

2014 Forester Carpet Floor Mats

Procedures for Vehicles Delivered to Dealers Without Mats or Delivered With Faulty Mats, Which Are Not Subject to the WQH44 Recall Campaign

June 5, 2013

Please note: Only those vehicles that were retailed at the time of the April 15, 2013 Dealer Notice concerning 2014 MY Forester Carpeted Floor Mats are included in the WQH44 recall campaign. Please refer to the recall campaign bulletin in [STIS](#) for detailed information. For the recall claims, an individual Part Return Notice will be sent to your dealership when the recall claim is approved.

All other 2014 MY Foresters received with carpeted floor mats that were not retailed at the time of the Dealer Notice, and vehicles sent to the dealers without carpeted floor mats, will be covered **under warranty** for installing replacement carpeted floor mats.

The carpeted floor mats removed from the in-stock vehicles several weeks ago, and stored at your dealership, must be handled as follows:

- These carpeted floor mats must be returned to the following address:

SOA Part Collection Center

4105 Haggerty Ln Ste B

Lafayette, IN 47905-8733

Attn: Field Quality Analysis Manager

- See [Section 15.3 of the Subaru Claims Policies and Procedures Manual](#) in Subarunet/Service-Claim Entry/Info for proper shipping procedures.
- Please include dealer identification with your shipment(s), and consolidate your shipment(s) as efficiently as possible.
- Save your shipping records, including number of mats returned, to be confirmed by your DPSM during his or her visit to your dealership.

Listed below are the warranty claim reimbursement procedures, for vehicles received with or without carpeted floor mats that are **NOT** included in the WQH44 recall campaign.

CLAIM REIMBURSEMENT AND ENTRY PROCEDURES

Dealers may submit a warranty claim through Vehicle Claim Entry on Subarunet.com.

Replacement carpeted floor mat sets will be sent to dealers at no charge. However, dealers may claim \$32.72 in sublet for reimbursement of the parts handling allowance normally included in the MSRP of the floor mat set.

Claim Type	Failure Code	Labor	Part Number	Sublet Amount for Parts Handling
WC	ZFQ-48	A063-100 0.2 hrs.	J501SSG301	\$32.72

If you have any questions, please call the Claims Helpline at 1-866-782-2782.