

WTD-65 Time and Mileage Reimbursement for Off-Site Inspections

TO: SDC EST CEN WST
FROM: Subaru of America
DEPARTMENT: Service Operations - Claims
DATE: 05/13/2016
CATEGORY: Parts/Service

In the event an Off-Site steering column inspection is performed, the following step must be followed to receive reimbursement for time and mileage involved.

- Time and mileage must be documented as follows:
 - Time clock punch ON (departure) and starting mileage
 - Time clock punch OFF (return) and ending mileage
- Time will be reimbursed using the retailer's warranty labor rate multiplied by the actual elapsed time
- Mileage will be reimbursed using the IRS guide of \$0.54 / mile multiplied by the calculated elapsed mileage
- All documentation must be retained in accordance with current policies and procedures
- Calculated total must be submitted in the Sublet field on the recall claim submission

If you have questions, contact the Subaru Claims Helpline at 1-866-SUBARU2 (1-866-782-2782).