

WTD-65 Steering Column Recall - Clarification to the Labor Time and Rental Amounts

TO: SDC EST CEN WST
FROM: Subaru of America, Inc.
DEPARTMENT: Subaru Service
DATE: 05/20/2016
CATEGORY: Parts/Service

This is to clarify the recent message announcing an increase specific to the labor time and rental amounts for the WTD65 recall. While this increase is retroactive to the beginning of this recall, the low volume of claims that were entered prior to the change in rates will need to be reentered by the retailer as an appended claim to receive the new calculation.

Also, we are experiencing a reimbursement issue for the 3.6L vehicles. We are working to correct the system and will advise when the correction is completed.

Thank you for your patience. We apologize for any confusion this may cause.