



To: All Subaru Retailers
From: Subaru of America, Inc. – Service Operations Department
Date: October 4, 2021
Re: ***WRG-21 Fuel Pump Parts Scrapping***

Subaru policy states that retailers are responsible for retaining all parts that have been replaced in association with a Recall/Campaign claim for at least 14 days from the claim credit date. There has been some concern expressed with storing these fuel pumps in the retailer Parts Departments when WRG-21 recalls are performed. As a result, we will be making a policy exception specifically for the WRG-21 recall.

Effective today, retailers can scrap fuel pump parts replaced under the WRG-21 recall on or immediately after the claim credit date, rather than holding the part for an additional 14 days. This applies to ***only*** to fuel pumps that are replaced to complete the WRG-21 recall on an affected vehicle. The parts scrapping policy outlined in section 15.2.5 of the Claims Policies and Procedures Manual applies to all other parts replaced when performing any other recall/campaign.

Should you have any questions, please contact the Claims Helpline 866-782-2782.