

WQI-45 2013 Legacy/Outback Steering Column Claim Questions

TO: SDC EST CEN WST
FROM: Subaru of America, Inc.
DEPARTMENT: Service
DATE: 05/22/2013
CATEGORY: Parts/Service

In order to clarify some claim questions that have been asked regarding the Steering Column recall, please review the following.

Rental will be covered when parts must be ordered to complete the recall. Parts are available and should be ordered VOR when necessary. It is suggested that parts be ordered at the time a customer contacts a dealer to schedule an appointment. The rental amount should be entered in the rental field on the recall claim.

Towing will be covered if the customer prefers not to operate their vehicle until repairs are made. The customer letter advises them to contact their dealer to arrange towing. We are asking dealers to arrange the towing through their local towing vendors as opposed to using Cross Country, however, Cross Country will supply the tow if contacted by the customer directly. Towing charges incurred by the dealership should be entered in the towing field on the recall claim.

VOR freight charges will be reimbursed. The freight charge should be entered in the sublet field on the recall claim.

Please contact the Claims Helpline at 1-866-782-2782 if any have any questions.
