

2014 Forester Floor Mats

TO: SDC EST CEN WST

FROM: Subaru of America, Inc.

DEPARTMENT: Service

DATE: 09/16/2013

CATEGORY: Parts/Service

We would like to follow up on the 2014 Forester Floor Mat replacement process. At this point, customers should have received their replacement floor mats from their dealership for vehicles that were sold without floor mats. However, we have identified a group of vehicles that may not have received the mats as intended.

You will be receiving this list shortly from your regional or zone office or your DPSM. VINs were removed from the list using claim submission data. If your list contains customers that have received floor mats, please submit a claim to remove them from the list.

The remaining customers that have not received their mats should be contacted and informed that these floor mats are now available. While Subaru intends to send email notices to these customers within one to two weeks, we believe this would be an opportunity for you to reach out to your customers in regards to these floor mats. Dealers can make this a positive experience for the customers by arranging service introductions, scheduling 7,500 mile appointments, or answering any questions they may have about their new Subaru.

If dealers need additional mats, they should contact the Parts Information Coordinators. They will be shipped at no cost (shipping or the mat).

For warranty claim submission, dealers may claim \$32.72 in sublet for reimbursement of the parts handling allowance normally included in the MSRP of the floor mat set. The part number must be included on the claim. Code the claim as follows.

Claim Type	Failure Code	Labor	Part Number	Sublet Amount for Parts Handling
WC	ZFQ-48	A063-100 0.2 hrs.	J501SSG301	\$32.72