

TO: All Subaru Parts & Service Managers  
 FROM: Subaru Fixed Operations  
 DATE: December 11, 2014  
 SUBJECT: Parts Drop Ship Customer Service Contacts

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Subaru of America, Inc. is partnered with Zep Automotive (formerly Amrep), Idemitsu Oil, Tire Rack and Interstate Battery. Products from these vendors are drop shipped directly to the retailers. To assist retailers with any questions, ordering or shipping issues they have provided direct **help line numbers for retailers to call** for assistance. As a reminder, products drop shipped directly from a vendor will not show in SOA's RPM Part Inquiry.

**ZEP Automotive (Subaru Chemical Products):**

**1-866-854-0895**

Soy Industrial Hand Cleaner	SOA868V9380	Engine Oil System Flush	SOA868V9290
Brake Fluid	SOA868V9220	Engine Maintenance Kit	SOA868V9340
N/C Brake Cleaner	SOA868V9110	Glass Cleaner	SOA868V9130
SCAQMD Brake Cleaner	SOA868V9115	Windshield Washer Fluid	SOA868V9232
Cal-Spec Brake Cleaner	SOA868V9116	R-134a Refrigerant	SOA868V9310
Long Life Coolant	SOA868V9210	Silicone Lubricant	SOA868V9200
Super Coolant Pre-mixed	SOA868V9270	White Lithium Grease	SOA868V9185
Super Coolant Concentrate	SOA868V9260	Anti Rust Kit Oil Only	SOA868V9330
Climate Control Cleaning Kit	SOA868V9315	Anti Rust Kit w/ Oil & Wax	SOA868V9321
Carbon Clean	SOA868V9165	NOX – Rust Proofing Material	SOA868V9350
N/C Carburetor Cleaner	SOA868V9125	Cleaner Degreaser	SOA868V9370
FI Cleaner (Pour)	SOA868V9150	Severe Weather Companion	SOA868V9501
FI Cleaner (Aerosol)	SOA868V9140	Roadside Emergency Kit	SOA868V9510
Top Engine Cleaner	SOA868V9160	CVT ATF High Torque	SOA748V0200
Throttle Plate Induction Cleaner	SOA868V9170	75W80 Extra MT Gear Oil	SOA748V0100

**Idemitsu Oil (Subaru Genuine Oil Program):**

**1-877-570-3167**

0W20 Synthetic (quart)	SOA427V1310	5W30 Conventional (265 gal. tote)	SOA427V2100
0W20 Synthetic (gallon)	SOA427V1315	5W30 Conventional (bulk)	SOA427V2200
0W20 Synthetic (55 gal. drum)	SOA427V0200	5W30 Conventional (keep full)	SOA427V2300
0W20 Synthetic (265 gal. tote)	SOA427V0310	75W90 High Perf Gear Oil (quart)	SOA427V1700
0W20 Synthetic (bulk)	SOA427V0400	75W90 High Perf Gear Oil (16 gal. keg)	SOA427V1710
0W20 Synthetic (keep full)	SOA427V5300	80W90 LSD Gear Oil (quart)	SOA427V1800
5W30 Synthetic (quart)	SOA427V1410	CVTF-II (5 gal. pail)	SOA427V1610
5W30 Synthetic (gallon)	SOA427V1415	CVTF-II (quart)	SOA427V1660
5W30 Synthetic (55 gal. drum)	SOA427V0600	ATF WS (5 gal. pail)	SOA427V1300
5W30 Synthetic (265 gal. tote)	SOA427V0710	ATF-HP/PS Fluid (quart)	SOA427V1500
5W30 Synthetic (bulk)	SOA427V0800	ATF-HP/PS Fluid (55 gal. drum)	SOA427V1000
5W30 Synthetic (keep full)	SOA427V4300	ATF-HP/PS Fluid (265 gal. tote)	SOA427V1110
5W30 Conventional (55 gal. drum)	SOA427V2000	ATF-HP/PS Fluid (bulk)	SOA427V1200
		ATF-HP/PS Fluid (keep full)	SOA427V3300

**Tire Rack (Subaru Tire Center):**

**1-866-981-3943**

Call with any questions regarding tires or availability

**Interstate Battery (Subaru Battery Program):**

**1-800-541-8419 Ext: 6714**

Call with any inventory, delivery and battery core return issues

**1-866-782-2782**

Call with any warranty questions

Batteries	SOA821B100	SOA821B200	SOA821B300	SOA821B400
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