



Subarunet Announcement

To: All Subaru Retailers
From: Subaru of America, Inc.
Date: October 17, 2014

New Vehicle Receipt- Navigation SD Card Transit Storage Location Change

The following must be reviewed by all retailer personnel who are involved with new vehicle receipt from transport carrier and PDI. This document reviews existing vehicle check-in requirements and includes information on a change in the transit storage location for the Navigation SD Card. Please read the entire document. It is highly recommended that vehicle receiving staff review and sign off on this document to indicate they have been informed of this information.

All Retailers are reminded that when performing the Vehicle Inspection Procedure for vehicles received from any transportation carrier to follow ALL the inspection procedures outlined in the Transportation Section (Section 2) of the Claims Policies and Procedures. The Claims Policies and Procedures are found on Subarunet under Service- Claim Entry/ Info. Relevant excerpts from these policies are listed later in this announcement.

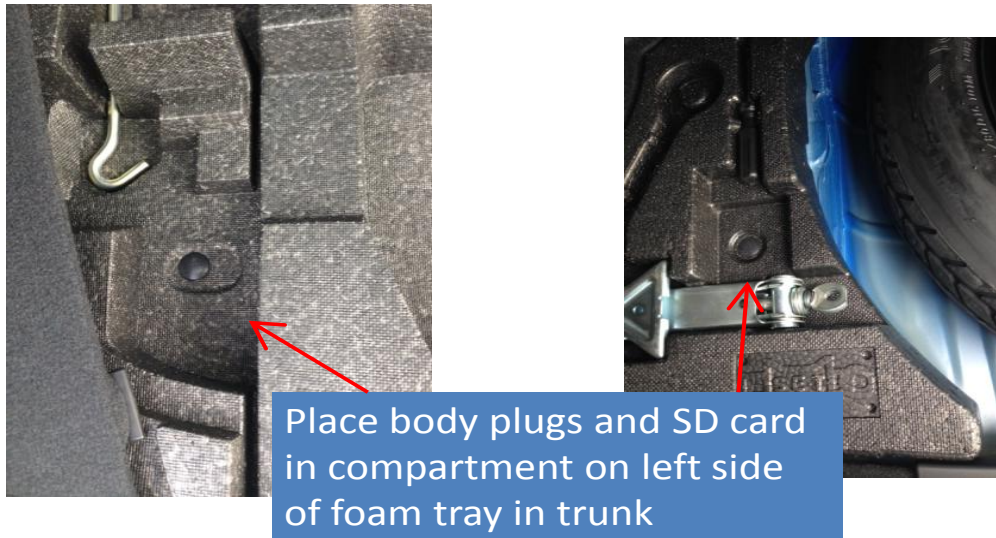
IMPORTANT CHANGE: Going forward, the Navigation SD card will be packaged in a small plastic bag and placed in the foam storage tray or in the left side of the sub trunk compartment. The exact location varies by model. Please see the following photos for the new locations for the transit storage of the Navigation SD cards

In order to better secure the Navigation SD cards while in transit from SOA processing facilities, a new transit storage procedure is being implemented for both domestic and import vehicles. **NOTE:** For a short period of time, you may receive vehicles with Navigation SD Cards in either the current or the new location.

- All Navigation SD cards will be removed and placed into a static free bag and stored in specific locations of the trunk/cargo tray. (Outlined later in this document)
- 2015 Retailer PDI Checklist has been modified (as of 10/16/2014) to include the retrieval and installation of the Navigation SD card. See Subarunet \ Service \ Forms for this revised PDI Checklist.
- All retailers are reminded to inspect for these Navigation SD Cards at the time of vehicle receipt per SOA Policies and Procedures and to secure them as necessary to ensure their final receipt by the purchasing customer. **NOTE:** During this transition both the audio/navigation head unit as well as the trunk storage area should be checked to confirm that the card is present before noting it as missing.

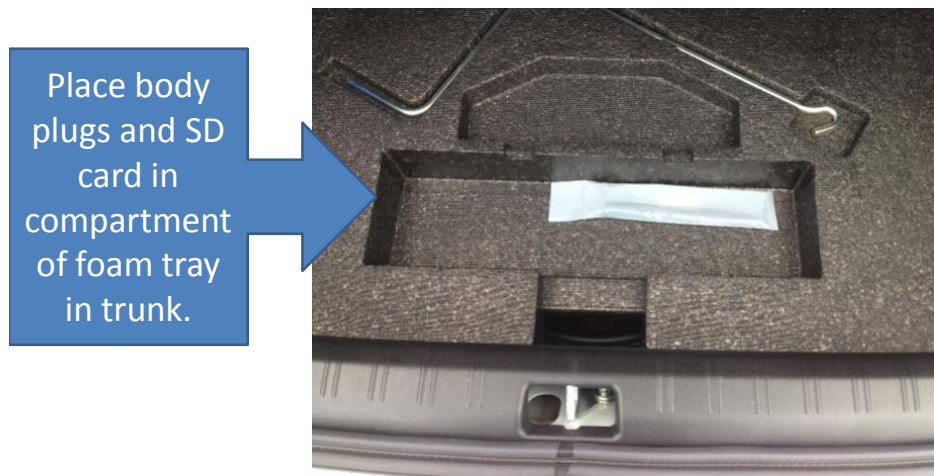
The Navigation SD card will be in the left side of the sub trunk compartment for the following models:

Crosstrek, Forester, Impreza 5DR, and BRZ

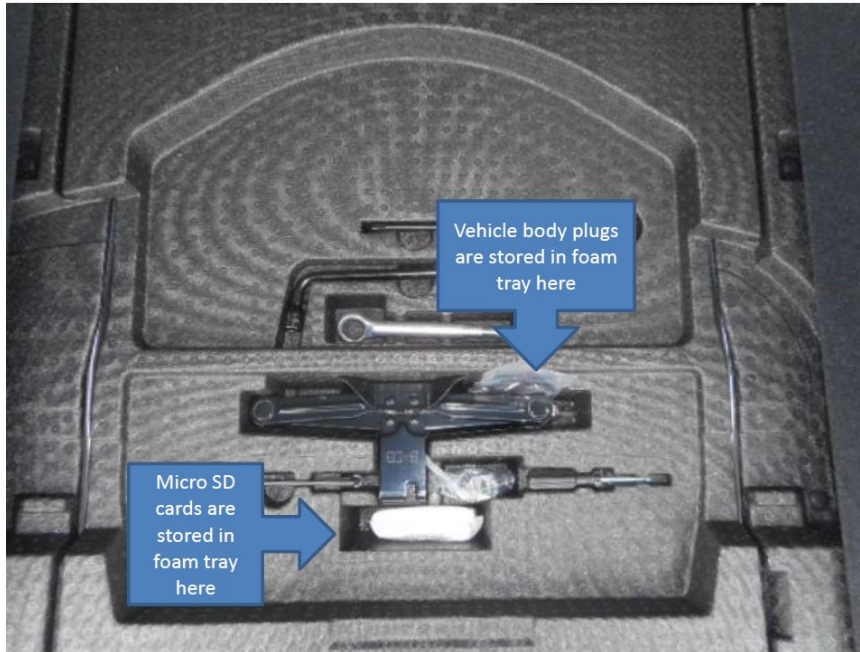


The Navigation SD card will be in the center compartment of the foam tray for the following models:

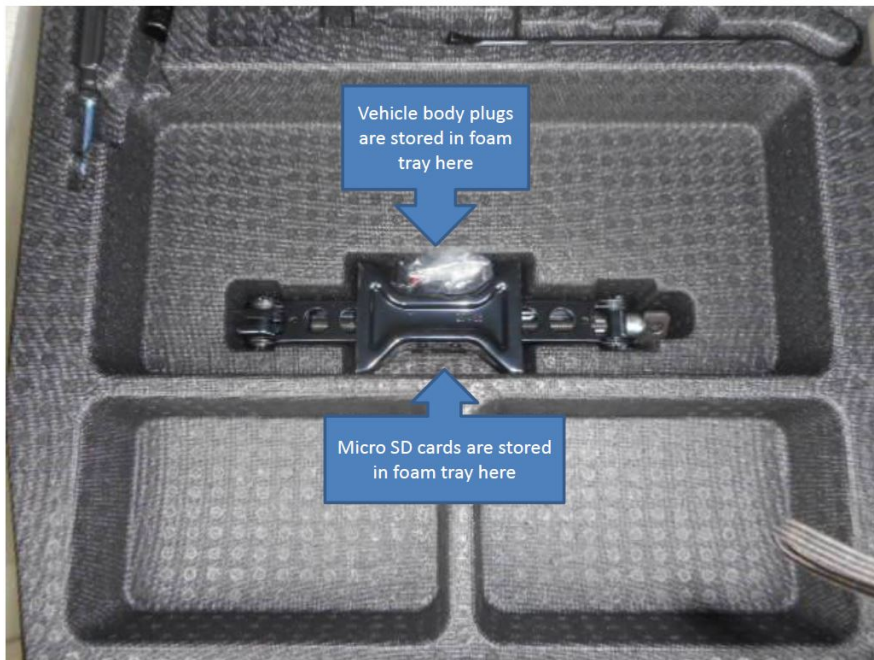
Impreza 4DR, WRX, and STi



OUTBACK



LEGACY



The following relevant excerpts from New Vehicle Receipt Policies and Procedures for Retailers are being provided as reference. Always refer to the on-line Subaru Claims Policies and Procedures for the most current information. The Claims Policies and Procedures are found on Subarunet under Service-Claim Entry/ Info

Section 2.2 New Vehicle Receipt states:

SOA requires that all vehicles be accepted, regardless of condition, at the time of delivery.

The retailer is responsible for the careful and complete inspection of each vehicle at the time of delivery. Vehicles that are delivered during normal business hours are to be inspected immediately. All damage and/or missing items are to be noted on the delivery receipt as described in Section 2.2.3. The delivery receipt is the carrier's release of responsibility. Any condition omitted from the delivery receipt becomes the retailer's responsibility (except in cases of hidden damage or delayed inspection).

These procedures include specific inspections for items found in the Interior and Trunk. This includes confirming that the SD Card/ Micro SD Card for the Audio / Navigation unit is present. Any missing equipment must be noted on the Delivery Receipt and acknowledged by the carrier driver.

Interior / Trunk Inspection

- Inspect all trim panels, upholstery, carpets, dash, sun visors, headliner and door trim.
- Check for tool kit, jack, wheel covers, keys and Owner Information Kit (OIK) and, if applicable, the Navigation DVD / SD card

Section 2.2.3 Documenting Damage provides the following warning and documentation requirements.

Warning: The signed delivery receipt is the carrier's release of responsibility. Damage that has not been identified on the delivery receipt, at the time of delivery, will result in claim denial (debit) except in cases of properly documented delayed inspection or hidden damage.

Please do not write "Factory Damage" on the delivery receipt. The carrier will automatically deny claims that contain this notation.

After inspection is completed and notations are made, the delivery receipt should be signed and dated by both driver and retailer.

As described earlier, any notation of damage must include the documentation of any missing equipment whether that equipment is factory installed or port installed accessory. Retailers are responsible to confirm the presence of all equipment at the time of vehicle receipt. Failure to do so leaves the retailer fully responsible for any and all expense related to replacement of the missing equipment. SOA strongly requests that all retailers review their internal vehicle receipt procedures to ensure they are compliant with these long standing policies.

It is highly recommended that all retailers have similar internal procedures for the inspection of new vehicle trades/ transfers from other retailers.

Questions may be directed to the Subaru Claims Helpline at 1-866-SUBARU2 (1-866-782-2782).