



**Subaru of America, Inc.**

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**Interim Retailer Reimbursement for Long Term Rentals Related to Takata Air Bag Inflator  
Recalls  
September 26, 2016**

In an effort to assist retailers with long term Subaru customer rental reimbursement, the following procedure has been established. Our goal is to reimburse retailers who are presented with invoices from a rental agency for payment of a long term rental vehicle prior to completion of the recall repair. This procedure is for the Takata Front Passenger Airbag Inflator recall only. If a rental vehicle is required due to the insufficient supply of parts, a *Rental Only* claim may be submitted using the following information.

**Vehicle Eligibility**

Vehicle must have an OPEN Takata recall  
The part to perform the recall is currently unavailable  
Car rental must be from a 3<sup>rd</sup> party rental agency such as Hertz, Avis, Enterprise, etc.

Note - this policy is not applicable to SSLP reimbursements.

**Repair Order/Claim Requirements**

Open a repair order for the Takata recall  
When an invoice for payment is received from the rental agency, submit a claim for *Rental Only* as a different "Job" on the same repair order  
Claim Start and End Dates should reflect the rental dates being requested for reimbursement  
Each *Rental Only* claim should be submitted on the same RO with a new "Job" letter  
Each new "Job" representing *Rental Only* must not exceed 31 days  
All related documentation must be available for review if requested

**Claim Coding for Rental Only Claims**

Claim type = PA = Policy Adjustment Request  
Operation number = 101-112 for 0.0 labor hours with the rental cost entered in the Sublet field  
Fail Code = Use the same code as the Recall Code (Ex: TKA16) applicable to the vehicle  
Misc. Detail field - Enter the rental invoice number from the rental agency (this is a required field)  
Authorization Code – CARLON (Only if vehicle is over 10 years past its date of sale or over 100,000 miles)



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**Example:**

RO# 12345

Job A = RO opened 8/10/16 for Recall TKA16

Claim type = RC- Recall Campaign

Part not available

Customer put in rental

Parts ordered (if/when part number is available)

PIC Helpline called to start Authorization Code for rental for recall

Job B = Received invoice from rental agency for 8/10/16 to 8/31/16

Claim type = PA - Policy Adjustment

Start Date = 8/10/16 (First date on invoice received from rental agency)

End Date = 8/31/16 (Last date on invoice received from rental agency)

Fail Code = TKA16 (Use the Recall Code applicable to the vehicle)

Misc. Detail = 45678 (Rental agency invoice number for 21 days)

Operation Number = 101-112 for 0.0 labor hour

Sublet = Amount on rental invoice up to a maximum of \$50.00 per day

Job A = Repair completed 9/10/16

Call PIC Helpline to update Authorization Code

Claim Type – RC – Recall Campaign (from Job A)

Start Date = 8/10/16 (Date repair order was opened)

End Date = 9/10/16 (Date repair was completed)

Misc. Detail = Enter Air Bag Inflator Serial Number

Operation Number = Use coding from Recall Bulletin

Sublet = Balance of 10 day rental

Be sure to enter Authorization Code