed using the tire tread depth chart shown above.

There are now two options to contact Cross Country Motor Club :

Scan and email the tire repair order to subarutireclaims@agero.com

OR

Fax the tire repair order to 520-770-4802.

With either contact, a coversheet must be used and contain the following information:

- Name the reimbursement check will be made payable to.
- Address the check will be mailed to.
- Retailer contact person name and phone number.

Once the claim has been submitted the turnaround time should be about 30 days. However, if there are problems with the information provided, CCMC will reach out to the retailer within 5 business days with an explanation. If the retailer needs to follow up with CCMC they should call 800.261.2155 and select option #5.

All aspects of this program are administered by Cross Country Motor Club 1-800-261-2155 (select option 5)

**Subaru Roadside Assistance
Cross Country Motor Club
PO Box 9145
Medford, MA 02155
Attn: Road Hazard Tire Protection**

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11.4.5. Remanufactured Parts for Added Security Repairs.

Repairs that are paid for by Subaru Added Security are to be performed using new or remanufactured Genuine Subaru Replacement Parts when available.

If SOA offers a remanufactured part, it should be used in lieu of a new part, unless otherwise instructed.

The following is an example of, but not limited to, remanufactured parts that are currently offered through Subaru for use in Added Security repairs:

- Alternators
- Starters
- Axle shafts
- Brake calipers
- Automatic Transmissions
- Engine Short blocks

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Section 12 - Dealer Policy Adjustment Request Program

Introduction

It is the intent of Subaru of America, Inc., (SOA) that Subaru owners remain satisfied with their purchase thus encouraging repeat sales. SOA appropriates funds and authorizes expenditures on a case-by-case basis to assist owners who incur a service repair expense which is related to the operation of their vehicle and which is not covered by warranty, an extended service contract or other third party service agreement, a campaign or recall, or those expenses listed as ineligible in Section 12.3 of this manual. Policy adjustment is not intended to extend the warranty on any vehicle.

The Retailer Policy Adjustment Request Program ("Program") was established to restore or retain the loyalty of retail Subaru owners. Since owners may require this assistance on an immediate, positive action basis, it is preferred that policy adjustment decisions be made by the retailer at the time the repair is required.

It is not appropriate for the retailer to refer the customer to SOA. This practice is a deterrent to building the loyalty to our brand and your retailer. If SOA assistance is needed, contact your Subaru District Parts and Service Manager on behalf of the customer.

Subaru requires that Genuine Subaru replacement parts and accessories, purchased through authorized Subaru distribution channels only, be used in all repairs reimbursed by Subaru. After-market parts, or parts purchased from an unauthorized vendor, will be denied reimbursement.

The following Program criteria are effective March, 2007, and supersede and replace all previous versions of the Program. The Program will end upon written notification by SOA.

12.1 Retailer Self Authorization

All Retailers who meet Subaru of America's minimum standards and have written goodwill spending guidelines are eligible for expenditures of up to \$1,500.00 per repair order.

Failure to meet minimum standards automatically makes a retailer ineligible for Self-Authorization. SOA retains final authority in determining the criteria for retailer's participation and retention in the program.

12.1.1 Primary Considerations

When making the decision to offer PAR funds or the amount of consideration that is appropriate, consider the following.

1. Time in service/mileage
2. 1st or subsequent owner
3. Maintenance history/repair history
4. Subaru Retailer performed maintenance/repair on vehicle
5. Personal vs. commercial usage
6. SAS or other extended warranty coverage
7. Physical condition of vehicle
8. Value of vehicle after repair
9. Vehicle alterations/modifications led to failure
10. Evidence of abuse, i.e. racing
11. Customer keeping vehicle or intending to trade on new or used Subaru vehicle
12. Type of problem

Not meeting one or some of the primary considerations does not specifically exclude the vehicle from PAR consideration.

12.1.2 Other Considerations

1. In high mileage or older vintage vehicles, it may be appropriate for the customer to participate in the cost of the repair. The amount is to be considered on a case by case basis.
2. In cases where the owner has been a loyal service customer of the retailer, it may be appropriate for the retailer to participate in the cost of the repair.

Your District Parts and Service Manager is available for consultation should you have any questions regarding PAR administration.

12.2 Eligible Expenditures

Qualified retailers enrolled in the Program may request policy adjustment funds for a service repair expense performed on a Subaru vehicle, provided the expense is beyond warranty coverage limits and the expense is not covered by an extended service contract or other third party service agreement, a campaign or recall, or those expenses listed as ineligible in Section 12.3 of this manual.

Retailers may make these requests, except for expenditures listed in Section 12.3, "Ineligible Repair Expenditures" and Section 12.4, "Expenditures Requiring Pre-Authorization", without prior approval, up to the limit of their qualification level.

12.3 Ineligible Repair Expenditures

The following **do not qualify** for policy adjustment expenditures:

- Repairs covered by any Subaru Limited Warranty, recall, campaign, or program.
- Repairs and/or service covered by an Added Security Agreement or a service contract provided by another vendor.
- Shop comebacks.
- Repairs required due to collision or accident.
- Repairs involving any part which malfunctions, fails, or is damaged due to commercial use of the vehicle, unless this exclusion is expressly waived in writing by SOA.
- Repairs to accessories, parts, or equipment not supplied by, approved by, or recommended by SOA.
- Repairs to any vehicle if the vehicle identification number is altered or cannot be read; if the vehicle has been declared a total loss or sold for salvage purposes; if the vehicle has been dismantled, destroyed, or changed in such a manner that constitutes a material alteration of its original construction; if the odometer has been changed so that the mileage cannot be readily determined.
- Improper repairs or any repair not performed in accordance with established procedures as defined in SOA Service Manuals and Bulletins, SOA Warranty Manuals and Bulletins, and SOA approved Audio/Visual programs.
- Any incidental or consequential expenses.
- Reconditioning of used cars (includes, but not limited to, soft trim, cosmetics, wear items). This applies to vehicles being prepared for certified pre-owned classification or auction.
- Modifications that cause the vehicle to be out of federal safety or emissions standards.
- Vehicle Maintenance.
- Re-tinting of glass after glass replacement.

12.4 Expenditures Requiring Pre-Authorization

District Parts and Service Manager pre-authorization is required for the following expenditures:

- Any expense involving paint, body or glass repair.
- Any expense involving a vehicle over 7 years past its date of sale as shown in the Subarunet Vehicle Inquiry.
- Any expense involving a vehicle with over 80,000 miles.
- Any expense for a repair performed by a facility other than an Authorized Subaru Retailer.
- Additional time in excess of flat rate time.
- Any expense related to the Alternate Transportation Program which exceeds the current established warranty daily rental rate.
- Re-submission of errored or rejected Warranty, Subaru Added Security or Transportation damage claims.
- Repairs required due to abuse, neglect, or misuse.
- Repairs resulting from the installation of accessories, parts, or equipment not supplied, approved or recommended by SOA.
- Repairs resulting from unauthorized modification or alteration.
- Any expense for vehicles that were not distributed by SOA (i.e. Canada, Hawaii).
- Repairs to new or used in-stock vehicles inventoried at Authorized Subaru Retailers only.
- Any expense resulting from outside damages and/or impact (i.e. A/C condenser)

12.5 Guidelines

Policy Adjustment must be flexible and based on the individual circumstances of the situation. However, there also must be guidelines for determining if the situation warrants consideration and what the appropriate amount should be.

- The retailer must provide a copy of Section 12 (PAR) of the Subaru Claims Policies and Procedures Manual for applicable employee review.
- A log must be maintained listing each self authorized claim. See Section 17.2 for a sample log with the minimally required information.
- District Parts and Service Manager will not authorize a PAR claim if it can be self-authorized by a retailer.
- Retailer PAR spending may be used to cover repairs to a vehicle that occur within 7 years or 80,000 miles.
- Ineligible repairs as described in Section 12.3 of the Subaru Claims Policies and Procedures Manual cannot be covered under PAR.
- All repair costs, including the customer's portion, must be calculated at applicable warranty labor and parts pricing rates.
- Action plans must be part of the Planning For Success (PFS) process and lack of progress will be noted on contact reports and acknowledged by the Retailer Principal.

The criteria to retain the \$1,500.00 level are as follows:

- The retailer must maintain and provide a printed copy of Section 12 of the Subaru Claims Policies and Procedures Manual as well as a copy of the required PAR log at the retailer for inspection.
- The retailer must have the required number of trained Subaru technicians based on minimum standards.
- The retailer must have the required Service Department management and personnel based on minimum standards.
- The retailer's personnel must have attended Subaru training.
- The retailer has and uses all the Subaru Special Tools and shop equipment required by minimum standards.
- The retailer has a "Cost Per Vehicle Serviced" equal to or less than 104% of national average based on 24 months of claims.

12.6 Retailer Policy Adjustment Request Claim Administration

Approved policy adjustment request expenditures will be reimbursed by SOA. Although there is no monetary obligation on the retailer's or the customer's part, participation by both is encouraged.

All repair costs, including the customer's portion, must be calculated at applicable warranty labor and parts pricing rates.

Upon completion of a repair, the retailer shop repair order should be completed, showing the repair in warranty claim format, with warranty failure code and flat rate labor operation numbers, and labor time allowances multiplied by the retailer's approved warranty labor rate. Parts pricing should be in accordance with the retailer's warranty parts pricing policy. The repair order must be signed (not merely initialed) by the retailer service manager.

The retailer must determine whether the current vehicle owner is the owner of record as shown in Subarunet Vehicle Inquiry. If the owner of record is incorrect the retailer must submit a Subaru Change of Address and/or Ownership Registration (Form MSA7S9301 example shown in Section 17.6).

A logbook of all self-authorized policy adjustment requests must be maintained by the retailer and available for review by Subaru at all times.

Claims must be entered through the Policy Adjustment Request claim entry screen under the claims-entry menu in the Service Claims Entry/Info menu of Subarunet.

All parts replaced in conjunction with any repair performed under the Program must be retained by the retailer for a minimum of 30 days after credit for the repair has been issued (not from the date of claim approval). Any such parts must be returned to SOA if requested; failure to return requested parts will result in a charge-back of the claim.

12.7 SOA Policy Adjustment Field Claim Administration

All policy adjustment request claims are to be reviewed by the retailer's District Parts and Service Manager. This review will include, but is not limited to, the repair order, all supporting documents, and the retailer's self-authorization logbook. Approved claims will be reviewed by the District Parts and Service Manager and claims outside the scope of this Program will be subject to charge-back.

12.8 SOA Policy Adjustment Administrative Authority

SOA reserves the right:

- To counsel retailers who appear to be operating outside the guidelines of the Program.
- To remove any retailer from this self-authorization Program without any advance notification.
- To modify the Program criteria and/or cancel the Program, without advance notification or obligation.

All Policy Adjustment Claims, whether retailer self-authorized or not, are reviewed by, and are subject to final approval by SOA.

12.9 Used Car Trade-In Policy Adjustment Statement

SOA agrees that, at times, a loyal Subaru owner may wish to trade their vehicle on a new Subaru vehicle in lieu of repairing their current vehicle. The objective is to assist these loyal owners when the trade-in value of their Subaru vehicle is significantly reduced because of a needed repair thereby maintaining their loyalty.

The intention of this policy is to ensure that the customer receives the full value of their vehicle on the trade.

Vehicles that are being traded are ineligible for Policy Adjustment if the repair is covered by any remaining Subaru warranties, Added Security Agreement, third party service contract, campaign or recall.

SOA agrees to consider the offer of Policy Adjustment funds for Subaru vehicles that are being traded on a new Subaru purchase.

12.9.1 PAR Trade-In Process

When a customer trade-in vehicle is found to need a repair that is beyond the warranty coverage, the retailer should follow PAR guidelines and procedures to determine if that repair is a candidate for policy adjustment. The PAR self authorization policy applies. If the vehicle is beyond the PAR time/mileage limits, the DPSM or DFOM must be consulted immediately as in all PAR cases on vehicles beyond the time/mileage limits.

The repair must be completed as quickly as possible after the trade to ensure that the vehicle is not sold to a second owner or an auction prior to performing the repair.

If PAR is to be offered, the PAR amount offered must be used toward the repair of the vehicle.

12.9.2 Primary Considerations

When making the decision to offer PAR or the amount of consideration that is appropriate, consider the following factors.

1. Would the repair be considered for PAR if customer was retaining ownership of the vehicle
2. Time in service/mileage
3. 1st or subsequent owner
4. Maintenance history/repair history
5. Subaru Retailer performed maintenance/repair on vehicle
6. Personal vs. commercial usage

7. SAS or other extended warranty coverage
8. Physical condition of vehicle
9. Value of vehicle after repair
10. Vehicle alterations/modifications led to failure
11. Evidence of abuse, i.e. racing
12. Type of problem

12.9.3 Guidelines

Policy Adjustment must be flexible and based on the individual circumstances of the situation. However, there also must be guidelines for determining if the situation warrants consideration and what the appropriate amount should be.

1. The PAR amount must be used to repair the vehicle at warranty rates prior to reselling the vehicle, either wholesale or retail
2. The retailer must keep a log of all cases of PAR given on trade-in vehicles.
3. The customer must sign the PAR Repair Assistance For Trade-In Vehicles form found on Subarunet/Service/Forms or Section 17.13 of this manual.
4. The vehicle trade-in allowance will be confirmed by the DPSM when reviewing the PAR log to ensure that the trade allowance was not discounted due to the needed repair.

Section 13 - Claim Administration

13.1 Claim Documentation

- **Index**
 - **13.1.1. Repair Order Requirements**
 - **13.1.2. Technician Repair Time Verification**
 - **13.1.3. Add-On Repairs**

This section defines retailer requirements for proper repair documentation for claim submission.

Retailer personnel involved with claim preparation and claim submission should be completely familiar with the procedures defined in this section.

13.1.1. Repair Order Requirements

The retailer repair order is used to record the information necessary for an Authorized Subaru Retailer to apply for reimbursement of costs associated with the repair of Subaru vehicles. SOA requires that repair documents be retained as described in the "Record Retention Section" (see section 13.2).

All customer pay, internal and warranty complaints must be recorded on the same initial repair order.

The repairs indicated on the repair order must be authorized by the vehicle owner or a representative of the owner, referred to as the "Customer". The customer's signature should appear on "Work Copies" (if used), Service "Hard Copies", "Quick Write Up Sheets" (if used), Early Bird or Night Drop Envelopes (if used), and on the completed repair order/invoice. Technician repair findings may not be added to Quick Write Up Sheets, Early Bird or Night Drop Envelopes. If the technician determines a need for repairs other than those identified by the customer, "Add-on Repair" procedures are to be followed (see section 13.1.3).

On internal repair orders the retailer principal, general manager, service manager, sales manager, or used car manager is considered the customer, and one of these should sign the repair order as the "customer".

If someone other than the vehicle owner drops off or picks up the vehicle, they may sign the repair order, but they must sign their own name. Under no circumstances should someone other than the customer sign the customer's name for them.

The completed repair order must be signed by the retailer service manager certifying that all the information is correct.

There should be sufficient copies to provide Accounting, Customer, Claim Submission Record, Material Scrap, and Service/File Technician.

The following retailer, customer, and vehicle information is required on all repair orders:

Note: Altering any claim documentation, including the repair order and supporting documentation such as sublet invoices, customer drop-off envelopes or notes, etc., by writing over, crossing out or otherwise obscuring the original printed or written information in such a manner that the original recorded information is illegible could result in a claim rejection or debit. Corrections can be made by placing a single line through the incorrect information. Any claim involving unwarranted alterations will be charged back.

- Retailer name, address, and telephone number on all copies of the repair order
- Repair Start Date and Time (Verified by first time clock punch "on")
- Repair Completion Date and Time (Verified by last time clock punch "off")
- Vehicle Identification Number (VIN)
- Mileage In and Mileage Out must be recorded on the repair order
- Vehicle Model, Year and License Number
- Owner Name and Address (including Zip Code)
- Cross reference to any other repair orders generated from the same visit on the same vehicle
- Cross reference to any other repair orders related to the same repair
- Customer's signature on the service hard copy of the repair order and also signature on a completed invoice copy of the repair order

The following repair information is required for each repair on all repair orders:

- Owner Complaint (as stated by the customer)
- Cause of Condition (specific details)
- Correction of Condition (specific details)
- Technician Comments on the repair order hard copy in ink. Comments must be legible and their source identified. They must include specific details related to:
 -
 - Repair diagnosis and procedures
 - Test measurements such as trouble codes, pressure readings, and rotor measurements
 - Description of a failure such as a short block replacement include the condition of the cylinder walls such as scored, scratched and out of round cylinder measurements
 - Electrical repair details such as wire colors, connector location, and voltage, amperage and ohm readings
 - Any conversation with SOA or Distributor personnel (NOTE: Such conversations do not imply approval or authorization for approval.)

- All after market modifications and after market parts and accessories

NOTE: SOA requires that technician comments be written on the back of the repair order hard copy in ink. This provides easy identification of the source of the comments and sufficient space for them.

- Identification of Technician (using the SOA approved identification number)
- Identification of Repair Order writer (using the SOA approved identification number)
- Daily Job Ticket Time Flag including time clock punches or electronic repair order equivalent
- Operation Numbers with Hours from applicable Subaru Warranty Labor Time Guide
- Failure Code from applicable Subaru Warranty Labor Time Guide
- Part Numbers and quantities. (Failed Part must be specifically indicated)
- Total Labor, Parts and/or Sublet amounts
- Any authorization number given by SOA personnel

The following related documents are required as attachments on all repair orders when applicable:

- Towing invoices
- Car Rental agreements
- Special Order Part invoices
- Early Bird or Night Drop Envelope including related customer letters or notes (used)
- Quick Write Up Sheets (if used)
- Sublet invoice from an outside repair facility (invoice should include VIN, mileage, date, cost and description of repair)
- Repair order from original repair of a Parts Warranty or a copy of the previous parts purchase invoice in the case of an over the counter parts sale.
- Service Clinic and/or Special Promotion Inspection Check List
- Photocopy of the Inspection Sheet for all Remanufactured Automatic Transmission repairs
- Copy of the QMR report
- Assembly Repair vs. Replacement Worksheet
- Alignment printout (before and after)
- Brake measurements (when optional printout attachment is available)
- Midtronics battery test printout
- Any scan data printouts from SSMIII for repairs requiring the use of the SSMIII

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Daily Job Tickets are considered necessary documents to support claims submitted to SOA for reimbursement and are required as a condition of payment. The Daily Job Ticket is required for all technicians involved in the repair of Subaru vehicles regardless of pay plan or team system. Retailers using electronic repair order systems are required to generate the equivalent of a Daily Job Ticket by technician number in chronological order.

Time clock punches are required on each flag on the Daily Job Ticket to indicate the start and end times for each repair. The time clock must provide the time of day and the date (including month). All warranty and straight time repairs are required to be punched on and off separately. Electronic repair order generated time/date punches may be used in place of a standard time clock punch.

The following information is required on the Daily Job Ticket:

- Clock punch "on" when repair starts or resumes
- Clock punch "off" when repair is completed or when technician starts work on another repair
- Repair order number
- Technician identification

There must be sufficient elapsed time to support the repair performed. There must not be any overlapping punch times in which the technician is clocked on more than one repair at the same time.

All straight time repairs are required to be punched separately.

SOA strongly recommends the use of the time clock punches for all repairs performed including customer pay and internal. By following this procedure the retailer can calculate the efficiency of individual technicians. Low efficiency could indicate the need for additional training, efficiency consistently above 150% indicates the possibility of missed repair steps or incomplete repairs resulting in comebacks and dissatisfied customers.

In addition it is the retailer's responsibility to be able to provide upon request sufficient documentation to verify warranty time clock punches.

Team System:

Retailers using the Technician Team concept are responsible to abide by the same time clock policies by requiring each technician to have their own Daily Time Ticket. Since each technician on the team usually works on a different vehicle or on a different repair on the same vehicle they are required to record on/off times according to the above policy. If two technicians are working on a single repair on a vehicle, both technicians must clock on and off the repair separately.

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Repairs not requested by customers during the initial repair order "write-up" are considered to be "add-on" repairs.

They include, but are not limited to:

- Additional defects or malfunctions discovered by a technician while performing other repairs, scheduled maintenance services, service clinics, safety inspections, state inspections, Pre Delivery Inspections or used car inspections to the vehicle. If the vehicle is not repaired when the defects are discovered and the customer is rescheduled for the repairs to be performed at a later date, this is an add-on repair, which requires a service manager's authorization, at the time the defects are discovered.
- Additional repairs that were not recorded at the initial write-up of the repair order, that includes:
 - Additional complaints requested by the customer after the initial repair order write-up, while the vehicle is still at the retailer.
 - Additional complaints added to a repair order that was pre-generated prior to the arrival of the customer.
 - Additional complaints that are not noted on a "drop off" or "early bird" envelope, customer note, or quick write-up sheet.

Note: Any additional complaints added to a quick write-up sheet after the initial service write up are considered "Add On" repairs and require proper add-on repair policy requirements be followed.

For any "add-on" repair, follow the procedures listed below:

- A description of the additional defect or malfunction is to be noted on all copies of the repair order. Before the repairs are started, the Service Manager, or designated person, is required to physically inspect and/or test drive the vehicle to verify the condition. He/she must then authorize all add-on repairs by signing the repair order next to the add-on repair. The Service Manager's, or designee's, signature indicates that he/she is aware of the repair and agrees that it is necessary. The authorization must be by signature, not initials.
- For "add-on" repairs requested by the customer, the Service Manager or designee must record on the repair order the date and time of the customer's request.
- For "add-on" repairs not requested by the customer, an attempt must be made to contact him/her for consent. On the repair order, the Service Manager must record the date and time the customer's consent was acquired.
- For "add-on" repairs discovered by the technician, not requested by the customer, the repair order must state "Technician found..."

In the event the customer cannot be contacted, it is the responsibility of the Service Manager to verify the necessity of the repairs. Repairs may be performed if the Service Manager determines any of the following conditions exist:

- Failure to correct the additional defect or malfunction will cause further damage to the vehicle.
- The defect or malfunction is safety related.
- The repair is for an open recall or service campaign.

Any repair performed must be noted on all copies of the repair order. The need for additional repairs not performed must be indicated on the repair order and the owner informed when the vehicle is returned.

- All other standard repair order documentation requirements must be observed.
- Vehicles in retailer inventory needing add-on adjustments or repairs require written approval by the retailer service manager in accordance with the above procedures.

NOTE: If there is abuse of the add-on repair policy, SOA reserves the right to restrict or prohibit retailers from performing add-on repairs, except for service campaigns, recalls or items seriously affecting the operational safety of the vehicle. Failure to follow these procedures may result in the denial of a claim or the reversal of a claim credit.

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13.2 Record Retention

It is the responsibility of the retailer to maintain documentation supporting all claims submitted by the retailer to SOA for reimbursement. All documents should be retained and readily available for review and verification by an SOA representative. SOA requires that documentation be retained for the time period required by Federal, State and Local statutes or for a minimum of 2 years.

Retailer's are required to maintain documents and records as follows:

ACCOUNTING DEPARTMENT:

- Accounting copy of repair orders filed in numeric sequence.
- Basic journals, ledgers and records used in the retailer accounting system.
- Payroll records (time tickets, technician payroll records by pay period, employment records, applicable federal tax returns).
- Original sublet invoices and payment records (if not retained in the vehicle service file).

SERVICE DEPARTMENT:

- Warranty Claims Register
- Route Sheets or Electronic Dispatch Reports
- Appointment Log
- Vehicle service records filed in VIN sequence to include:
 - Repair order service/hard copy for ALL repairs and services including customer pay, warranty and internals. The copy must include the technician's repair findings and time flags.
 - Completed final claim copies ("invoice copy") including voided or reprinted versions.
 - Quick write up sheets.
 - Printouts of test results (examples are: emission tests and wheel alignment readings).
 - Early bird or night drop envelopes and related customer letters or notes.
 - Sublet invoices (photocopy or original).
 - Special part order (SOP) slips.

PARTS DEPARTMENT:

- Parts inventory control system records to include:
 - Part sales/parts relieved from retailer inventory.
 - Part purchases such as stock orders, VOR orders and parts purchased from other retailers.

ELECTRONIC RECORD RETENTION:

Subaru claim documentation may be stored electronically or via optical imaging using a computer or imaging system provided:

- The system meets all claim administration and record retention requirements specified in this manual.
- The system creates accurate, legible, and complete electronic images of the original documents, including signatures.
- The system is able to generate a paper hard copy of any computerized or imaged documents.
- An index for storing and retrieving documents is maintained.
- The system will not allow alterations or changes to a stored document once it has been imaged.
- The system records the date and time documents were imaged and by whom, and this information is identifiable on any retrieved document.
- The documents and the index are available to SOA personnel at any time in electronic and paper hard copy format.

The use of such systems is generally acceptable but SOA, in its sole discretion, reserves the right to restrict or limit the use of these systems.

13.3 Claim Register

SOA requires that retailers maintain a current claims register. The register is used to track all claims submitted to SOA for reimbursement. If the retailer does not have a computer generated claims register or equivalent, a manual register should be used. The register should include basic information such as claim number, VIN, claim amount, repair completion date and claim submission date. The District Parts and Service Manager may periodically review the claims register on his retailer visit to ensure claims are being handled properly.

13.4 Claim Submission

- **Index**
 - **13.4.1 Claim Identification**
 - **13.4.2 Claim Submission Time Limits**
 - **13.4.3. Recall Claim Submission**

All completed claims should be submitted daily through Subarunet. A file should be established for claims that are ready for entry into Subarunet.

All claims entered into Subarunet are polled each night by SOA for processing. A Daily Claim Detail report will be returned to the retailer the following morning with a status code of Approved, Awaiting, Errored or Rejected for each claim entered.

13.4.1. Claim Identification

Claim identification is established as follows:

- Each repair indicated on the repair order is considered to be an individual "job".
- A claim consists of a repair order number followed by a "job" letter, "A" through "Z".
- A repair order may contain up to 26 separate "jobs".

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13.4.2. Claim Submission Time Limits

Claim Submission time limit is 90 days.

All claim types, except Transportation Damage, have a submission time limit that begins on the Repair Completion Date.

Transportation Damage claims have a submission time limit that begins on the date the vehicle is delivered to the retailer.

Claims must be submitted and reach an approved/paid status within the submission limit. There is not a procedure to submit claims beyond the submission time limit. Any claim beyond the submission limit that has not reached an approved/paid status will not be considered for reimbursement.

13.4.3. Recall Claim Submission

When performing a Recall, please be sure to:

Enter the Recall Claim the same day as the recall is performed to update the recall status to Completed.

Apply a Recall/Campaign Identification Label on the upper radiator support as instructed in the Recall/Campaign Bulletin. Recall/Campaign Identification Labels are available by contacting the Subaru Claims Helpline at 1-866-782-2782.

Recall/Campaign Identification Labels are available through normal parts ordering channels.*

Before performing a recall, check the recall status using Vehicle Coverage Inquiry. If the status is open, check for the Recall/Campaign Identification Label on the upper radiator support indicating the recall has been performed.

Recall claims specific to a vehicle can only be claimed one time unless otherwise advised by SOA. Duplicate recall repairs do not qualify as Warranty or Policy Adjustment Request claims.

* Campaign Identification Label Part Number MSA6P1302- Ordering Quantity 1=1 sheet of 20 labels.

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13.5 Daily Claim Detail Report

Each claim submitted through Subarunet will receive a Claim Detail report that will be available the day following claim submission. The report will indicate individual claim status, including an explanation of that status.

The following is a description of each claim status and related handling procedures:

- **Approved:** The claim has successfully passed system edits and/or SOA personnel review. Match the Claim Detail report to the appropriate repair order. It is recommended that the amount on the report be checked against the amount on the claim to ensure all payment information was submitted correctly. In the event a shortage/overage is discovered, an appended claim should be submitted to correct the shortage/overage. Each approval amount should be reconciled with the Retailer Monthly Credit/Debit Report supplied by SOA at the end of each payment/credit cycle.

NOTE: Approved claims are subject to further review by SOA.

- **Awaiting:** The claim is waiting processing by SOA. Match the Claim Detail report to the appropriate repair order. These documents should be kept in an "open" file until a status of Approved, Errored or Rejected is assigned by SOA. A new Claim Detail report will be supplied with the Approved, Errored or Rejected status message.
- **Errored :** Claims that allow correction and re-entry. The Error message will inform the retailer to correct and resubmit. Match the Claim Detail report to the appropriate repair order. Make corrections and resubmit the claim through Subarunet. These claims are not eligible for appeal.
- **Rejected :** Claims that do not allow correction and re-entry. The Rejection message will inform the retailer that claims re-submission through Subarunet is denied. These claims are considered final and will not be reimbursed by SOA. Match the Claim Detail report to the appropriate repair order. These claims may be appealed within 3 months from the claim rejection date.
- **Adjusted:** Adjustments are a daily indicator of debits or credits that will appear on the Retailer Monthly Credit/Debit report at the end of the payment cycle. These are claims that have been entered any time within the documentation retention **requirement** period. Match the Claim Detail report to the appropriate repair order. Each adjustment amount should be reconciled with the Retailer Monthly Credit/Debit Report. These debits may be appealed within 3 months from the debit date.

13.6 Appends

When it is determined that a previously entered and “approved” claim was incorrectly submitted, a correction to that claim can be made through Subarunet provided the claim is still within the established claim submission limit.

This type of claim is called an “Append”. Append claims may be entered through Subarunet as follows:

- Enter the claim in its entirety using the original claim number.
- Include all necessary changes.
- Mark the append indicator on the Subarunet screen “YES”.

When an appended claim reaches an “Approval” status, one of the following will happen:

- If the original claim was previously credited on the weekly ACH payment schedule, the original claim will be debited and the appended claim will be credited on the current pay cycle.
- If the original claim and the appended claim are approved within the same pay cycle, the appended claim will *replace* the original claim, and a credit will be issued on the current pay cycle.

13.7 Appeals

Claims that have been rejected without the option to correct and resubmit or claims that have been debited may be appealed to SOA for reconsideration.

All appeals must be submitted no later than 3 months after the rejection/debit date or the end of the 3 month claim submission limit from the repair completion date, whichever is longer. Any appealed claim received beyond the established submission time limit will be returned to the retailer without consideration.

When it is determined that there is a claim eligible for appeal, complete a Subaru Claim Entry Form (see section 17.4) with a specific explanation of why the claim is being appealed. Attach all related documents (i.e., Repair Order, Tow Receipt, Car Rental Invoice, a photocopy of the repair order hard copy with punch times and technician comments). Include the name and telephone number of a person at the retailer who is available to provide additional information if necessary. Mail the appealed claim to:

Subaru of America, Inc.
Attention: Service Claims Section
P.O. Box 6000
Cherry Hill, NJ 08034-6000

The documents will be reviewed by SOA and returned to the retailer with the results of the review.

NOTE: Errored claims that can be corrected and reentered are not eligible for appeal. Those claims should be corrected and resubmitted by the retailer.

13.8 Claim Reimbursement

- **Index**
 - **13.8.1. Transportation Damage Claims**
 - **13.8.1.1. Labor**
 - **13.8.1.2. Parts**
 - **13.8.1.3. Paint and Material**
 - **13.8.1.4. Sublet**
 - **13.8.2. Warranty Claims**
 - **13.8.2.1. Labor**
 - **13.8.2.2. Parts**
 - **13.8.2.2.1 Request for Parts Pricing over MSRP**
 - **13.8.2.3. Paint and Material**
 - **13.8.2.4. Sublet**
 - **13.8.2.5. Towing**
 - **13.8.2.6. Car Rental (Alternate Transportation Program)**
 - **13.8.3. Parts Warranty Claims**
 - **13.8.3.1. Labor**
 - **13.8.3.2. Parts**
 - **13.8.3.3. Sublet**
 - **13.8.3.4. Towing**
 - **13.8.4. Added Security Claims**
 - **13.8.4.1. Labor**
 - **13.8.4.2. Parts**
 - **13.8.4.3. Sublet**
 - **13.8.4.4. Towing**
 - **13.8.4.5. Car Rental**
 - **13.8.5. Policy Adjustment Request (PAR) Claims**
 - **13.8.6. Recall/Campaign/Service Program Claims**
 - **13.8.6.1. Labor**
 - **13.8.6.2. Parts**
 - **13.8.6.3. Sublet**
 - **13.8.6.4. Towing**
 - **13.8.6.5. Rental**

A Retailer Monthly Credit/Debit Advice report will be sent via Subarunet at the close of each payment cycle. The report will list all credits and debits established throughout the payment cycle. The total credits and debits on this report should match the total credit and debit amounts on the Parts Statement.

All claims that reach an Approval status within the pay cycle will appear on the Retailer Monthly Credit Advice report. Any adjustments issued within the pay cycle will appear on the Retailer Monthly Debit Advice report. Claims that were credited in a previous cycle and then "Approved" as an Appended claim within the credit cycle will appear as one debit (from the original claim) and one credit (from the appended claim) on the Retailer Monthly Credit/Debit Advice report.

13.8.1. Transportation Damage Claims

13.8.1.1. Labor

Labor will be reimbursed by calculating the retailer's established warranty labor rate multiplied by the repair time allowance published in the Subaru Labor Time Guide.

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13.8.1.2. Parts

Parts will be reimbursed based on the cost of the part at the time of repair completion. Compensation for parts handling will be reimbursed as follows:

Non-Retail States:

- Retailers in non retail states are reimbursed part cost plus a 40% mark up. Any part with a retailer cost greater than \$500 will be reimbursed at MSRP.

Retail States:

- Retailers located in retail states will be reimbursed at MSRP.

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13.8.1.3. Paint and Material

For body repairs that require paint, a handling allowance not to exceed 40% of paint related labor cost may be claimed.

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13.8.1.4. Sublet

Sublet repairs will be reimbursed at retailer cost.

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13.8.2. Warranty Claims

13.8.2.1. Labor

Labor will be reimbursed by calculating the retailer's established warranty labor rate multiplied by the repair time allowance published in the Subaru Labor Time Guide.

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13.8.2.2. Parts

Part reimbursement will be based on the cost of the part at the time of repair completion. In addition, compensation for parts handling will be reimbursed as follows:

Non-Retail States:

- Retailers in non retail states are reimbursed part cost plus a 40% mark up. Any part with a retailer cost greater than \$500 will be reimbursed at MSRP.

Retail States:

- Retailers located in retail states will be reimbursed at MSRP.

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13.8.2.2.1. Request for Parts Pricing over MSRP

Retailers located in retail states may request to be reimbursed over the parts MSRP (Manufacturers Suggested Retail Price). The retailer must notify SOA in writing of their intention to be reimbursed over parts MSRP.

It is the responsibility of each retailer to comply with any applicable federal, state or local regulation regarding the request to be reimbursed over MSRP pricing.

A request for parts pricing over MSRP may not be submitted more than once every twelve (12) months unless permitted by law. Mail the request to:

Subaru of America, Inc.
Attn: Service Warranty Manager
P.O. Box 6000
Cherry Hill, NJ 08034

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13.8.2.3. Paint and Material

For body repairs that require paint, a handling allowance not to exceed 40% of the paint related labor cost may be claimed. When submitting the claim using the labor hours field, the system will automatically calculate this allowance. When submitting the claim using a sublet amount, the allowance should be added to the sublet amount.

- 1994 and subsequent model years will be reimbursed at 40% of the total paint related labor cost for the repair.

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13.8.2.4. Sublet

Sublet repairs will be reimbursed at retailer cost of repairs performed provided the cost does not exceed what the retailer would be reimbursed had the retailer performed the repair.

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13.8.2.5. Towing

Towing will be reimbursed at retailer cost provided the vehicle is towed from the point of breakdown to the closest Authorized Subaru Retailer.

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13.8.2.6. Car Rental (Alternate Transportation Program)

Effective January 1, 2005, Car Rental will be reimbursed up to \$35 per day (\$20 per day for non-active SSLP retailers and retailers not participating in the SSLP program) for a maximum of 3 days or non-parts related repairs and a maximum of 5 days for parts related repairs. This coverage applies during the 3 year / 36,000 mile Basic New Car Limited Warranty for 2000 and prior model year vehicles. This coverage applies during the 3 year / 36,000 mile Basic New Car Limited Warranty and Powertrain Limited Warranty for 2001 and subsequent model year vehicles.

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13.8.3. Parts Warranty Claims

13.8.3.1. Labor

Labor will be reimbursed by calculating the retailer's established warranty labor rate multiplied by the repair time allowance published in the Subaru Labor Time Guide.

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13.8.3.2. Parts

Parts will be reimbursed based on the cost of the part at the time of repair completion. In addition, compensation for parts handling will be reimbursed as follows:

Non-Retail States:

- Retailers in non retail states are reimbursed part cost plus a 40% mark up. Any part with a retailer cost greater than \$500 will be reimbursed at MSRP.

Retail States:

- Retailers located in retail states will be reimbursed at MSRP.

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13.8.3.3. Sublet

Sublet repairs will be reimbursed at retailer cost of repairs performed provided the cost does not exceed what the retailer would be reimbursed had the retailer performed the repair.

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13.8.3.4. Towing

Towing will be reimbursed at retailer cost provided the vehicle is towed from the point of breakdown to the closest Authorized Subaru Retailer.

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13.8.4. Added Security Claims

13.8.4.1. Labor

For Breakdowns: Labor will be reimbursed by calculating the retailer's established retail labor rate multiplied by the repair time allowance published in the Subaru Labor Time Guide, plus 25%.

For Maintenance: Labor will be reimbursed at established competitive national average rates.

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13.8.4.2. Parts

For Breakdowns: Parts will be reimbursed based on the MSRP of the part at the time of repair completion.

For Maintenance: Parts will be reimbursed at established competitive national rates.

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13.8.4.3. Sublet

Sublet repairs will be reimbursed at retailer cost of repairs performed plus a 10% mark up. The total mark up may not exceed \$35.

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13.8.4.4. Towing

Towing will be reimbursed at retailer cost not to exceed the established dollar amount in the specific Added Security Agreement.

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13.8.4.5. Car Rental

Car Rental will be reimbursed at retailer cost not to exceed \$35 per day: \$175 maximum per breakdown.

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13.8.5. Policy Adjustment Request (PAR) Claims

PAR reimbursement will be for the "authorized" amount that may not exceed a cost equivalent to warranty rates.

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13.8.6. Recall/Campaign/Service Program Claims

A Retailer Monthly Credit / Debit Report will be sent via Subarunet on the Monday following the last Friday of the month. The report will list all credits and debits established throughout the month.

All claims that reach an Approval status within the pay cycle will appear on the Retailer Monthly Credit / Debit Report. Any adjustments issues within the pay cycle will appear on the Retailer Monthly Credit / Debit Report. Claims that were credited in a previous cycle and then "Approved" as an Appended claim within the pay cycle will appear as on debit (from the original claim) and on credit (from the appended claim) on the Retailer Monthly Credit / Debit Report.

13.8.6.1. Labor

Labor will be reimbursed by calculating the retailer's established warranty labor rate multiplied by the repair time allowance published in the applicable Recall/Campaign/Service Program Bulletin.

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13.8.6.2. Parts

Part reimbursement will be based on the cost of the part at the time of repair completion. In addition, compensation for parts handling will be reimbursed as follows:

1. Non-Retail States:

2.

- Retailers in non retail states are reimbursed part cost plus a 40% mark up. Any part with a retailer cost greater than \$500 will be reimbursed at MSRP.

Retail States:

3.

- Retailers located in retail states will be reimbursed at MSRP.

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13.8.6.3. Sublet

Sublet may only be claimed when specifically stated in the applicable Recall/Campaign/Service Program Bulletin.

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13.8.6.4. Towing

Towing may only be claimed when specifically stated in the applicable Recall/Campaign/Service Program Bulletin.

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13.8.6.5. Rental

Rental may only be claimed when specifically stated in the applicable Recall/Campaign/Service Program Bulletin.

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13.9 Fluids

Reimbursement for expendable fluids that are required as a result of a covered repair may be claimed with the following part numbers. Select the applicable part number(s) from the list below and include the part number(s) on the repair order.

Expendable Fluids - Miscellaneous Supplies Warranty

Warranty Part No.	Description	Quantity
SOA635000	Motor Oil	per quart ⁴
SOA635044	Synthetic Motor Oil 5W-30	per quart ⁴
SOA635045	Synthetic Motor Oil 0W-20	per quart ⁴
SOA635001	Gear Oil	per quart ⁴
SOA635002	Coolant	per quart ⁴
SOA635040	ATF HP/PS Fluid	per quart ^{4,5}
SOA635004	Brake Fluid	per 12oz. ⁴
SOA635006	Silicone Sealer	per tube
SOA635007	Wiring Connector	each
SOA635008	Wiring	per foot
SOA635009	Wheel Weights	each
SOA635011	Transmission Lube (except Justy)	per quart ³
SOA635014	Transmission Lube (Justy)	per quart ³
SOA635015	Refrigerant R134A	per pound ¹
SOA635016	PAG Oil - R134A	per container ²
SOA635017	Fuji Bond C/Three Bond1105	per repair
SOA635018	Three Bond 1207C	per repair
SOA635019	Super Three Bond 1215	per repair
SOA635039	Nox Rust 7703W	per repair
SOA635041	Super Coolant	per quart ⁴
SOA635043	CVT ATF	per quart ⁴
SOA635047	ATF-WS	per quart ⁴
SOA635048	LSD Oil	per liter
SOA635065	Three Bond 1280B	per repair
SOA635068	Three Bond 1217B	per repair
SOA635071	Engine Cooling System Conditioner	1 bottle ⁴

SOA635074	Terminal Wiring Kit Pigtail	each
SOA635079	Non Woven Tape	per repair
SOA635049	High Torque CVT Fluid	per quart ^{4, 7}
SOA635300	Gear Oil Extra MT 75W-80	per quart ^{4, 7}
SOA635301	High Performance Gear Oil 75W-90	per quart ⁴
SOA635302	LSD Gear Oil 80W-90	per quart ⁴
SOA635303	Automatic Transmission Cooler Flush	18 oz. can ⁴
SOA635304	CVTF II	per quart ⁴

¹ R12 and R134A refrigerant warranty reimbursement cost will be adjusted periodically according to market price.

R12 and R134A refrigerant recovery equipment is required by law. Most A/C repairs do not occur as a result of a "completely discharged" condition i.e., noisy compressors, expansion valve malfunction, etc. For these repairs, first evacuate the system via recovery equipment, replace the component, then recharge the system. In these cases, no more than 1 pound of new refrigerant is necessary. In cases where a system leak down has occurred as a result of a component failure, a part quantity of 2 pounds may be claimed. This results in a reimbursement of Total System recharging.

² Refrigerant PAG oils are available through the SOA parts department in packages of 4 containers. For warranty purposes, part number SOA635016 was created to represent a quantity of 1 container.

³ M/T transmission lubes are available through the SOA parts department in 20 Liter (21 qt.) containers. For warranty purposes, part numbers SOA635011 and SOA635014 were created to represent a quantity of 1 quart each.

⁴ It is mandatory that these parts be supplied by SOA for all claims submitted to SOA for reimbursement that require the use of these fluids.

⁵ All 5AT and 4DAT from 2006 model year vehicles and newer requires use of HP type transmission fluid.

⁷ Effective with the 2014 Forester.

Section 14 - Document Review By SOA

Introduction

In accordance with the Subaru Retailer Agreement and Standard Provisions, authorized SOA representatives shall have the right, at any time and without prior notice, during normal business hours to request, reproduce, examine, and audit all records and supporting documentation relating to the service and repair of Subaru vehicles by the retailer.

SOA or its authorized representative must be permitted full and complete access to all files, including but not limited to, files in storage. Additionally, SOA must be given an opportunity to question the retailer personnel regarding service, warranty, and accounting procedures.

Should such a review of records reveal any claim that cannot be substantiated by repair documentation or that is not in compliance with the documentation requirements outlined in this manual, such non-compliance or lack of substantiation will result in a charge-back of all or a portion of the claim to the retailer.

If a retailer refuses to let SOA or its authorized representatives perform such a review or does not allow full access to documentation or personnel as described above, SOA may suspend all pending claim payments until such review has been completed to the satisfaction of SOA or its authorized representatives.

If it is determined that fraudulent claims were submitted by any retailer personnel, it may be necessary to utilize the services of an independent investigator. SOA reserves the right to debit the retailer for these services.

14.1 Document Requests

Monthly claim activity, repair trends, average cost per vehicle serviced and other claim analysis reports will be reviewed monthly by SOA. Claim documentation requests for selected claims will be sent to the retailer. Claims found not to be in compliance with SOA policies and procedures listed throughout this manual will be subject to debit.

Claims requested by SOA that are not received within the established return time limit will be debited in full.

14.2 Field Audit

A field audit consists of an in-depth review of any or all retailer records and claim documentation. The review is performed at the retailer by SOA's Field Audit Staff.

Retailer selection for field audit is typically, but not exclusively, determined by one or more of the following factors:

- High or low average vehicle service costs
- High frequency of particular repairs
- High total claim payments
- At the request of authorized Subaru personnel

Charge-backs are not limited to the Standardized Claim Charge-back List (see section 14.3). Retailer repair frequencies will be compared to District, Regional and/or National rates. If there is sufficient evidence of abuse or "campaigning" of repairs with respect to failure codes, labor operation numbers, time periods, service technicians, time clock procedures, etc., such claims will be charged back.

At the conclusion of an audit, a written report will be prepared detailing the findings. The report includes a list of charge-backs and recommended corrective actions. Upon receipt of the audit report, the retailer has 30 days to issue a written response that refutes or otherwise produces new documentation which may result in a change of the original audit findings. The SOA Audit Appeal Panel will review the retailer response. If the response is determined to contain adequate facts and supporting documentation, a corresponding adjustment will be made to the original findings. A letter will be issued to the retailer explaining the final determination on each claim involved.

14.3 Standardized Claims Charge-back List

The following Standardized Claims Charge-back List contains reasons why claims are typically, but not exclusively, debited:

Claim Policy

- Any Claim Involving Unwarranted Alterations
- Repairs not performed as claimed.
- Repairs not covered by warranty.
- Customer and SOA billed for same repair.
- Duplicate claim payments.
- Lack of owner's signature on the repair order authorizing repair.
- Repair completion date misrepresented.
- Incorrect labor operation.
- Excessive labor time claimed.
- Overlapping labor time.
- Improper Add-on repairs.
- Lack of or inadequate supporting documentation.

Repair

- Repair procedures not performed in accordance with procedures as outlined in the Subaru Service Manuals, Subaru Service Bulletins, Subaru Technical Helpline Updates, the Subaru Claims Helpline Policies and Procedures Manual, or other Subaru official literature or training classes.
- Improper repair procedures or diagnosis resulted in a shop comeback.
- Repair that is beyond what was necessary to correct the identified defect.
- Improper parts assembly replacement.
- Unauthorized parts or fluids used for repair.

Time Clock

- Flat rate time improperly clocked or not clocked at all.
- Straight time improperly clocked or not clocked at all.
- Technician concurrently clocking on 2 or more repairs.
- Failure to clock on Daily Job Ticket.
- Failure to clock on all warranty repairs.
- Daily Job Ticket not available.

Parts

- Lack of parts purchase documentation.
- Lack of documentation of parts relieved from inventory.
- Number of parts replaced exceeded number of parts available in retailer's inventory.
- Parts replaced were not in retailer's inventory at the time of vehicle repair.
- Parts not available for inspection (Properly tagged and stored in the 10-bin system).

- Parts not defective as claimed.
- Incorrect part returned.
- Part not returned as requested.

Miscellaneous

- Lack of sublet documentation.
- Sublet labor exceeds allowable amount.
- Car rental reimbursement exceeds allowable amount.
- Unauthorized mark-up on towing, freight or parts.
- Reconditioning of in stock used vehicles and/or fleet rental vehicles under warranty.
- Technician labor not supported by retailer payroll records.

Section 15 - Part Retention and Return

15.1 Part Retention Procedures

Note: The following procedures apply to all parts that are not included in a core return program (i.e. remanufactured components) or a core removal program (i.e. Interstate Batteries). For parts included in these programs, see the Fixed Operation Policies and Procedures Manual for proper handling procedures.

For all parts that require retention, the retailer is responsible for maintaining all replaced parts in an organized and orderly manner. It is required that the following procedures be followed to ensure proper claim credit in the event parts are inspected at the retailer or requested for return:

- All parts must be held at the retailer in an organized 10-bin storage system to prevent any physical damage to the part.
- All parts **must be tagged** with:
 - a properly completed Subaru Warranty Parts Tag (MSA5W402A)
 - a legible copy of the repair order.
- A part which contains any type of fluid **must be thoroughly drained**, wiped clean and have any openings or fittings plugged or capped to prevent leakage.
- Any part disassembled during a repair must be loosely reassembled.
- Use the original replacement parts carton, whenever possible, to avoid damage in handling.

NOTE: Failure to comply with any of the above requirements may result in a Total Claim Debit.

15.1.1 Part Scrapping

SOA will supply the retailer with a Claims Part Scrap Report each month. The report will list parts from all paid claims (except Transportation Damage) that may be retailer scrapped. In most cases, parts may be retailer scrapped 30 days after the credit date (see Section 15.2).

In some cases, it will be required to hold parts longer than 30 days. Do not scrap parts until they appear on the Claim Part Scrap Report. All parts that are being retailer scrapped must be destroyed or rendered unusable at the time the part is scrapped.

The District Parts & Service Manager has the authority to instruct individual retailers to hold parts for their inspection and review prior to scrapping.

15.2 Part Retention Time Limits

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- 15.2.1. Transportation Damage Claims
- 15.2.2. Warranty and Part Warranty Claims
- 15.2.3. Added Security Claims
- 15.2.4. Policy Adjustment Request
- 15.2.5. Recall / Campaign Claims

Part retention time limits are as follows, however, SOA reserves the right to extend the part retention period when necessary. Do not scrap any part prior to it appearing on the Claim Parts Scrap Report described in Section 15.1.1

15.2.1. Transportation Damage Claims

The retailer is responsible for retaining all parts that have been replaced in association with a transportation claim for 60 days from the date of salvage notification to the carrier. If no salvage notification is sent, parts must be retained for 90 days from date of claim credit.

These parts are subject for returning and/or inspection by the carrier, SOA and/or the Subaru District Parts and Service Manager.

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15.2.2. Warranty and Part Warranty Claims

The retailer is responsible for retaining all parts that have been replaced in association with a warranty claim for at least 30 days from the claim credit date. This applies regardless of the repair date or the claim approval date.

These parts are subject to return and/or inspection by SOA and/or the Subaru District Parts and Service Manager.

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15.2.3. Added Security Claims

The retailer is responsible for retaining all parts that have been replaced in association with an Added Security claim for at least 30 days from the claim credit date. This applies regardless of the repair date or the claim approval date.

These parts are subject to return and/or inspection by SOA and/or the Subaru District Parts and Service Manager.

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15.2.4. Policy Adjustment Request

The retailer is responsible for retaining all parts that have been replaced in association with a PAR claim for at least 30 days from the claim credit date. This applies regardless of the repair date or the claim approval date.

These parts are subject to return and/or inspection by SOA and/or the Subaru District Parts and Service Manager.

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15.2.5. Recall / Campaign Claims

The retailer is responsible for retaining all parts that have been replaced in association with a Recall/Campaign claim for at least 30 days from the claim credit date unless otherwise instructed in the Recall/Campaign Bulletin. This applies regardless of the repair date or the claim approval date.

These parts are subject to return and/or inspection by SOA and/or Subaru District Parts and Service Manager.

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15.3 Parts Requested for Return to SOA

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- 15.3.1. Part Shipping Procedures
 - 15.3.1.1. Return Part Shipping Procedures
 - 15.3.1.2. Shipments Containing Hazardous Materials
 - 15.3.1.3. Return Shipping Procedures for Catalytic Converters and Exhaust Pipes
 - 15.3.1.3.1. Charges for Improper Shipping of Catalytic Converters and Exhaust Pipes
- 15.3.2 Part(s) Not Returned As Requested

Note: The following procedures apply to all parts that are not included in a core return program (i.e. remanufactured components) or a core removal program (i.e. Interstate Batteries). For parts included in these programs, see the Fixed Operation Policies and Procedures Manual for proper return procedures.

SOA may periodically request parts be returned for evaluation. The retailer will be notified, in writing, of any parts that are requested for return. It is important not to return parts unless they are specifically requested. Any parts received that have not been requested may be returned to the retailer freight collect.

SOA will issue a Part Return Request for all parts requested. It is important the retailer follow any special instructions on the request and send the part to the address listed in the "ship to" box. A completed Subaru Warranty Parts Tag and a legible copy of the repair order that includes detailed technician comments is mandatory for each part returned. Parts will be inspected based on the information provided. Any part(s) received without all the required information will be subject to a claim debit for the full amount of the claim.

The retailer is requested to package the part to prevent damage during shipping. Any parts damaged to the extent they cannot be processed due to improper packaging are subject to debit, regardless of the reason.

IMPORTANT: To ensure timely evaluation, Retailers are required to return requested parts within the time period identified on the "Part Return Request". Failure to comply with this policy will result in a Total Claim Debit.

15.3.1. Part Shipping Procedures

Parts requested for return will be shipped at SOA's expense. Procedures for returning parts are outlined below. Any deviation from these procedures may result in a direct billing by the carrier or a debit to the retailer for excess transportation charges.

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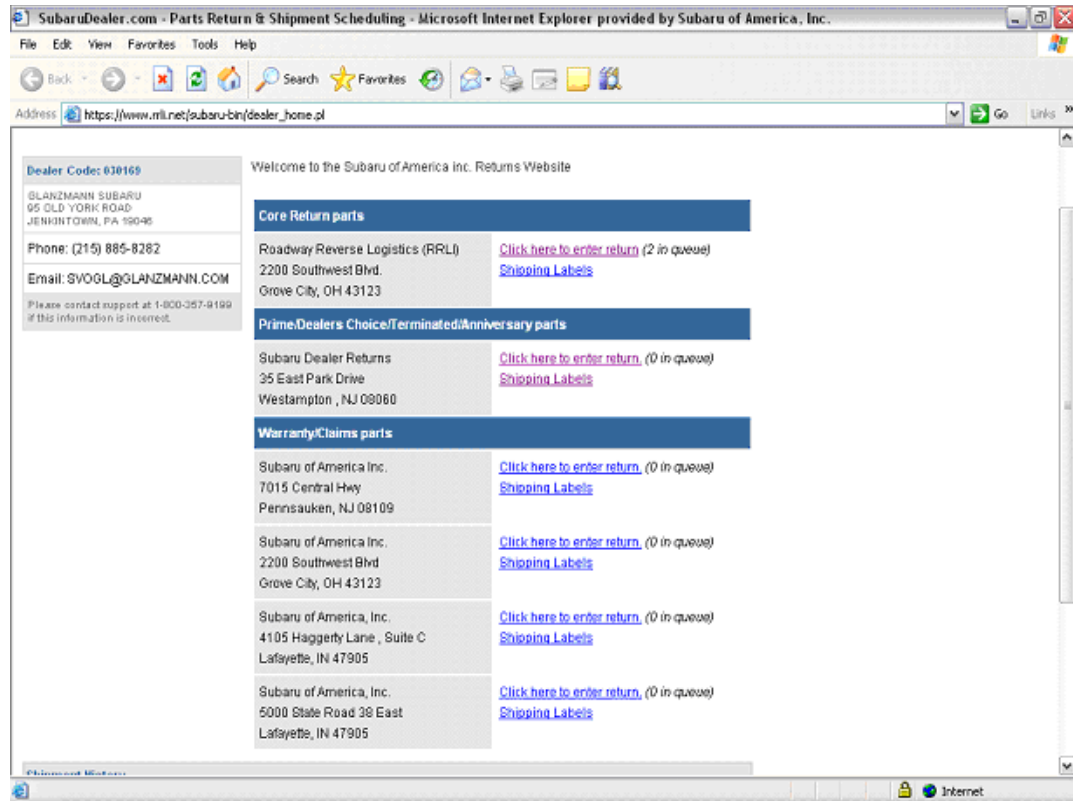
15.3.1.1. Return Shipping Procedures (except Catalytic Converters/Pipes, See Section 15.3.1.3)

Shipments with a total weight of 150 lbs. or less and within UPS size limitations (108" length or length + girth not exceeding 165")

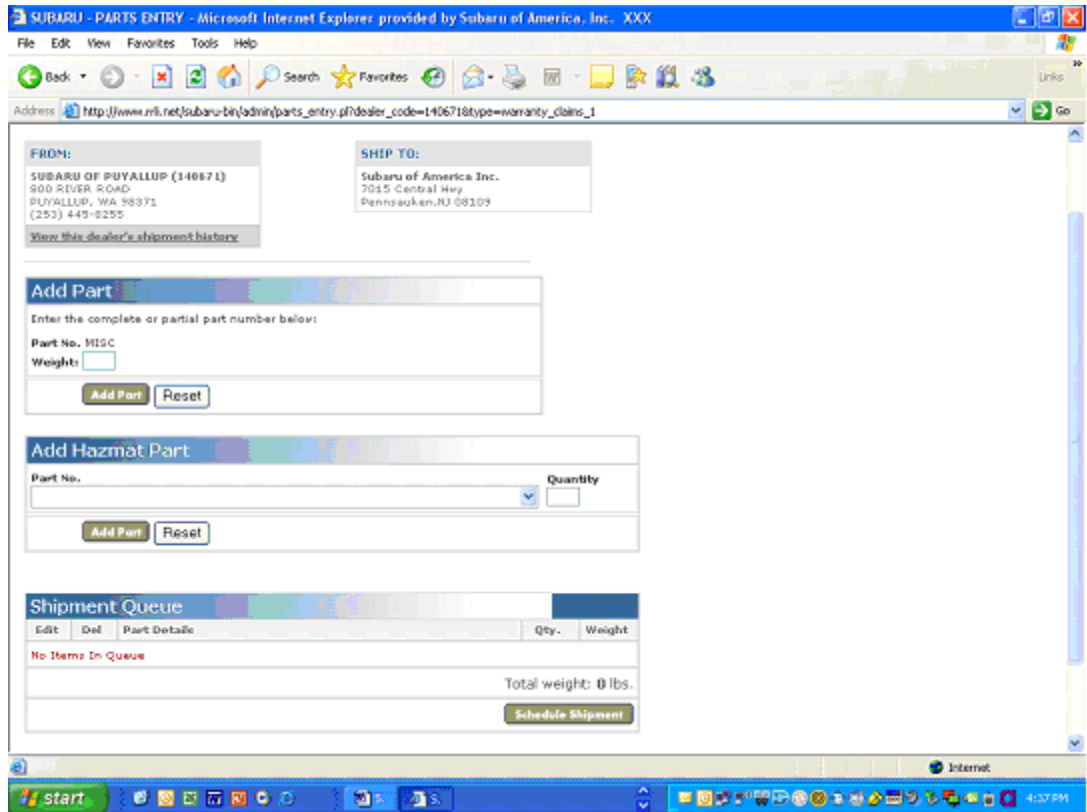
- Shipments are to be made via UPS GROUND service with freight billed in accordance with the following instructions.
- Shipments are to be returned to the address listed on the Parts Return Notice.
- Select billing option THIRD PARTY on any UPS shipping system (WorldShip, Internet Shipping, etc.) or pick-up record book. Use UPS Shipper Number 5E5-7E3, Subaru/Warranty Returns, 2235 Route 70 West Cherry Hill, NJ 08002. Supplies and instructions can be obtained by contacting your local UPS representative or by calling 1-800-PICK-UPS.

Shipments with a total weight exceeding 150 lbs., or shipments with any package exceeding UPS size limitations (108" length or length plus girth exceeding 165")

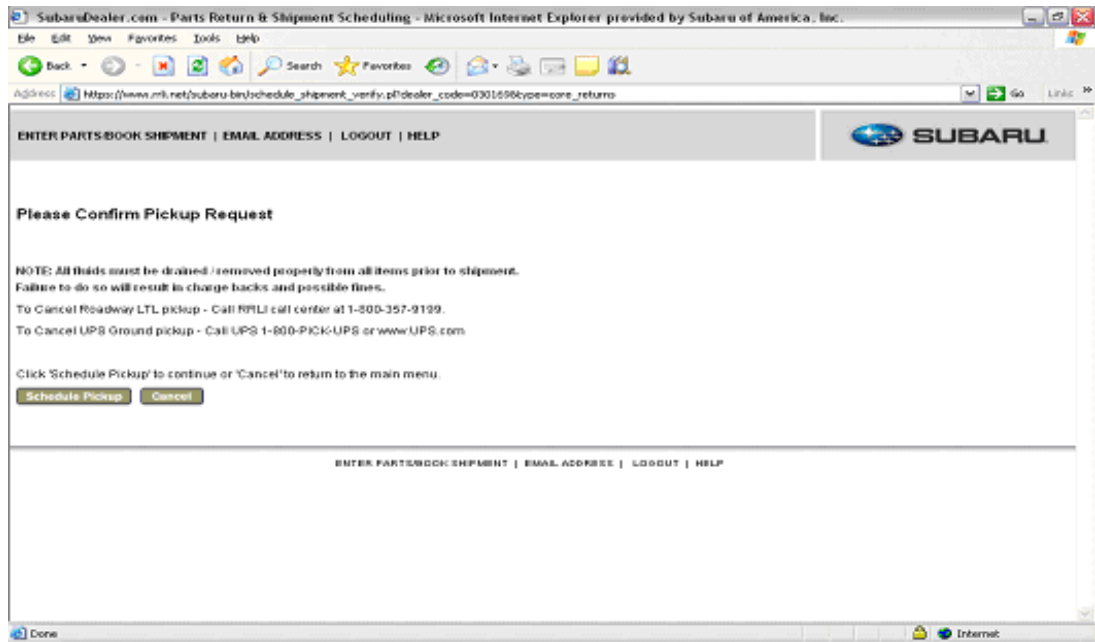
- Navigate to Subarunet.com/Fixed Ops - Inventory/Op>Returns Shipping to access the Roadway Reverse Logistics (RRL) Return Program website.
- Under the Warranty/Claims Section, select the ship-to location indicated on the Parts Return Notice.



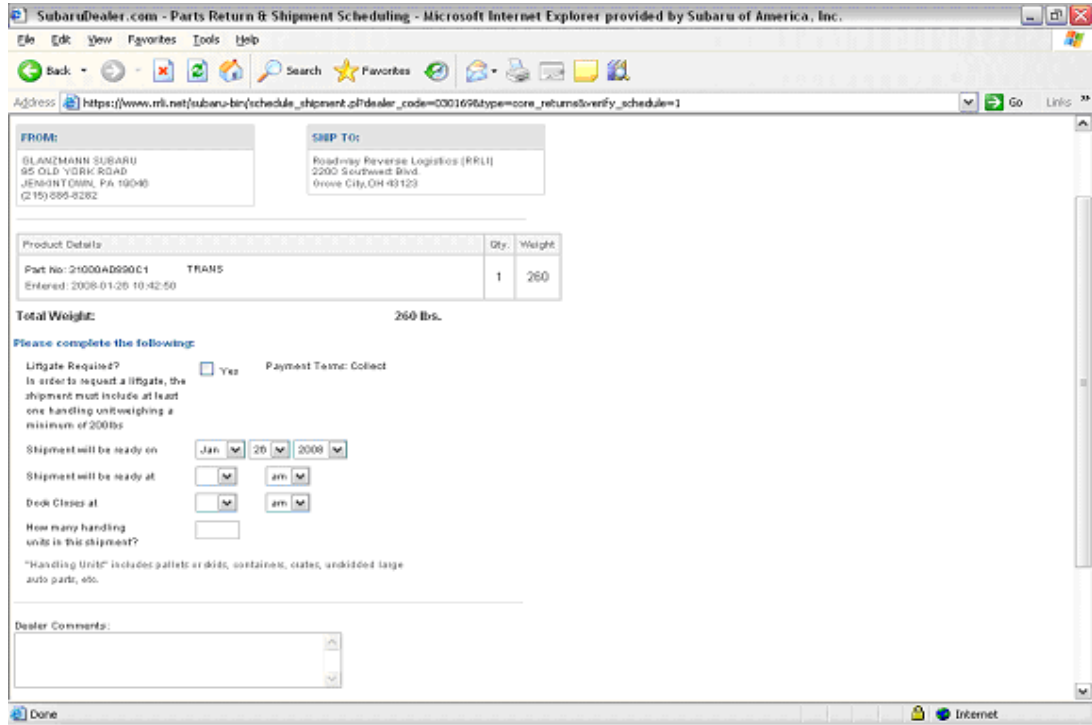
- Enter the weight of the shipment in the Add Part Section and click Add Part.
- If the shipment contains an item classified as a hazardous material, select the part number from the drop-down list in the Add Hazmat Part Section and click Add Part. Repeat this process for any additional items classified as a hazardous material. The weights for all hazmat items have been pre-loaded.
- After all items have been entered, click Schedule Shipment in the Shipment Queue Section.



- A shipment confirmation message will be displayed. Click Schedule Pickup.



- After selecting Schedule Pickup, the following screen will display. Enter the time the shipment will be ready for pick-up and the number of handling units in the shipment. When all information is entered, click Schedule Pickup.
- If a lift gate is required check the applicable box.



- It is not necessary to log into the RRL Parts Return website if the return will be shipped via UPS.

For information on parts return procedures for parts not related to vehicle claims, refer to the Subaru Retailer Fixed Operations Policies and Procedures Manual.

Questions regarding SOA's claim return transportation procedures should be directed to SOA's Logistics Department at 856.488.8581.

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15.3.1.2. Shipments Containing Hazardous Materials

The United States Government, through the Department of Transportation (DOT), mandates regulations regarding the shipment of certain materials identified as posing a safety hazard during transportation. The regulations provide specific requirements covering packaging, marking, labeling and documenting shipments of

these materials. Failure to comply with the regulations may result in civil and/or criminal penalties consisting of fines and possible imprisonment.

Please note it is the retailer's responsibility to insure the information on the bill of lading is correct and that all parts are packed, labeled, and marked in accordance with all regulations. Additional information concerning the requirements for shipping hazardous materials can also be found in the Dangerous Goods Transportation Manual. Subaru Fixed Operations Policy requires that each retailer have at least one individual trained in accordance with the US DOT Hazardous Materials Regulations. Hazardous materials cannot be shipped via UPS unless the retailer is a registered hazardous materials shipper with UPS..

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15.3.1.3 Return Shipping Procedures for Catalytic Converters and Exhaust Pipes

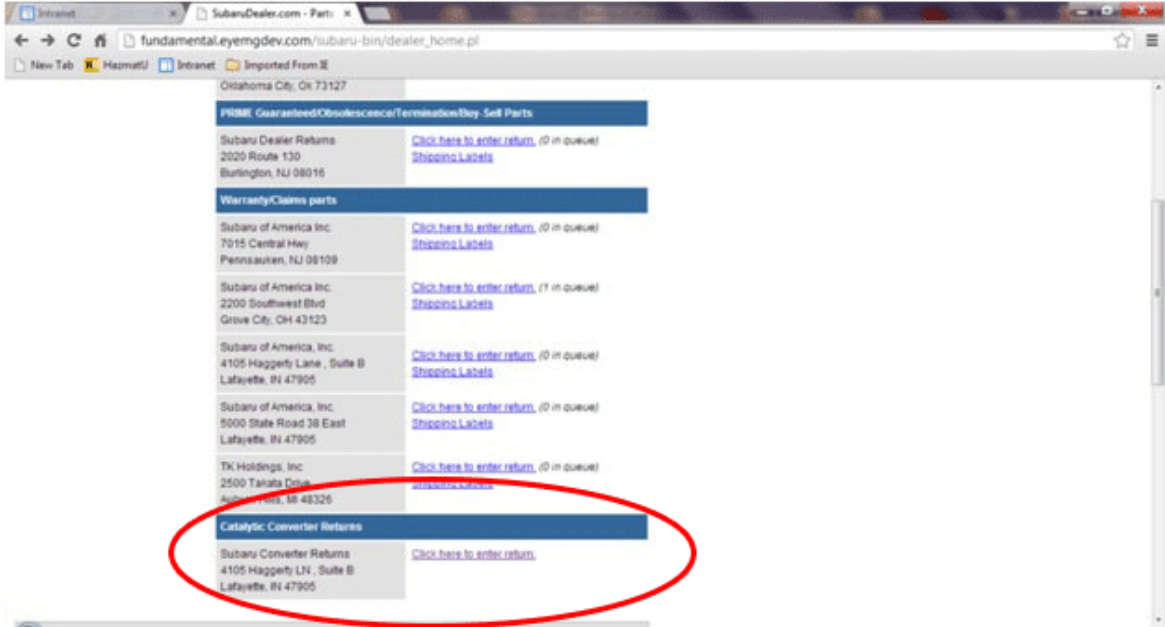
Effective August 26, 2013 the shipping procedure for returning catalytic converters to the Parts Collection Center (PCC) Lafayette, Indiana will change.

Please review the following procedure closely as improper shipping procedures can result in additional shipping charges that may be passed on to the retailer.

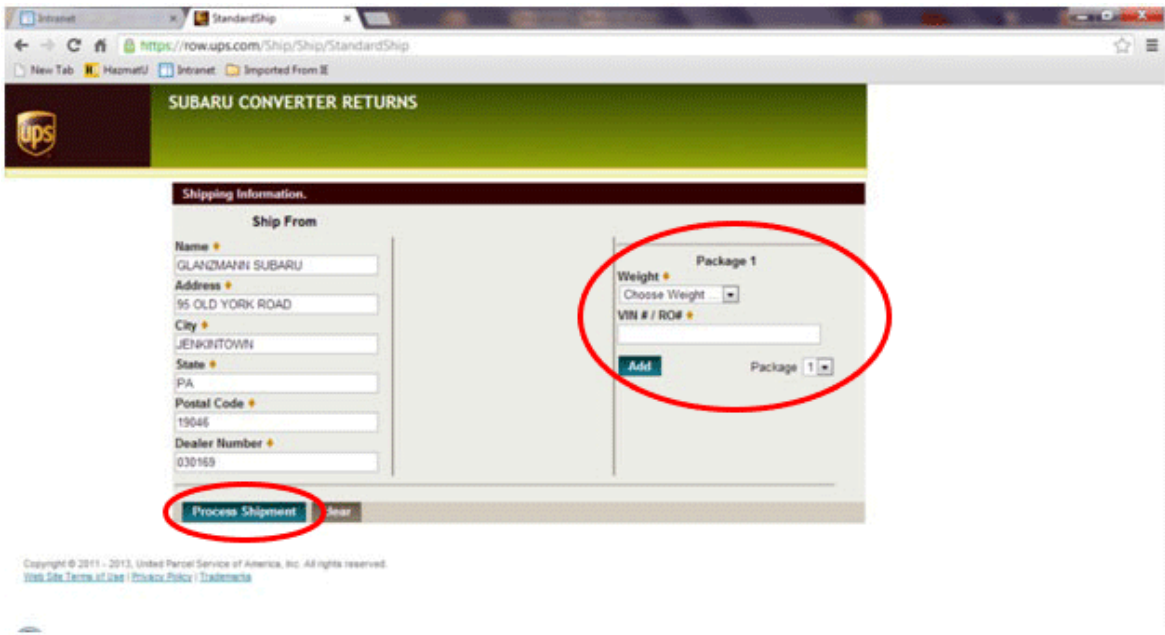
Discontinued: The current A.R.S. (Authorized Return Service) label with UPS.

Replaced by: The on-line UPS return services application accessed via the YRC Reverse Logistics Portal on Subaru net used for many other returns including Warranty, Core, and Parts Program Returns.

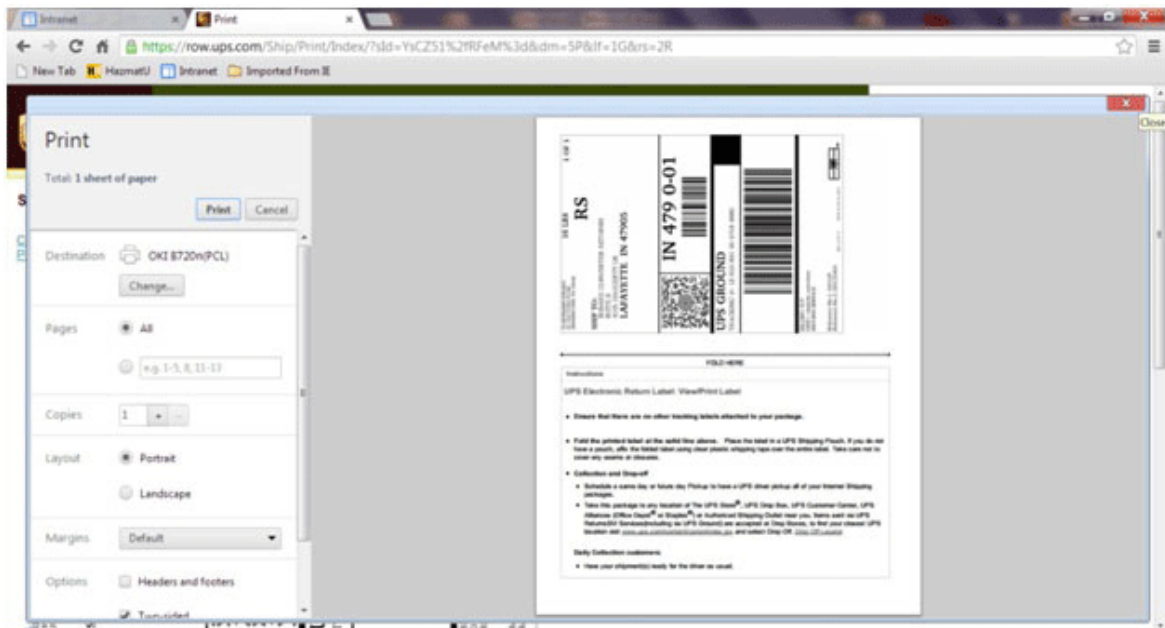
Beginning Monday August 26, 2013 there will be an additional returns category on the YRC Reverse Logistics Portal – Catalytic Converter Returns.



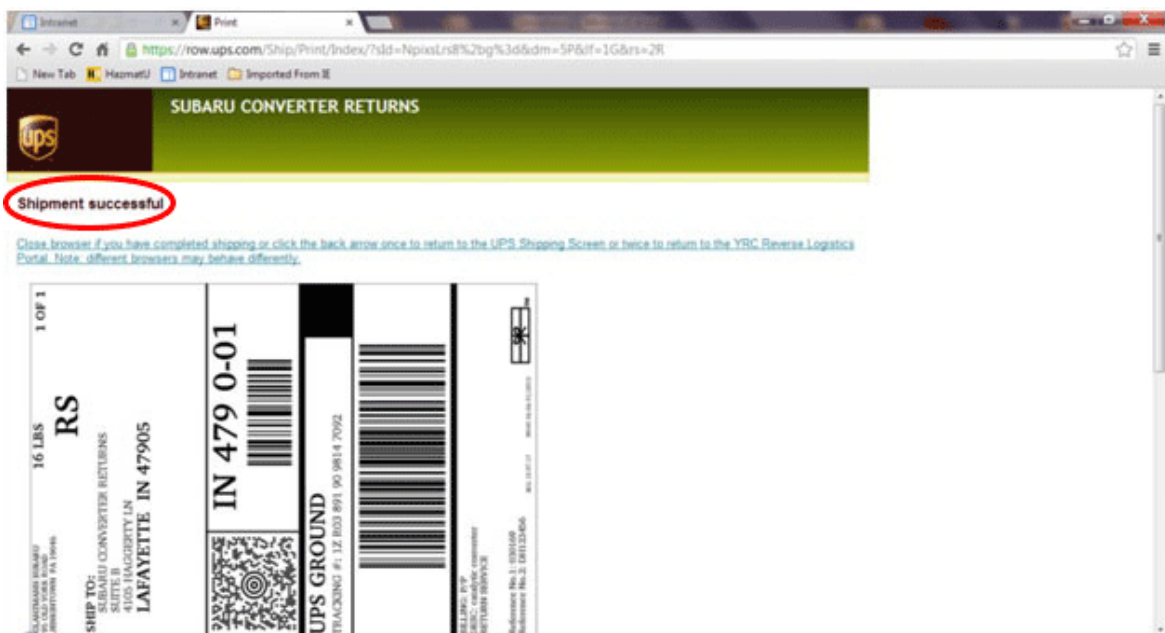
When you have converters to return, click on the link listed under Catalytic Converter Returns. You will be directed to the UPS returns page. Your "Ship From" information will pre-populate into the form along with your Retailer Code. You will be required to select a weight from one of the three available options (16, 19, or 22) and also enter the VIN or RO Number. If you are returning mutiple units, click the "Add" button and enter the information for the additional units. When the information for all units has been entered, click Process Shipment.



Shipment label(s) will be displayed for printing. The information entered in the VIN/RO# field will print on the shipping label as Reference No. 2. This will assist in applying the correct labels to the correct cartons.



When all labels have been printed you will receive the message **Shipment Successful** and have the option of closing your browser or you may click the back button to return to the UPS returns page or the YRC Reverse Logistics Portal.



Please note that the label is designed to print on 8-1/2" x 11" paper. You have three options for applying labels to the cartons:

- Tape the label to the carton with clear shipping tape. Please do not apply tape over the bar codes as this might affect the scanning process at UPS.

- Print the label on self adhesive label stock available from UPS supplies (Item Number 01774501)
- Place the label in a clear plastic pouch available from UPS supplies (Item Number 171604).

Packages can be tendered to UPS in the same manner as packages using the A.R.S. labels.

Please destroy any of the A.R.S. labels you have on-hand as these will no longer be acceptable for the return of converters.

If you have any questions about this new procedure, please contact: The Claims Helpline at 1-866-782-2782.

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15.3.1.3.1 Charges for Improper Shipping of Catalytic Converters and Exhaust Pipes

Improper use of correct shipping methods could result in the claim being partially debited for those costs as outlined below.

Issue	Action
Part not returned within prescribed time limits	Debit of total claim amount
Use of an ARS label on converter/pipe return	Partial debit of \$20.00 per occurrence
Use of UPS third party billing to return converter/pipe	Partial debit of \$40.00 per pipe
Use of shipping company other than UPS to ship converter/pipe	Partial debit of total shipping costs

In order to maintain the integrity of SOA's contract agreement with UPS, it is imperative that the above procedure is followed completely. Failure to properly follow the shipping procedure may result in additional charges that will be passed on to the retailer.

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15.3.2 Part(s) Not Returned As Requested

Parts not returned as requested within the 30 day return period will result in the issuance of a Final Part Return notice. Parts not received by the date on the final notice will result in the claim being debited for the total claim amount. A Claim Adjustment Report will be

sent to the retailer to notify of the intent to debit. Do not return a part after receipt of the Claim Adjustment Report.

SOA reserves the right to return, at retailer expense, any part received after the expiration date on the Final Part Return notice. See Section 13.7 for the appropriate appeal procedure. Do not return the part with the appeal.

[Return to Index](#)

Section 16 - Customer Service

16 Customer Service

Subaru of America, Inc. and Subaru retailers have a vital interest in the complete satisfaction of our customers. It is SOA's intention that retailers provide the primary contact and resolution to customer concerns. CDS Representatives will participate with retailers in this endeavor.

SOA has established a tracking system to record the nature of customer and potential customer contacts including their comments and concerns.

The information provided by the customer reflects his/her opinion of a situation and may not represent the facts as perceived by the retailer.

Customer contacts are assigned a case number. Contacts that require retailer and/or SOA involvement may include follow-up by SOA. Cases are coded and logged in a data base for follow-up and further analysis. Analysis reports are generated quarterly and distributed throughout the Subaru organization, including our field staff.

Types of contacts:

- Sales Issues

Members of CDS are trained to recognize the importance of consumer product inquiries. Potential customers are referred to 3 retailers in their immediate area¹. Referred retailers are advised of the consumer inquiry. If requested, the customer will be given the MSRP and, if applicable, rebate information or other "customer cash" incentives. Retailer pricing information is not provided.

Sale agreements between Subaru retailers and retail sale / lease customers are private transactions. Customers that experience difficulty related to vehicle sale / lease transactions are directed to appropriate retailer personnel for assistance. The retailer will be notified of the contact and requested to provide SOA with follow-up information.

- Service Issues

Subaru Warranty and Maintenance Booklets provide instructions to customers requiring assistance with questions and/or concerns. Customers are advised to:

1. Contact the Subaru retailer and speak with the Service, Parts or Sales Manager.

2. If the concern is not resolved, contact the General Manager of the retailer.
3. If the concern cannot be resolved quickly by the retailer personnel or management, contact the Customer/Retailer Services Department at Subaru America, Inc.

When SOA is contacted by a customer with service related concerns, the customer is requested to follow the steps listed above. A customer case is opened and, when necessary, the retailer is notified.

Cases that are resolved by the retailer without further SOA involvement will be closed.

Cases that require further SOA involvement will be handled as follows:

- The retailer will be notified of the customer contact and requested to provide SOA with follow-up information. The case will reflect a response due date.
- **If no response is received, the case will be coded to reflect poor responsiveness to SOA.** This can be a serious issue if it persists. The SOA Field Representative will address the issue with the retailer. Likewise, if a customer reports that he/she has not been able to get a response from the retailer or the retailer directs the customer to contact SOA, the case will be coded to reflect **poor responsiveness to the customer**.

Retailers that anticipate a customer may contact CDS for assistance are requested to notify CDS in advance. A "retailer alert" case will be created outlining the customer's concern and the actions and/or decisions made by the retailer.

Retailer personnel should refer to other sections of this manual for additional information. For Example:

- Consumer Protection Laws (see **Section 7**)
- Urgent Request for Customer Assistance form (see **Section 7 & Section 17 - Forms**)
- Alternate Transportation Program (see Section 8.4.7).

¹ When geographically possible

Section 17 - Forms

17.1 Warranty Parts Tag MSA5W402A

[Click here for Printable PDF](#)

MSA 5W402A



SUBARU WARRANTY PARTS TAG

CLAIM NO. _____

REPAIR DATE ____/____/____

PART NO. _____

PART NAME _____

VIN NO. _____

ENGINE NO. _____

TRANS. NO. _____

DEALER NO. _____

MILEAGE _____

DESCRIPTION OF FAILURE _____

A Warranty Parts Tag must be attached to each warranty part.

17.2 Retailer Self-Authorization Log

[Click here for Printable/Customizeable PDF](#)

AUTHORIZATION LOG

DEALER NAME:								REGION:				DISTRICT:			
AUTHORIZATION DATA				CLAIM DATA				SERVICE MANAGER / DIR. NAME:							
AUTH CODE	DATE	DLR CODE	ROJOB NUMBER	MLT JOB	MILEAGE	VIN	CLAIM TYPE	FAILURE CODE	ADDTL LAB HRS	PARTS AMT. \$	RENTAL AMT. \$	TOWING AMT. \$	SUBLET AMT. \$	CUSTOMER PORTION \$	TOTAL CLAIM AMT. \$
		Add-		N			PA								
Repair Comment															
Goodwill Comment															
		Add-		N			PA								
Repair Comment															
Goodwill Comment															
		Add-		N			PA								
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Goodwill Comment															
		Add-		N			PA								
Repair Comment															
Goodwill Comment															
		Add-		N			PA								
Repair Comment															
Goodwill Comment															

* Comment section must explain reason for goodwill claim

17.4 Subaru Claim Entry/Appeal Form

[Click here for Printable PDF](#)

SUBARU CLAIM ENTRY FORM												
REGION	DEALER	R/O #	JOB #	START DATE	COMPLETION DATE	VIN (Last 8)	MILEAGE	CUSTOMER LAST NAME	CUST. ZIP CODE			
PA or SA claim type only.												
ORIGINAL SUBMISSION <input type="checkbox"/>		APPEAL <input type="checkbox"/>		APPEND <input type="checkbox"/>		RESULTANT DAMAGE <input type="checkbox"/>		OTHER <input type="checkbox"/>				
CLAIM TYPE*	FAIL CODE	AUTHORIZATION NUMBER			TOWING	RENTAL	EXCHANGE/SERIAL #		TECHNICIAN NUMBER			
					\$	\$						
OPERATION NUMBER	HOURS	ADDITIONAL HOURS	SUBLET AMOUNT		PART NUMBER (List failed part first)	QUANTITY	PART NUMBER (CONTINUED)		QUANTITY			
				\$								
				\$								
				\$								
				\$								
				\$								
				\$								
*If claim type indicated above is one of the following, complete the additional required fields												
RC	RECALL CODE		RECALL CONTROL NUMBER			SA	DEDUCTIBLE		PA	Cust. Amt.	Dir. Amt.	SOA Amt.
							\$			\$	\$	\$
TC	DELIVERY DATE	DAMAGE CODE	PAINT/MATERIAL Amt.		NOTIFICATION SENT		PW	PREV. R/O #		PREV. R/O DATE	PREV. R/O MILES	
			\$		YES	NO						
Attach Delivery Receipt and (if applicable) Letter of Notification and/or dealer invoice.												
Attach copy of Previous R/O.												
COMMENTS:												
<p>FOR ALL CLAIMS, ATTACH A COPY OF REPAIR ORDER. WHERE APPLICABLE, INCLUDE ALL RELATED DOCUMENTS (i.e. TOWING, RENTAL AND/OR SUBLET RECEIPTS, COPY OF HARD COPY WITH PUNCH TIMES AND TECHNICIAN COMMENTS).</p> <p>CLAIM TYPE CODES: WC= Warranty Claim TC= Transportation SA= Subaru Added Security PA= PAR RC=Recall/Campaign Combo</p>												

17.5 Letter of Notification MSA956

[Click here for Printable PDF](#)

SUBARU		LETTER OF NOTIFICATION	No. _____
TO _____ _____ _____ CARRIER BILL OF LADING NO. _____ ARRIVAL DATE _____	D E A L E R	MAILING DATE _____ DLR NO. _____ _____ _____ VIN: _____	
PART I SALVAGE INSPECTION			
(TO BE MAILED TO CARRIER AFTER PARTS REMOVAL)			
SALVAGE DESCRIPTION: _____ _____ _____			
CARRIER: ABOVE SALVAGE IS AVAILABLE FOR INSPECTION FOR 60 DAYS. AFTER THAT TIME, THE SALVAGE WILL BE DISPOSED OF.			
DEALER CLAIM NO. _____		DATE _____	
DEALER SIGNATURE _____		DATE _____	
PART II HIDDEN DAMAGE/DELAYED INSPECTION			
(TO BE MAILED TO CARRIER WITHIN 48 HOURS OF THE DATE OF DELIVERY VIA CERTIFIED MAIL)			
FILED FOR: HIDDEN DAMAGE <input type="checkbox"/> DELAYED INSPECTION <input type="checkbox"/>			
GENTLEMEN:			
ON _____ AT APPROXIMATELY _____ AM <input type="checkbox"/> PM <input type="checkbox"/> YOUR DRIVER DELIVERED A CAR TO THIS DEALERSHIP (VIN/BILL OF LADING/DATE AS NOTED). THE CARRIER'S DELIVERY RECEIPT WAS SIGNED SUBJECT TO INSPECTION. YES <input type="checkbox"/> NO <input type="checkbox"/>			
PLEASE CHECK ONE:			
<input type="checkbox"/> DRIVER LEFT DEALER COPY OF DELIVERY RECEIPT — ATTACHED.			
<input type="checkbox"/> DRIVER NOTED DAMAGE ON YOUR COPY — ATTACHED.			
<input type="checkbox"/> DRIVER TOOK ALL COPIES OF DELIVERY RECEIPT.			
UPON INSPECTION, THE FOLLOWING DAMAGE/SHORTAGE WAS NOTED: _____ _____ _____ _____			
DEALER SIGNATURE _____		DATE _____	
<small>FORM MSA956 FM 0701 5-87</small>			
DEALER: SUBMIT DISTRIBUTOR COPIES AS PART OF CLAIM DOCUMENTATION			

17.7 Urgent Request for Customer Assistance MSA5F9701B

Click here for Printable PDF



Urgent Request for Customer Assistance

Today's Date: _____/_____/_____

VIN (last eight characters) : _____

Current Mileage: _____

Customer Name and Title: Mr or Ms. _____

Customer Address: _____

City, State & Zip: _____

Customer Home Phone: (_____) _____

Customer Work Phone: (_____) _____

Dealer Name & Code: _____

Dir Contact Person/Phone: _____

Details of Customer Concern: _____

List all after-market modifications, parts, and/or accessories: _____

Total Number of Repair Attempts for This Concern: _____

Total Days Out of Service for All Repairs: _____

Notice sent because:

_____ first attempt for a warrantable safety concern

_____ two or more repair attempts for same or similar concern

_____ 10 or more total days out of service for warranty repairs

_____ part delay will keep vehicle out of service 3 or more consecutive days

Provide part number, VOR order Number and VOR order date for each backordered part for this vehicle:

Field Rep Notified Yes No Name _____

Parts Info Coordinator Contacted Yes No Name _____

Please forward entire vehicle history with this form, including ROs for service and maintenance, all correspondence to and from customer and technician notes and punchtimes. If certain information is not available, please do not delay submission for lack of information. Retain this copy for proof of notification.

If the prefix of your dealer code is:	Fax this form to:
01 or 010; 02 or 020	(856) 488-3016
03 or 030	(856) 488-3041
04 or 040	(856) 488-3057
07 or 070; 09 or 090	(856) 488-3315
14 or 140	(856) 488-3381

This form is to be used in accordance with Subaru Policies, Guidelines, and Procedures Section 7.
For additional copies of this form, photocopy the sample in Section 17 of the Subaru Policies, Guidelines, and Procedures Manual
MSA5F9701B Revised May 2001

17.8 Vehicle Modification and Accident Damage Report

Click here for Printable PDF

Vehicle Modification/Damage/Aftermarket Product Report

This report is to be used to notify Subaru of America, Inc. of any of the following:

Aftermarket Modifications
Accident/Flood Damage
Salvage Title
Aftermarket Extended Service Contracts

Fax: 856-488-3041 email: claimsteam@subaru.com
Form must be saved first and attached manually.

VIN: Date:

Model:

Dealer Code: RO Number: Mileage:

Technician Name:

Customer Name:

List modifications, damage and any aftermarket accessories or products below. Attach copy of Repair Order and photos if applicable. If vehicle has an aftermarket extended service agreement, list name of company and terms of contract.

Dealers are reminded of their obligation under the Subaru Dealer Agreement to clearly and conspicuously identify, in writing, to their customers that vehicle alterations have been made using other than Genuine Subaru Parts and accessories and stating that the non-Genuine Parts and accessories will not be afforded warranty coverage by SOA. Additionally, dealers are obligated to furnish SOA (or if applicable, SNF or SOC) with the vehicle identification numbers of all vehicles that have experienced unauthorized modifications.

17.9 Kenwood Exchange Request

Kenwood Corporation

The Kenwood Corporation may be contacted through their website www.fthgroupinc.com.


The Kenwood Service Center is open from 9 AM – 5:30 PM Pacific Time. Requests arriving after 2:00 PM PST are processed the following business day.

Kenwood Corporation

www.fthgroupinc.com

17.11 Final Appearance Assurance Checklist

[Click here for Printable PDF](#)

SUBARU 		Subaru Final Appearance Assurance Checklist	
VIN:		Dealer Name:	Dealer Code:
Inspector Name:		Date:	Stock Number:
Year and Model:	Body Style:	Color:	Trim Color/Level:
Mileage:		Number of Open Campaigns:	Number of Keys and Key Code:
Comments:			

Appearance assurance immediately prior to customer delivery and acceptance: Ensure that the items below are free from dirt, blemishes, shipping protectors, and damage.

Check the if the item is OKAY. Check the if correction is required and note within the "comments" field above.

FRONT COMPARTMENT INTERIOR

- Steering wheel
- Dash pad/instrument panel
- Headliner
- Sunvisors
- Passenger's side door trim panel
- Passenger's seat upholstery and trim
- Glove box
- Carpet
- Floor mats
- Center console, cup holder and arm rest

- Driver's side door trim panel
- Driver's seat upholstery and trim

REAR COMPARTMENT INTERIOR

- Back of front seats
- Package shelf (WA)
- Rear carpet
- Floor mats
- Side door trim panels
- Rear seat upholstery and trim
- Trunk/Cargo area trim

EXTERIOR

Visually inspect the sheet metal and body paint for damage or stains in detail and correct as necessary. Visually inspect all glass and light lenses for any damage, cracks, or excessive gaps to the body sheet metal and correct as necessary. Visually inspect all other plated or painted parts for damage or loss of gloss and correct as necessary.

- Front bumper
- Hood
- Driver's side body panels
- Passenger's side body panels
- Door sills and jambs
- Roof
- Trunk/Tailgate
- Rear Bumper
- Glass and lenses
- Other plated or painted parts
- Overall paint condition

Inspector Signature _____ Date _____

Sales Consultant _____ Date _____

Sales Manager _____ Date _____

Other _____ Date _____

INSTRUCTIONS: Prepare in duplicate--no carbon required.
White: copy to owner
Duplicate: copy to dealer file.

MSA50553A
Rev. 09/04

17.12 Oil Consumption Test

[Click here for Printable PDF](#)

Consolidated Engine Oil Consumption Test

This form is to be used for all vehicles. It must be used when performing TSBs 02-143, 144, 145 and 147-153. This test must be completed before performing any internal repairs.

Owner's Name: _____
 Vehicle Identification Number (VIN): _____
 Engine Type and size (i.e. FB 2.0 or 2.5): _____ Engine Number: _____
 Repair Order No.: _____ Technicase Number: _____
 Dealer Number, Name and Contact Person: _____

This test is used to determine the rate of oil consumption. It is required as supporting documentation for oil consumption-related engine repairs after determining the following: the oil consumption described by the customer is unusual, the engine is **beyond the 1000-mile break-in period**, there are no external leaks and the PCV system is operating properly.

REQUIRED INFORMATION TO INITIATE OIL CONSUMPTION TEST- COMPLETE ALL QUESTIONS	YES	NO	UNKNOWN	ADDED*
Customer checked oil level and found it low? How much?				
Customer reports that low oil level lamp illuminated?				
Customer added oil at that time? How much?				
Technician found low oil level lamp illuminated?				
Technician inspected and found oil level low? How much?				

SINCE YOU HAVE COMPLETED THIS SECTION AND FOUND UNUSUAL OIL CONSUMPTION, FAX THIS FORM TO 800-488-8719 AND BEGIN TEST!

* 1 quart = 16 fl oz = 32 fluid ounces (fl oz), 0.5 gal = 16 fl oz, 0.1 gal = 0.2 fl oz. Indicate the unit of measurement and do not round any values up or down. Precision is required.

Begin the test by changing the engine oil and filter and recording the date and mileage below:

Oil and Filter Change Date: _____ Mileage: _____

After changing the engine oil and filter, confirm the engine oil level is even with the upper hole (FULL mark) on the dipstick and not below it before releasing the vehicle. Instruct the customer on how to check the oil level. It should be checked regularly for example, when refueling (engine must be off for more than five minutes and the vehicle parked on a level surface while checking). Instruct the customer to return to the dealer as soon as one of the following occurs:

- When a minimum of 1200 miles has elapsed
- When the low engine oil warning lamp illuminates
- When the customer determines that the engine oil level has dropped to the add mark

DATE	MILEAGE	OIL LEVEL	OIL ADDED	MILES DRIVEN	OIL CONS./MILES

Consumption rate determined _____ per _____ miles
 (Oil Consumed every 1200 Miles = OIL ADDED ÷ MILES DRIVEN ÷ 1200)

If there is oil consumption of 1/3 of a quart (10.7 or in 1200 miles) or more observed and calculated as part of this test, proceed with the repairs listed in the applicable bulletin. If no applicable bulletin then proceed with repair as indicated by your diagnosis or contact SCA Technicase** for assistance. If unsure about the dipstick indication of 1/3 of a quart, add 1/3 of a quart of oil, (allow at least 5 minutes) then re-check to see if the oil level is full or over-full. If the level is at or below the FULL Mark, perform the applicable repair. If the level is above the FULL Mark, no repair is necessary as the consumption rate during this period is less than 1/3 of a quart (10.7 oz). This rate of oil consumption is not considered unusual. In this test case, if there have been other reports of sporadic engine oil consumption, they are most likely vehicle usage related (see notes in the Introduction section of the TSB) and not a result of any internal engine condition requiring repairs. If the vehicle usage cannot be adjusted, it is recommended suggesting more frequent oil and filter changes to better accommodate the usage and / or the customer's preferences should they feel uncomfortable with checking the engine oil regularly and adding oil when necessary.

Always close the repair order on the day the oil change has been completed and submit the claim for the oil consumption test using the coding provided below. Indicate "Oil Consumption Test" in the comments field / box when entering your claim. **DO NOT** hold the repair order open until the vehicle repairs.

LABOR DESCRIPTION	LABOR OPERATION #	PAI CODE	LABOR TIME UNIT	CVT
Oil & Filter Change, Oil Leak & PCV System Inspection	A205-300	APJ-86	0.5	

IMPORTANT: Please fax this form to (800) 488-8719 when completed. This fax is for quality assurance purposes only. You will NOT receive any response from this fax. If you need assistance, please contact SCA's Technicase. Fax a copy of all related documents including this form to Technicase at (800) 254-1427 before calling. Always attach a copy to the customer's service file or the repair order hard copy for your records.

17.13 PAR Repair Assistance for Trade-In Vehicles

Click here for Printable PDF.

PAR REPAIR ASSISTANCE FOR TRADE-IN VEHICLES

DATE _____ AUTHORIZATION CODE _____

REGION/DEALER CODE _____ VIN _____

WARRANTY START DATE _____ CURRENT MILEAGE _____

CUSTOMER NAME _____ CUSTOMER PHONE _____

REPAIR ORDER NUMBER/JOB _____ REPAIR COSTS _____

CAUSE OF FAILURE _____

DATE REPAIRS TO CORRECT FAILURE WAS COMPLETED _____

CONDITION OF VEHICLE (POOR/FAIR/GOOD) _____

VEHICLE VALUE (KELLY BLUE BOOK/NADA USED CAR GUIDE) _____

(FOR VEHICLES CURRENTLY IN DEALER INVENTORY)

VEHICLE SALE VALUE PRIOR TO REPAIR _____

VEHICLE SALE VALUE AFTER REPAIR _____

(FOR VEHICLES CURRENTLY BEING CONSIDERED FOR TRADE-IN)

VEHICLE TRADE-IN VALUE PRIOR TO REPAIR _____

VEHICLE TRADE-IN VALUE AFTER REPAIR _____

1) DOES CURRENT CUSTOMER HAVE SUBARU ADDED SECURITY EXTENDED SERVICE POLICY? YES NO _____

2) DOES CURRENT CUSTOMER HAVE OTHER EXTENDED SERVICE POLICY? YES NO _____

3) DOES CURRENT CUSTOMER HAVE MAINTENANCE PERFORMED AT DEALERSHIP? YES NO _____


4) DOES CURRENT CUSTOMER USE VEHICLE FOR COMMERCIAL PURPOSE? YES NO _____

5) IS CURRENT CUSTOMER 1ST OWNER? YES NO _____


DEALER SIGNATURE _____ DATE _____ CUSTOMER SIGNATURE _____ DATE _____

17.14 TomTom / Fujitsu Ten Advanced Exchange Form

Click here for printable PDF



Fujitsu Ten Advance Exchange Fax Form



Fax to: **1-800-438-5410** Questions? Contact us at **1-800-237-5413**

Step 1: WARRANTY: YES NO → PO #: _____

Date: _____ Dealer Name: _____

Dealer Code: _____ Dept: _____ Contact Name: _____

Dealer Address: _____

Dealer Phone: _____ Dealer Fax: _____ Repair Order Number: _____

Date Vehicle Sold: _____ Mileage: _____ Software Version: _____

Customer Name: _____ VIN: _____

Step 2: Which product do you need? (Select only one box)

TomTom Navigation

Head Unit


or

PND

Subaru Part Number: _____

AVN SD Card Navi (Gen I)


Head Unit **with SD Card**



Subaru Part Number: _____

Micro SD Card Navi (Gen II)


Head Unit **without SD card**



Subaru Part Number: _____

Display Audio

Head Unit



Subaru Part Number: _____

If you enter: 1) Aha upgrade for 802/1A/RTA, or 2) SD Card only for Subaru 15-158-12 / 15-158-12 → Call Fujitsu Ten at 1-800-237-5413

Step 3: Questions:

1. Did you duplicate customer concern? Yes No

2. Did you use Troubleshooting Guide? Yes → Did it help? Yes No → It is available on STIS

3. Did you contact Technical Assistance? Yes No → Case # _____

Step 4: 1. Description of customer concern (Please describe in detail):

2. When did problem occur? Write date and time of occurrence.
 _____ (month), _____ (date), _____ (clock time)

Always Most of the time Sometimes

3. Where did problem occur? (Ex. Hills or Mountains, Cities with large buildings, etc.)

4. What were the vehicle situations? (Ex. Fast driving, Rough road, Parked, etc.)

5. What action by the customer led problem? (Ex. ACC-ON, Insert disc, Press specific button, etc.)

RADIO

AM Station _____

FM Station _____

XM Station _____

XM Station _____

No Sound _____

No/Poor Reception _____

Noise/Static _____

Sound cuts in/out _____

Other (Describe below) _____

Other Audio Problem (USB, iPod, AUX) _____

CDDVD

Won't Accept CDDVD _____

Won't Eject CDDVD _____

Won't Play _____

CDDVD Skips _____

No Sound _____

Noise _____

Sound cuts in/out _____

Shows Error _____

Other (Describe below) _____

NAVIGATION

No Map Displayed _____

No Voice Guidance _____

Guidance volume too low _____

Inaccurate vehicle position _____

Won't read Date _____

Won't update _____

Destination/Route problem _____

Map screen freezes _____

Overall Nav operation slow _____

Other (Describe below) _____

DISPLAY/TOUCH SCREEN

No Display / Black _____

Display Abnormal _____

Brightness/Contrast Abnormal _____

Discoloration _____

No Rear Camera _____

Display freezes _____

Shows Error/ Caution _____

Slow Response _____

Other (Describe below) _____

APPS (Starlink, Aha, Pandora, Mirrorlink)

Starlink

Contact Subaru Technical Assistance first to solve Starlink, Aha, Pandora, or Mirrorlink problem.

APPS function does not work

Please describe in detail: _____

PND (TomTom Portable Navi)

PND stops charging _____

PND does not charge _____

Other PND _____

Response from Fujitsu Ten (F-Ten use only)

Claim Number: _____ Comment to Dealer: _____

rev. 09-23-2014

17.15 Panasonic Exchange Form

Click here for printable PDF

PANASONIC AUTOMOTIVE SYSTEMS OF AMERICA
WARRANTY ORDER FAX FORM

FAX NUMBER: (800) 682-8058

DATE: _____

Please Print Clearly. Complete the form and send by FAX

Dealer Code	Repair Order #	Vehicle		Audio/Video Unit
		Sales Date	Mileage	Model #
VEHICLE IDENTIFICATION NUMBER (VIN) - Please Enter All 17 Characters				Circle Warranty Status Below
<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>				
Customer Name				In Warranty
				Out of Warranty
COMPLAINT		Dealer Information / Contacts		
<input type="checkbox"/> WHOLE	<input type="checkbox"/> Absolutely No Power	Name _____		
	<input type="checkbox"/> No Sound w/ Power On	Address _____		
<input type="checkbox"/> CASS	<input type="checkbox"/> No Volume Control	City/Town _____		
	<input type="checkbox"/> Cuts Out	State/Territory _____		
<input type="checkbox"/> FM	<input type="checkbox"/> Fades In/Out	ZIP _____		
	<input type="checkbox"/> Noise / Static	Telephone _____		
<input type="checkbox"/> AM	<input type="checkbox"/> Distortion / Poor Sound	FAX _____		
	<input type="checkbox"/> Won't Hold Stations	Attn _____		
<input type="checkbox"/> EQ	<input type="checkbox"/> Won't Hold Memory	Parts _____		
	<input type="checkbox"/> Lights Inop	Service _____		
<input type="checkbox"/> CD	<input type="checkbox"/> Won't Accept Disc/Tape			
	<input type="checkbox"/> Won't Eject Disc/Tape			
<input type="checkbox"/> OTHER	<input type="checkbox"/> CD Skips			
	<input type="checkbox"/> Other _____			
Please Explain Customer Complaint In Detail				
OUT OF WARRANTY EXCHANGE		OVER THE COUNTER PURCHASE		
YES _____		Purchase Date _____		
NO _____		Previous Claim Number _____		
DSM Auth # _____				
PANASONIC CONFIRMATION DATE _____				
PANASONIC CONFIRMATION / CLAIM NUMBER _____				
<i># Applicable, Out of Warranty Exchange Price:</i> _____				

17.16 Myron and Davis Warranty Exchange form

Click here for printable PDF

Myron & Davis Warranty Exchange Request Form				
Subaru Accessory Headrest Rear Seat Entertainment				
Service Center Number: 1-866-435-6789			Fax Number: 909-796-0597	
Dealer to complete this section (Please print):				
Date	Dealer Number	Dealer Name	Contact Name (First and Last Name)	Phone Ext.
Vehicle Identification Number		Warranty Start Date	Repair Order Number	Mileage
Quantity	Part Number	Part Description	Description of Failure	
Check ALL that apply: The problem occurs.....		Dealer Address Attention Phone Number Fax Number E-mail Description		
Myron & Davis to complete this section:			File Claim Receipt Date:	
RA Number	RA Code	Call Tag Receipt	Replacement ship date	Replacement Unit Shipment Tracking Number
Date Rec'd	Date Inspected	QC Inspector	Labor Authorization Code (Confirmed defect)	
Check ALL that apply: The condition was.....		Issue Labor Authorization Return Tracking Number/Date		
Confirmed	<input type="checkbox"/> Confirmed <input type="checkbox"/> DUD (used inside manufacturer) <input type="checkbox"/> Non-warranty return <input type="checkbox"/> Noticable issue (NFI) <input type="checkbox"/> Other	<input type="checkbox"/> Not repairable or electrical issue full detail Description		
Repair authorized?		Name	Date	
Completed Form: Faxed to Retailer		Date:		

Section 18 - Genuine Subaru Performance Parts

18.1 Who Makes This Warranty

This warranty is made by Subaru of America, Inc. (SOA)*, Subaru Plaza, PO Box 6000, Cherry Hill, New Jersey 08034-6000.

18.2 Who Is Covered

This warranty only applies to select Genuine SUBARU Performance Parts purchased from an Authorized SUBARU Retailer located in the continental United States or Alaska. Every owner of the part during the warranty period shall be entitled to the benefits of this warranty. If the part is sold or otherwise transferred during the warranty period, it is recommended that the new owner be given proof of purchase documents for the part.

18.3 Duration of This Warranty

This warranty begins on the day you purchase a covered Genuine SUBARU Performance Part and lasts for 1 year regardless of vehicle mileage.

18.4 What is Covered

This warranty covers measures needed to correct defects in material or workmanship which occur under normal use in any covered Genuine SUBARU Performance Part.

This warranty is subject to change. Consult your Subaru retailer for actual coverage at time of performance part purchase.

18.5 How to Get Warranty Service

A defective performance part will be replaced or, at the option of SOA or your Authorized SUBARU Retailer, repaired using new or remanufactured parts, without charge to you. Warranty claims must be made as soon as reasonably possible after a defect is discovered, but before the end of warranty coverage for the particular performance part. It is recommended that warranty claims be made at the SUBARU Retailer who sold you the performance part, although warranty claims can be presented to any Authorized SUBARU Retailer located anywhere in the continental United States or Alaska. When a warranty repair or replacement is needed, your car (or, if you prefer, just the part) must be brought to an Authorized SUBARU Retailer's place of business during normal business hours. In all cases, a reasonable time must be allowed for warranty repairs to be completed after the part is received by the retailer.

18.6 Owners Responsibility to Retain Proof of Purchase and Maintenance

It is the owner's responsibility to retain documents which show the date of purchase of the performance part and to present those documents upon request at the time a warranty claim is made. Failure to present proof of purchase documents upon request may result in denial of a warranty claim. If applicable, it is also your responsibility to retain proof that all inspection and maintenance services are performed when recommended.

18.7 What is Not Covered

This warranty does not cover: (1) any performance part which is covered by any other written warranty from its manufacturer or from SOA; (2) normal deterioration of appearance items; (3) labor costs; and (4) the failure of any other part or accessory or the contamination of fluids that results from the installation or use of the performance part covered under this warranty.

This warranty does not cover any performance part which malfunctions, fails or is damaged due to: (1) objects striking the car or any road hazards, whether on or off the road; (2) collision, accident, abuse, neglect, misuse, or any other causes beyond the control of SOA; (3) the failure either to perform any normal maintenance on or follow any operating instructions for the performance part; (4) the failure to follow the operating instructions for the car set forth in the Owner's Manual or failure to follow the Schedule of Recommended Inspection and Maintenance for the car set forth in the Warranty and Maintenance Booklet; (5) improper installation, adjustment or repair of the car or improper adjustment, repair or installation of the performance part; (6) alterations made by changing, adding to or removing any items from the car or from the performance part; (7) installation in or attachment to the car of accessories or equipment not approved or recommended by SOA; (8) commercial use of the car, unless this exclusion is expressly waived in writing by SOA; (9) use of the car in any race or competitive event; (10) airborne fallout (including, but not limited to, chemicals, tree sap, bird droppings), salt, hail, windstorm, flooding, water, lightning, extreme temperatures, or any other environmental cause; (11) failure to follow recommendations on fuel use contained in the Owner's Manual; (12) the vehicle being dismantled or changed in such a manner that constitutes a material alteration of its original construction; (13) damage to a covered part directly caused by the failure of a non-covered part or event; and (14) damage caused by adding or applying chemicals other than those approved or recommended by SOA.

18.8 Warning Concerning Non-Genuine Subaru Performance Parts

Genuine SUBARU Performance Parts are new or remanufactured items which have been approved, recommended, and supplied by SOA. Some retailers sell Genuine SUBARU Performance Parts, as well as other parts and accessories. This warranty applies only to select Genuine SUBARU Performance Parts. It does not apply to any other parts or accessories.

18.9 General

SOA, through an Authorized SUBARU Retailer, will repair or replace under this warranty covered Genuine SUBARU Performance Parts that malfunction or fail during the warranty period as a result of a manufacturing defect. However, SOA has no control over damage which occurs to the performance part caused by such things as objects striking the car, collision, misuse, improper installation or lack of maintenance. Therefore, damage to a part for any reason which occurs as a result of the way the car is operated or treated is not covered under this warranty.

SOA, its Distributors, and Authorized SUBARU Retailers reserve the right to make changes in parts and accessories sold by them at any time without incurring any obligation to make the same or similar changes in parts and accessories previously sold by them.

THIS WARRANTY IS THE ONLY EXPRESS WARRANTY BY SOA ON SELECT GENUINE SUBARU PERFORMANCE PARTS. SOA, its Distributors, and Authorized SUBARU Retailers do not authorize any person to assume for any of them any obligations or liabilities greater than or different from those set forth in this warranty.

This warranty gives the owner specific rights, and the owner may also have other rights which vary from state to state.

ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE APPLICABLE TO THE PERFORMANCE PART IS LIMITED IN DURATION TO THE PERIOD OF THIS WARRANTY. Some states do not allow limitations on how long an implied warranty lasts; therefore, the above limitation may not apply.

SOA, ITS DISTRIBUTORS, AND AUTHORIZED SUBARU RETAILERS SHALL NOT BE LIABLE FOR ANY LOSS OF USE OF THE CAR, FOR ANY ALTERNATE TRANSPORTATION, LODGING, FOOD OR TELEPHONE EXPENSES, FOR ANY DAMAGE TO GOODS, COMMERCIAL LOSS, LOSS OF TIME OR INCONVENIENCE, OR FOR ANY OTHER INCIDENTAL OR CONSEQUENTIAL DAMAGES. Some states do not allow the exclusion or limitation of incidental or consequential damages; therefore the above limitation or exclusion may not apply.

18.10 Important Notice

This Subaru performance part has been designed and is intended for off highway application only. Installation of this part on a vehicle intended for use on public roads may violate state or federal laws and regulations including those relating to emissions requirements and motor vehicle safety standards. Federal and many state laws prohibit the removal, modification or rendering inoperative of any part or vehicle system affecting emissions or safety. Violations may result in a fine of up to \$10,000 per vehicle. In addition, installation of this part may adversely affect the warranty coverage on your vehicle.

18.11 Performance Warranty Policy and Coverage Guide

- 18.11.1 Freight Reimbursement
- 18.11.2 Defective "Off the Shelf"
- 18.11.3 Labor Reimbursement
- 18.11.4 Over the Counter Parts Sales
- 18.11.5 Wholesale Parts

18.11.1 Freight Reimbursement

Freight charges may be claimed if parts are ordered VOR (vehicle off road) in order to complete a warranty repair.

This policy covers all freight charges **except Next Day Air**.

A warranty claim should be submitted on the same R.O. that contains the ordered part as a separate job. The separate job should be entered as follows:

- Labor operation number 101-105 for 0.0 hours.
- Failure code VOR99.
- Enter freight amount in sublet field.
- Enter the 8-digit parts invoice number in the "Misc Detail" field.

Freight charges that exceed \$200.00 require authorization from your District Parts and Service Manager.

NOTE: Claims that do not qualify for this policy or are incorrectly submitted are subject to rejection or debit.

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18.11.2 Defective "Off the Shelf"

Parts that are found to be defective when removed from the packaging or are incorrectly identified on the packaging should not be submitted as a parts warranty claim. Request for credit should be submitted to the Subaru Fixed Operations Department through Subarunet.com. (For more information, please refer to your Subaru Parts System training manual or contact your District Parts and Service Manager.)

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18.11.3 Labor Reimbursement

SOA does NOT reimburse the retailer for any labor costs necessary to replace a defective performance part classified as a part with the Parts Only Limited Warranty.

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18.11.4 Over the Counter Parts Sales

A valid vehicle identification number (VIN) is required and determines the parts handling allowance based on the model year of the vehicle. **Claims cannot be processed without a valid VIN.** Claim entry requires the following:

- VIN of the vehicle on which the part was installed
- Vehicle mileage at original purchase
- Previous invoice/repair order number
- Previous invoice/repair order date
- Vehicle current mileage

In accordance with the terms of this warranty, coverage extends only to the retailer's cost of the part or accessory. There will be no coverage provided for labor expenses.

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18.11.5 Wholesale Parts

Select Performance Parts sold by Authorized Subaru Retailers to wholesale accounts for resale to retail customers are covered by this Performance Parts - Parts Only Warranty. Warranty coverage on those Performance Parts begins on the date the parts are sold to a retail customer by the wholesale account.

Claims for defective "wholesale" Performance Parts must be submitted through normal warranty claim submission procedures.

A valid vehicle identification number (VIN) is required and determines the parts handling allowance based on the model year of the vehicle. **Claims cannot be processed without a valid VIN.** Claim entry requires the following:

- VIN of the vehicle on which the part was installed
- Vehicle mileage at original installation
- Previous retail invoice/repair order number
- Previous retail invoice/repair order date
- Vehicle current mileage

In addition, the selling retailer is required to retain and submit, upon request, copies of invoices or other receipts sufficient to confirm the following:

- The retailer's sale to the wholesale account

Section 18 - Genuine Subaru Performance Parts

- The wholesale account's sale to the retail customer
- The date of the retail sale

In accordance with the terms of this warranty, coverage extends only to the retailer's cost of the part or accessory. There will be no coverage provided for labor expenses.

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Glossary

4

4EAT: Four Speed Electronic Automatic Transmission

A

A/C: Air Conditioning

A/T: Automatic Transmission

ATP: Alternate Transportation Program

AWD: All Wheel Drive

C

CAL: California

CARB: California Air Resources Board

CDS: Customer / Dealer Service

CVJ: Constant Velocity Joint

D

DCS: Dealer Communication System

DOJ: Double Offset Joint

E

EPA: Environmental Protection Agency

ERO: Electronic Repair Order

F

FED: Federal

FJT: Free Ring Triport Joint

M

M/T: Manual Transmission

P

PAR: Policy Adjustment Request

PDI: Pre Delivery Inspection

Q

QMR: Quality Monitoring Report

R

RHD: Right Hand Drive

RO: Repair Order

S

SOA: Subaru Of America, Inc.

SOP: Special Ordered Part

SRS: Supplemental Restraint System (Air Bag)

STIS: Subaru Technical Information System

V

VIN: Vehicle Identification Number

VOR: Vehicle Off Road

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