



Subaru Retailer Pre-Owned Support Program Valve Spring Recall (WTY-84)

To: All Subaru Retailers

In support of our retailer partners currently stocking pre-owned **2012-2014MY Impreza 4D, 2012-2013MY Impreza 5D, 2013MY Crosstrek, and 2013MY BRZ** impacted by the valve spring recall (WTY-84), we are pleased to be providing financial assistance during the time these units are unsellable and awaiting repair.

Twenty states currently mandate a curtailment for used vehicles impacted by a recall, and retailers in those states will be reimbursed at the prevailing rate. For those states without a mandate for used vehicles under recall, we will use a blended rate of 1% per month.

Steps to Receive Reimbursement:

To receive assistance from Subaru of America, each retailer must submit the information below related to any vehicles in inventory and unsellable for any period of time beginning 11/1/2018. The information must be submitted to your zone or distributor in [one excel file, which is included \(click here\)](#). The file name must include your retailer number.

For each VIN, please provide the following:

- Retailer Name
- SOA Retailer Number
- Retailer Physical Location State (two characters)
- **Full VIN** (all 17 Characters)
- Current vehicle Mileage
- Date acquired (If prior to 11/1 use 11/1)
- Date Repaired
- If sold, please provide date sold, buyers order, or wholesale documents.
- Statement signed by retailer certifying that vehicles were/are on their lot, they agree to an audit of the list, and they agree to submit additional documentation upon request

Please submit one listing for all used vehicles, at the same time, to your zone or distributor after the needed repairs have been performed. Retailers will be reimbursed at one time after the listings are verified.

Repair Procedure: Now Available!

Please refer to the repair procedure posted to Subarunet or by your distributor. Retailers should be able to complete 100% of the repairs for their used vehicle inventory by February 28, 2019. All claims for payment must be submitted via the attached excel spreadsheet no later than March 1, 2019.