

**ATTENTION:**  
GENERAL MANAGER   
PARTS MANAGER   
CLAIMS PERSONNEL   
SERVICE MANAGER

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




QUALITY DRIVEN® SERVICE

## SERVICE BULLETIN

**APPLICABILITY:** All Vehicle Lines / All Model Years

**NUMBER:** 09-51-08R

**SUBJECT:** Catalytic Converter Revised Shipping Procedure

**DATE:** 03/14/08

**REVISED:** 05/29/13

### INTRODUCTION

The purpose of this bulletin is to advise of SOA's revised Catalytic Converter Recycling Program shipping procedure.

Since 2012 100% of all converters shipped from the RDC's are packaged in boxes. Saving and re-using those boxes for the return shipment is practical from many perspectives including reducing costs and generation of waste. While less than 10% of all pipes returned to SOA are shipped "loose" (no packaging), UPS charges SOA a surcharge on all return shipments for these few exceptions. As a result "Loose" shipping of catalytic converter pipes is no longer an acceptable practice. Upon claim approval, dealers will receive a Part Return Notice for all converter pipes. The proper revised procedure for returning these converter pipes is described below. **Please review closely as improper shipping procedures may result in additional shipping charges that will be passed on to the dealer.**

### PARTS/MATERIAL NEEDED

- ARS pre-printed UPS shipping label.
  - Orders can be made by the dealer through the parts ordering system using part number MSA5W0307A.
  - These pre-printed labels are **only valid for use on catalytic converter returns.**
- Subaru Warranty Parts Tag part number MSA5W402A.
- Miscellaneous common shipping material. (i.e.: Tape/Staples/Packing Paper)
- **Box from received converter shipment or equivalent**

SOA will issue a Part Return Request for all catalytic converters requested. It is important the dealer send the catalytic converters to the address listed in the "ship to" box by means of the pre-printed ARS label (P/N MSA5W0307A). Subaru Warranty Parts Tag and a legible copy of the repair order that includes detailed technician comments are mandatory for each part returned. Any part(s) received without all the required information will be subject to a claim debit for the full amount of the claim.

The dealer is required to package the catalytic converter in a shipping box. Any catalytic converter returned "loose" or damaged to the extent they cannot be processed due to improper packaging are subject to debit, regardless of the reason

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

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

**SUBARU OF AMERICA, INC. IS "ISO 14001 COMPLIANT"**

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

## PREPARATION FOR SHIPPING

**NOTE:** One converter/pipe equals one ARS shipping label. Multiple converters/pipes should never be packaged together. Parts must be unbolted and separated before shipping.

- Attach a completed Subaru Warranty Parts Tag to the converter/pipe.
- Place the Parts Return Notice and a legible copy of the Repair Order inside the shipping box or in a clear plastic shipping pouch on the outside of the shipping box.
- Add dealer address information and repair order number to the ARS label as shown below.
- Document the ARS tracking number in an internal log for proof of shipment or attach the self adhesive tracking strip at the bottom of the ARS label directly to the hard copy of the Repair Order
- Place the self adhesive UPS pre-printed ARS label on the shipping box. Use caution to position the label to avoid excessive creasing in the bar code. Place the prepared part in the outgoing shipping location ready for the next available UPS driver.

**UPS DRIVER INSTRUCTIONS: YOU ARE AUTHORIZED TO ACCEPT THIS PACKAGE WITHOUT A PICKUP RECORD.** **A.R.S.**

**FROM:** Name: Dealer Name and Address  
Street:  
City: State: ZIP Code:

**SHIP TO:** MIKE MELLADY  
SUBARU OF AMERICA ARS  
4105 HAGGERTY LANE  
**LAFAYETTE IN 47905 8733**

**IN 479 0-01**

**UPS GROUND**  
TRACKING #: 1Z 4R8 F73 06 0074 8419

**UPS Authorized Return Service\*** MM 64 0A 03/2007 01118514 10/06 MW

REF #: VIN and Repair Order Number

**GROUND A.R.S. TRACKING NUMBER** | **REF #/ DATE**  
1Z 4R8 F73 06 0074 8419 | VIN, Repair Order Number & Ship Date

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## SPECIAL INFORMATION REGARDING DEBITED CLAIMS:

- Debits must be appealed in writing through Service Claims Section using proper documentation. (See Section 13.7 of the Subaru Claims Policies and Procedures Manual) Separate UPS tracking numbers for EACH converter pipe must be included. Please include a contact name at the dealership on the appeal form.
- In cases where the converter pipe is still at the dealership at the time the appeal is filed, do not return the pipe unless you are contacted by SOA with return instruction. If notified by SOA that an adjustment or debit will be reversed based on the return of a converter pipe, the dealer will have 10 calendar days to ship the pipe to the PCC. Failure to return the converter pipe within 10 calendar days may result in denial of the appeal.

## CHARGES FOR IMPROPER SHIPPING

Improper use of correct shipping methods will result in the claim being partially debited for those cost as outlined below.

"Loose" Converter Shipment	Debit of total claim amount
Damaged Converter due to insufficient packaging	Debit of total claim amount
Part not returned within prescribed time limits	Debit of total claim amount
Use of ARS label on part other than catalytic converter	Partial Debit for \$20.00 per occurrence
Use of UPS third party billing to return catalytic converter	Partial Debit for \$40.00 per pipe
Use of shipping company other than UPS to ship converter	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 outline above may result in additional charges that will be passed on to the dealer.