

WQF-42: Optional Genuine Subaru Remote Engine Starter Transmitter Fobs- Handling of Removed Parts

TO: SDC EST CEN WST
FROM: Subaru of America, Inc.
DEPARTMENT: Service
DATE: 05/21/2013
CATEGORY: Parts/Service

All replaced RES transmitter fobs are on automatic warranty parts return and should not be scrapped.

All affected remotes in the customer's possession must be replaced.

- Any lost or supplemental remotes **that will affect the returned parts quantity** must be noted on the repair order and acknowledged by the customer.

Due to the volume for these specific returns, shipments may be sent:

- **Individually**- One shipment of parts per individual VIN/ Repair Order.
- **In Bulk**- One shipment containing parts for multiple VINs/ Repair Orders.
 - **NEVER** place multiple mixed parts in one package without proper identification attached to EACH part.

A completed Subaru Warranty Tag and a legible copy of the repair order that includes detailed technician comments are mandatory for each part returned.

Parts must be shipped so they may be received within the 30 day return window.

Any part(s) received without all the required information or received mixed where individual parts cannot be reconciled with their related VIN/ Repair Order may be subject to a claim debit for the full amount of the claim.
