

US Dept of Transportation
National Highway Traffic Safety Administration
1200 New Jersey Ave SE
West Bldg
Washington, DC 20590

Subject: Subaru Thermo Control Valve Non-Recall

As an owner of a 2019 Subaru Forester Touring, I received an extended warranty notice from Subaru announcing an extended warranty for a Thermo Control Valve.

Apparently, per 2023 Class Action Lawsuit, failure of this valve can cause serious financial and safety problems for the vehicle owners. No recall has been issued.

The Subaru defect class action lawsuit is *Austermann, et al. v. Subaru of America Inc., et al.*, Case No. 1:23-cv-22626, in the U.S. District Court for the District of New Jersey.

I respectfully submit that Subaru should recall the subject vehicles to replace the Thermo Control Valves.

I have attached a copy of my extended warranty notice from Subaru.

[REDACTED]
Pittsburgh, PA [REDACTED]
[REDACTED]

R

VIN: JF2SKAWC5[REDACTED]



Subaru of America, Inc.
PO Box 9103
Camden, NJ 08103-9877
1-877-551-7149
www.subaru.com



[REDACTED]
PITTSBURGH, PA
[REDACTED]

April 2024

Important Notice:

**Warranty Extension for the Thermo Control Valve on certain
2019-2021 Forester, 2020-2022 Outback, 2020-2022 Legacy, 2021 Crosstrek**

PART # 21319AA010
CODE

Dear Subaru Owner:

As part of Subaru of America's dedication to customer satisfaction, Subaru of America, Inc. (SOA) is announcing a Warranty Extension to the Thermo Control Valve (TCV) on certain 2019-2021 Forester, 2020-2022 Outback, 2020-2022 Legacy and 2021 Crosstrek sold or leased in the United States.

Affected vehicles are equipped with a Thermo Control Valve (TCV) that may set a Diagnostic Trouble Code/Check Engine Light (DTC/CEL). Should you experience a check engine lamp, contact your retailer for service.

If your vehicle is operating as expected, you do not need to take your vehicle to a Subaru retailer for repairs.

NOTE: No action is required by you to receive the benefit of this warranty extension. The extension has been automatically applied to your vehicle.

Please complete the claim form online at subaruclaims.autosolutionteam.com and attach the required documentation listed below:

- **Attach a copy of the receipt or invoice for the repair.** A copy of the repair invoice or work order showing repair will meet this requirement. The invoice must show your vehicle model, vehicle identification number (VIN), the name and address of the facility that completed the repair, the cost of the repair (parts and labor), and the date the work was completed.
- **Attach proof of payment**, such as a copy of the canceled check, bank statement, cash receipt, or credit card receipt showing what you paid for the repair.
- **You Must Submit your application for reimbursement within six (6) months from the date of this letter.**

If you prefer to apply for reimbursement by mail, please send a completed *Claim Reimbursement Form* and copies of the required documentation listed above to:

Subaru of America Inc.
TCV Warranty Extension
2670 Executive Dr
Indianapolis, IN 46241

Please allow 45 days for the reimbursement to be processed. Failure to include proper documentation may delay your reimbursement.

Sincerely,

Subaru of America, Inc.

Thermo Control Valve Warranty Extension Coverage

This extension covers the costs of diagnosis and replacement of the Thermo Control Valve for a confirmed failure of the component. The coverage period extends the Basic New Car Limited Powertrain Warranty as it applies to the Thermo Control Valve to Fifteen (15) years or one hundred and fifty thousand (150,000) thousand miles whichever occurs first.

Inspections or repairs under this coverage period must be completed prior to the expiration of that Fifteen year period, or before 150,000 miles, whichever comes first from the vehicle Warranty Start Date.

If you have questions about this notice, please contact the TCV Warranty Extension Hotline at 877-551-7149. Additional information can be found online at: subaruclaims.autosolutionsteam.com

Reimbursement Eligibility

- You may be eligible for reimbursement if you paid to have your vehicle's Thermo Control Valve replaced after the expiration of the original Basic New Car Limited Powertrain Warranty period, but before this announcement of this newly extended warranty period of Fifteen (15) years/ 150,000 miles.
- You must have paid an out-of-pocket expense for a repair that would have been covered had it occurred during the warranty coverage period. This includes any deductible expense or partial reimbursement for repairs.
- If you have been previously reimbursed by SOA or one of its retailers for partial coverage of this repair, only the portion that has not been reimbursed is eligible for reimbursement.
- You are not eligible to recover any repair costs previously reimbursed or paid for by any third-party, including Subaru Added Security, other extended warranty providers, or an authorized Subaru retailer.

To Apply for Reimbursement

a subsidiary of SUBARU CORPORATION

PITTSBURGH PA 150

19 APR 2024 PM 1 L



NEF
4/26/24

US DEPT OF TRANSPORTATION
NAT'L HWY TRAFFIC SAFETY ADMIN
1200 NEW JERSEY AVE S.E.
WEST BUILDING
WASHINGTON, DC 20590

20590-