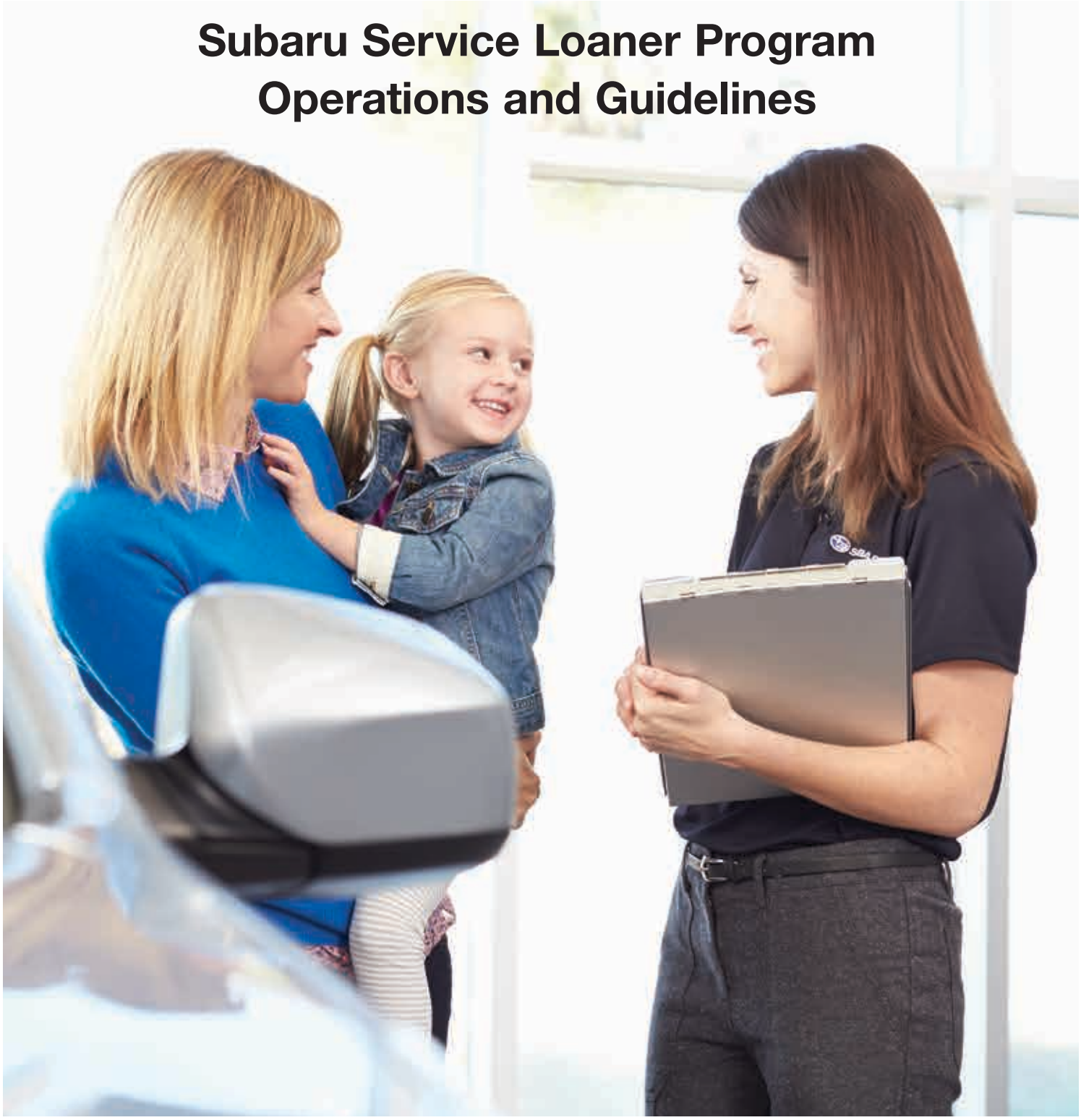
Subaru Service Loaner Program Operations and Guidelines



SSLP 2.0 Web*DRIVE*

Powered by TSD

SUBARU

Confidence in Motion

SUBARU SERVICE LOANER PROGRAM (SSLP)
Operations and Guidelines

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1 Program Goals and Primary Features

The Subaru Service Loaner Program (SSLP) is designed to assist Subaru Retailers in providing new Subaru vehicles for service loaner usage. The goal is to promote owner retention and Subaru owner loyalty as well as to expose non-Subaru service customers to new Subaru products. Ultimately, this program will improve JD Power, OLP and CSI scores related to the overall customer service experience.

Increasing customer loyalty through the SSLP will enhance Subaru Retailers short and long-term business objectives. Initially, customers will bring their vehicles in more frequently for servicing when a service loaner car is made available, increasing service, parts and accessory sales. Over time, increased customer satisfaction will also have a positive impact on future new Subaru vehicle sales, as regular customers and new referral business will tend to visit local Subaru Retailers when buying a new automobile.

Service loaner vehicles should become an integral part of the Retailer's total service amenities to the Subaru customer. SOA encourages all Retailers to build and maintain a pool of new Subaru vehicles for customers to use when their own vehicles are in for service or repairs.

The primary features of the SSLP include:

- All service loaner cars will be new Subaru vehicles.
- No title requirement except where required by state DMV laws.
  Note: Retailer is required to fully comply with all state laws and regulations relating to vehicle titling, registration, taxes and fees.
- Insurance coverage is provided for vehicles properly enrolled in the program and limited to service customers who leave their vehicles at the retailer for service and/or repairs.
- SSLP vehicles are provided free-of-charge to Subaru warranty customers. SSLP vehicles may be rented to all other service customers.
- SSLP vehicles will be tracked and reported exclusively through SSLP 2.0 Web*DRIVE* Powered by TSD (“Web*DRIVE*”)
- SSLP vehicles may be eligible for incentives (refer to current announcement posted on Subarunet > Service >SSLP > Incentives)

1 Program Goals and Primary Features

Advantages for the Retailer:

- Can choose own flooring source for financing SSLP vehicles
- Option to convert in-stock units to SSLP (Subject to zone approval and certain business rules)
- Pre-populated electronic loaner agreements to speed the IN/OUT process at the service counter (continually updated to comply with State requirements)
- Retailer level reporting via Web*DRIVE* software
- Web*DRIVE* is an excellent tool to manage and maximize fleet efficiency and analyze fleet size requirements
- Higher Service Loyalty scores by enhancing the customer ownership and service experience
- Promote customer retention and owner loyalty to both the Subaru brand and the Retailer through repeat sales and new referral business
- Increased parts and accessories sales.
- Retailer advertising via SSLP rear window decals
- Excellent source of low mileage, attractively priced Subaru vehicles for used car sales.
- SSLP vehicles qualify under SCPO Program
- SSLP vehicles are eligible for Alternate Transportation Program (ATP) reimbursement (refer to current announcement on Subarunet > Service > SSLP > ATP Reimbursement Policy)

1 Program Goals and Primary Features

Benefits to the Service Customer:

- Uninterrupted Subaru only transportation for ALL Subaru service customers, regardless of where they purchased or leased their Subaru vehicle
- Convenience
- Improved service and ownership experience
- Affords opportunity to drive other Subaru models
- Seamless and quick transaction at the Service Counter
- Free of charge *

* A customer's use of a SSLP loaner is free to Subaru warranty customers while their personal vehicle is in for service or repairs. Exclusions include: fuel charges, tolls, parking tickets assessed against the loaner while the vehicle is under the customers (or authorized driver) care and control. Please ensure that you communicate these exceptions to your service customers.

2 Retailer Enrollment

(A) Eligibility

To participate in the SSLP, the Retailer must be an authorized Subaru Retailer in good standing and will be subject to Regional and/or SOA approval. Any Subaru Retailer that is currently on "finance hold" as determined by SOA will not be eligible to participate in the Program.

(B) Sign-up Process

Retailer agrees to the terms and conditions set forth in the Subaru Service Loaner Program (SSLP) Retailer Agreement and must also execute a Retailer Registration Form and Subscription Agreement with TSD Rental, LLC, SOA's designated provider of tracking and reporting software for the Program (Web*DRIVE*). Retailer shall comply with all SSLP operations, procedures, guidelines, and/or bulletins as may be issued or amended from time to time by SOA in writing or on Subarunet.

(C) General Terms and Conditions

- Retailer is responsible for obtaining financing for its acquisition of SSLP vehicles.
- Warranty begins when the vehicle is first placed into SSLP and reported sold by SOA.
- SSLP incentives may be based on the type/model of service loaner car in use.
- SSLP vehicle sales will be recorded by SOA. When drafted, retail sale credit will be given to Retailer.
- Retailers <u>must</u> remove service loaner cars from the program via Web*DRIVE* at the end of the (360) day service term. Any earned backend incentive will be paid only <u>after</u> the unit is removed from Web*DRIVE*.
- Subaru Retailers with higher than normal losses due to theft or accidents will be subject to increased insurance deductibles on the coverage provided.
- No SSLP car is to be released to a customer without a completed (double-sided) Subaru Service Loaner Program Daily Loaner/Rental Agreement.
- All loaner vehicles are subject to prohibited use by service customer drivers and Retailers.
- Parking and moving violations cited during service loaner vehicle use are to be settled between the customer and the Retailer. Refer to SSLP Forms for examples of parking violations letter and parking violations affidavit for submission to police traffic court or department, if necessary.
- The Retailer is responsible for payment of all taxes or other fees in connection with the purchase, sale, financing, registration, titling (if required by state DMV) and/or operation of the service loaner cars. This includes, but is not limited to, sales, use, excise, property or other taxes assessed on any service loaner car.
- All vehicles must be maintained per the terms of the Subaru Service Loaner Program Agreements, program materials and recommended factory maintenance schedules. All body damage must also be repaired.
- The Retailer is to maintain reasonable space and storage facilities for the staging and garaging of service loaner cars. Proper care and security must also be taken for the safekeeping and distribution of vehicle keys.

(D) Authorized Use of SSLP Vehicles

Only customers who are leaving their vehicle with the Retailer for service or repairs are qualified to use a loaner vehicle. Retailer must have a written Repair Order on file for the customer's personal vehicle. Before releasing a SSLP vehicle to a qualified customer, Retailer service personnel must have the customer:

1. Sign a completed (double-sided) SSLP Customer Loaner/Rental Agreement
2. Produce, on each service visit, a valid U.S. driver's license with no apparent alterations or restrictions except corrective lenses. A secondary identification (i.e., major credit card) may also be required.
3. Provide a verifiable insurance identification card from all service loaner drivers on each visit.

NOTE: SUBARU RETAILER, EMPLOYEES AND/OR THEIR FAMILY MEMBERS ARE NOT ELIGIBLE TO USE SSLP VEHICLES, except when service or repairs is being performed on a vehicle registered to the individual AND the vehicle being serviced is covered under a manufacturer's warranty.

SSLP vehicles are not to be driven for Retailer business purposes other than to refuel service or deliver the loaner to an off-site customer location during Retailer's regular business hours. Driver must be an eligible driver under Retailer's garage insurance policy.

SSLP vehicles are not to be driven as demonstrators or for Retailer's personal use (i.e., executive managers or owners, family members, salesman and other employees).

RETAILER ASSUMES ALL LIABILITY FOR UNAUTHORIZED USE OF SSLP VEHICLES.

3 TSD / Web*DRIVE* Software Information

Web*DRIVE* software is provided by TSD Rental LCC, whose headquarters is located in North Andover, MA.

ABOUT THE PRODUCT:

Reduce Liability with Professional Loaner Agreements

Reduce the risk of putting customers into a Subaru loaner vehicle. A professional, electronic printed loaner agreement presents a polished image to your service customer and reduces liability by ensuring that all required information is entered onto the agreement. Since agreements are state specific, they are continually updated as required and automatically downloaded into your Web*DRIVE* software.

Improved Customer Service Index (CSI)

Faster processing of customers and improved efficiency at the service desk will greatly help to improve your customer experience at the store. Web*DRIVE* will assist your service department to place the customer in the right vehicle, expedite their check-in / check-out time and provide a more personalized experience.

Reduced Length of Loan / Increased loaner utilization

Web*DRIVE* provides easy reporting on SSLP fleet utilization, Length of Loan and Overdue vehicles and facilitates communication to customers.

Ease of Use, Flexibility and Security

TSD provides online access to Web*DRIVE* with just a computer, internet connection and a duplex printer. Web-based software enables maximum flexibility with minimal hardware and IT costs and provides a user-friendly interface for your employees. Web*DRIVE's* secure, web-hosted service loaner solutions are supported by round-the-clock backup and support, ensuring your store's maximum uptime and peace of mind.

TSD / Web*DRIVE* Contact Information

TSD's in-house support team is led by Web*DRIVE* product specialists who provide live answers to Retailers via phone and e-mail regarding product questions, assistance with system setup, technical issues and more. Our dedicated team ensures that you're able to continue with your pace of business when a question or issue crops up. Our live team Is available 24x7x365 for critical support issues.

Web*DRIVE* Support Contact Phone #: 978-296-6187 Option 5

3 TSD / Web*DRIVE* Software Information

Frequently Asked Questions:

1. What is the SSLP 2.0 Web*DRIVE* Retailer Program?
   Subaru of America (SOA) is partnering with TSD in launching the next generation of the Subaru Service Loaner Program, "SSLP 2.0." This is a web-based application, which will serve to manage your SSLP loaner car fleet.

2. Who is TSD?
   It is the nation's largest fleet management software company and has been in business over 30 years. TSD manages many OEM loaner/rental programs and many large rental car companies use its software. For more information on TSD you can visit their website at www.tsdweb.com.

3. Why did SOA choose TSD's SSLP 2.0 Web*DRIVE* product?
   TSD was chosen in order to speed up time at the counter, to limit liability with mandatory fields & expiration checks and to provide retailers with an up-to-date loaner agreement from the liability insurer broker (PDP Group, Inc.), as well as for reporting to allow for better fleet tracking.

4. Will all SSLP enrolled retailers be transitioned to Subaru Web*DRIVE*?
   Yes. Going forward all retailers <u>must</u> use the TSD-powered software to participate in SSLP 2.0 Web*DRIVE*. A revised SSLP Retailer Agreement and TSD Enrollment Form must be signed prior to transitioning to the new system. Also, retailers are required to complete the hardware requirements specified below in #9 and a one hour online training session prior to going "live".

5. Is it true that Subaru Web*DRIVE* will interface with AutoLoop (Schedule Connect)?
   Yes, reservations for loaner cars will be booked through Schedule Connect and will appear in your system. This will be a future enhancement.

6. Does SSLP 2.0 Web*DRIVE* interface with my DMS?
   No, Web*DRIVE* does not interface with DMS; however, customer information from DMS can be downloaded into Web*DRIVE*. For more information, Please call the TSD/Web*DRIVE* support line @ 978-296-6187 Option 5

   With Web*DRIVE*, customer information is obtained in real time from SOA's customer database, thereby negating the need for DMS integration. As a web-based product with OEM System integration, this allows the Retailer to enjoy the many benefits of the program at a significant future cost savings.

7. What are the requirements to release an SSLP 2.0 loaner vehicle to a customer?
   There is no change to this element of the SSLP program and the SSLP 2.0 Web*DRIVE* software supports this functionality. A current valid driver license, customer's insurance information and a repair order associated with the rental/loan of the SSLP car. Note - for the very first rental you will search for the customer by the last eight digits of the VIN of their own car. Once the customer is in the TSD SSLP Web*DRIVE* application, you will not have to add this information again and may search by all fields including last name, credit card swipe, etc.

8. For what length of time will SOA cover the cost of the software?
   The cost will be covered through December 31, 2016. SOA will cover the costs of one rooftop location. If the retailer wants to use TSD software at another location, that cost will be negotiated between retailer and TSD.

9. Is there any hardware to install?
   The application is web-based so you will need access to the internet, in addition to a double-sided (duplex) printer to meet legal requirements from your liability insurer, PDP, for printing loaner agreements. Additionally, for each PC accessing this program you will need Google Chrome, Adobe Reader, and need to apply the Browser Settings specified on the welcome email you'll receive from TSD when you sign-up. Each retailer will receive one credit card swipe device which will be accompanied by installation instructions.

10. May non-SSLP vehicles be input into the Subaru Web*DRIVE* database?
    No, this is not permitted. SSLP 2.0 Web*DRIVE* is set up to handle new Subaru vehicles only. Please contact TSD to discuss tracking options for non-Subaru vehicles.

11. May I charge customers for the loaner car?
    There is no change to this element of the SSLP program and the SSLP 2.0 Web*DRIVE* software supports this functionality. Warranty customers are given loaners free of charge. Non-warranty customers may be charged if retailer elects to do so.

12. Can I rent/loan a SSLP vehicle to a non-Subaru customer?
    Yes, you can as long as there is a repair order associated with the rental along with a completed and signed loaner/rental agreement.

13. Is the Subaru Web*DRIVE* software mandatory in order to be eligible for incentives and the PDP insurance umbrella and to participate in the SSLP program?
    Yes. Also, retailers may not use any other TSD product (including a non-Subaru specific Web*DRIVE* database) – you must be on the Subaru specific SSLP 2.0 Web*DRIVE* product to be eligible.

14. If I am currently using a TSD product can I convert over to the Subaru SSLP 2.0 Web*DRIVE* application?
    Unfortunately, this is not possible as it is a completely different and specific Subaru database.

15. Can I use TSD software to manage other non-Subaru stores I might have?
    Yes, but it would be a different database. Please contact TSD for more information.

16. When will I be able to have my primary flooring source finance my SSLP fleet?
    Once your current SSLP inventory migrates into the SSLP 2.0 Web*DRIVE* system, your employees have taken the training, and your store goes "live", SOA will contact the Retailer Principal with instructions on how to submit new drafting instructions to Subaru of America from your current primary flooring source. (This step is not necessary if your current primary flooring source is Chase Auto Finance, or Subaru Acceptance Corporation.) If you want to have Chase or SAC continue financing your SSLP units (if they are not your primary source), you do not have to do anything.

17. When will I be able to take units from my regular New Subaru inventory and add them to my SSLP fleet?
    This benefit is currently available under certain business rules. Please contact your Zone Management and/or District Sales Manager. They can provide you with information on how these transactions are approved.

18. How do I find out if my state requires a service loaner to be Titled and Registered?
    Subaru of America and TSD do not give advice on these matters. Each Retailer is responsible for contacting their State DMV for the rules and regulations on Service Loaner Titling and Registration in their state. You will be pleasantly surprised to learn that if your state requires a Loaner to be plated, you can keep track of the Plate # in SSLP 2.0 Web*DRIVE*, as well as other identifying features of your SSLP fleet, such as stock numbers.

19. What are next steps?
    1. After you have completed the online training you will need to import your fleet and then you can begin using the application as directed in the training.
    2. In order to receive your back-end incentive you <u>must</u> remove the cars manually from the SSLP 2.0 Web*DRIVE* software. This is done by changing the status of your cars in the Fleet Hub to "Removed from Fleet" as directed in the training. Please note that the SSLP vehicle must be in service for <u>at least 120 days</u> to receive any applicable back-end incentive and vehicles cannot be rented out <u>beyond 360 days</u>.
    3. All users of SSLP 2.0 Web*DRIVE* must be in Subarunet to have access to the program. If you have an employee that is not in the application, please have your Subarunet DEM admin add them as a user on Subarunet.

KEY Performance Indicators (KPI's)

Contract Average Length:

In Web*DRIVE*, navigate to the Menu Button > Dashboard. The value Contract Average Length (LOL Avg.) is a KPI. It stands for the average length in days for all Agreements closed in the last 30 days (Average length of contracts opened at the location that were closed in the last 30 days. This is the total number of days (to the minute) on closed contracts divided by the number of closed contracts). The Industry Standard Goal is 2-3 days.

Utilization:

In Web*DRIVE*, navigate to the Menu Button > Dashboard. The value Utilization is a KPI. The Industry Standard is between 85-95%. The definition for this value is below:

- Last 30 Days: The last 30 Days utilization value calculates the percentage of time that SSLP units have been used during the last 30 days, beginning 30 days ago at 12:00AM and ending at the time that the Dashboard values were calculated. Any time that a unit spent on an agreement that was later voided, including exchanges, is not calculated toward utilization.

- Year-to-Date: The Year-to-Date utilization value calculates the percentage of time that SSLP units have been in use during this year, beginning on January 1st at 12:00AM and ending at the time that the Dashboard values were calculated. Any time that a unit spent on an agreement that was later voided, including exchanges, is not counted toward utilization.

Please direct any further questions to:

SSLP 2.0 Web*DRIVE* Support Powered by TSD
(978) 296-6187 Option 5
support@tsdweb.com

SSLP 2.0 Web*DRIVE* Sales Powered by TSD
Mon-Fri: 8AM – 7PM (ET)
(978) 296-6187 ext. 2
salesemail@tsdweb.com

3 Web*DRIVE* quick Tips:

(A) Add a Car into Fleet

1. From the menu, select Search>Fleet Hub.
2. Click Fleet Import.
3. Select the vehicle from the list
4. Click Edit
5. Make changes to the current mileage, fuel, license plate, color, etc.
6. To change a unit's number, click Change Unit, type the new unit number and click Submit.
7. To add a car as available: click Update
8. To add a car with a different status (such as in maintenance): click Change Status, select the new Status and Substatus for the unit and click Submit. Then, click Update.

(B) Remove Cars from the Fleet

1. From the menu, select Search>Fleet Hub to view a list of vehicles at your location that are currently in the fleet.
2. Select the vehicle from the list.
3. Click Edit.
4. Click Change Status.
5. Select the Removed From Fleet status.
6. Click Submit.

(C) Add and Edit Charges

- From the menu, select Admin>Charges/Fees Setup.
- Fleet Charges: Enter a Daily Rate, Mileage Rate (rate per mile) and the number of Free Miles that are offered with this model. Click Update.
- Fuel Charges: Enter a Per Gallon Amount for each grade and click Update.
- Additional Fees: For Damage Fee, Detail Fee, Late Fee, Refueling Fee, Smoking Fee and Violations, select the record in the grid. You may edit the Amount only. Click Update.

3 Web*DRIVE* quick Tips:

(D) Access the Help Files

1. From the menu, select Admin>Help
2. Click any of the underlined hyperlinks for more information on SSLP 2.0 Web*Drive*.

(E) Schedule an Appointment

From the Home screen, click Schedule Appointment. Do one of the following:

- Search for a customer: If the customer has not used a retailer vehicle since SSLP 2.0 Web*DRIVE* implementation, search by the last 8 characters of their vehicle's VIN. If they have, use any search field and click Search.
- Click Add Customer, fill in the boxes with red labels and click Add.
- Select the Appointment tab and fill in the boxes with red labels..
- Click Save.

(F) View Today's Appointments

From the Home screen, click Today's Appointments to view a list of appointments that are scheduled for today.

From the menu, select Search >Appointments to view all future pending appointments.

(G) Search for an Agreement

From the menu, select Search> Agreements to view a list of open agreements for your location.

You can also fill in search criteria and click Search.

(H) Open an Agreement

1. From the Home screen, click Open Agreement.
2. Search for a Customer: Enter personal data and click Search. See step 2 of Schedule an Appointment above for tips.
3. Select the repeat customer name or click Add Customer, fill in the boxes with red labels and click Add.
4. Click Select Vehicle and select the Location, Model and available unit.
5. Select the Agreement tab and fill in the boxes with red labels.
6. Click Open.

3 Web*DRIVE* quick Tips:

(I) Close an agreement

1. From the Home screen click Close Agreement to view a list of open agreements.
2. Select the agreement you want to close.
3. Fill in the boxes with red labels on the Vehicle Check-in dialog.
4. To show the value of daily, mileage or other agreement charges with charging for them, click Charges Fees. Next to the charge you want to show, click red bar in the apply column, then click red bar in the Waive column to make sure the customer is not charged. Green check marks show under Apply and Waive. Click Exit.
5. (Optional.) Click Inspection to fill out a walk-around report.
6. Click Submit.

(J) Edit Vehicle Miles, Fuel, Status

1. From the menu, select Search> Fleet Hub to view a list of vehicles at your location with a status less than 6 (Remove from Fleet).
2. Select the vehicle from the list.
3. Click Edit.
4. Make changes to the Current Miles or Current Fuel if needed.
5. To change a unit's status, click Change Status, select the new Status and Substatus for the unit and click Submit.
6. Click Update.

(K) Add Dents and Dings

1. From the menu, select Search>Fleet Hub to view a list of vehicles at your location with a status less than 6 (Removed the Fleet). You can also click the Unit Inspection button at Return and skip to step 5.
2. Select the vehicle from the list.
3. Click Edit.
4. Click Inspection.
5. Select the location of damage on the vehicle diagram.
6. Use the icons provided to describe the damage, or type a description in the box.
7. Click Add.
8. Close the Unit Inspection dialog and click Update to save changes to the vehicle record.

4 Vehicle Ordering, Selling and Incentive Information

The following outlines SSLP vehicle ordering, selling and incentive procedures:

- To assist in efficient production, planning and delivery, Subaru service loaner cars can be ordered only during designated monthly allocation period.
- At the point the vehicle is designated for SSLP service SOA, SNE and SDC will record the sale as a Sales Type "S" Code. This sales type designation cannot be changed at any future date.
- All SSLP vehicles are attractively priced (invoiced) net of the current incentive allowance, holdback, floorplan assistance, and gas allowance.
- SSLP vehicles must be enrolled in TSD software (Web*DRIVE*) to receive any benefits/incentives relating to the SSLP program.
- SSLP Incentives: Please refer to the current incentive announcement posted on Subarunet > Service > SSLP >Incentives
- Incentives will be paid via Retailer's parts statement credit the following month from the date the vehicle was removed from service from Web*DRIVE*.
- SSLP vehicles are NOT eligible for any objective-based bonus or stair-step programs. Units may count towards objectives, however, will not receive payment. Retail sale credit applies only at the time unit is placed into service (Rule of 5 applies).
- ASCENT (salesperson's cash) is not paid on SSLP units.
- SSLP vehicles are to be maintained in service for a minimum of 120 days and a maximum of 360 days. Upfront incentive allowances will be charged back to the retailer for vehicles removed from service less than the required 120 day minimum period. However, all applicable retailer/customer cash incentives will be paid on these cars as per above.
- After 360 days in service, the Retailer must remove all existing vehicles in SSLP from Web*DRIVE*. These vehicles can be sold as Used Cars to any retail customer.
  NOTE: The SSLP vehicle is no longer insured or enrolled in the program after 360 days in service and/or at the time it is removed from service.
- SSLP vehicles are NOT eligible for SOA new vehicle low rate / special lease programs offered by Subaru Motors Finance (SMF). Retailers will be charged back any/all subvention costs incurred by SOA for ineligible vehicles.
- SSLP vehicles are eligible for SCPO low rate programs, if the unit is properly enrolled in SCPO.
- As a general rule, the number of eligible vehicles in a retailer's service loaner fleet is determined by using 40% of their average daily repair order (RO) count or 2.5% of previous year new Subaru sales, whichever is greater. A District Sales Manager will work with each Retailer to determine their final allocation. Accessories installed by the retailer are the retailer's responsibility.
- Any Subaru OEM accessories installed at the time of purchase are covered under the new car warranty.

5 Vehicle Insurance/Damage to SSLP Vehicles

(A) Insurance Overview

A major competitive feature of the SSLP is the vehicle insurance provided. This policy provides the program with competitive, stable rates. It also ensures appropriate coverage for Subaru Retailers, Subaru of America, Inc., and even Subaru customers.

The SSLP insurance program coverage's are secondary or excess to the service customer's personal and/or business automobile coverage's where allowed by state laws and regulations. In states which require the program to provide coverage to the customer, the state required minimum limits are provided. The Subaru Retailer and Subaru of America, Inc. are provided with the excess liability coverage up to $10,000,000.

NOTE: This coverage is mandatory for Retailer participation in this program.

The insurance administrator for the Subaru Service Loaner Program is:

PDP Group, Inc.
P.O. Box 650001
10909 McCormick Road
Hunt Valley, MD 21065-0001

Contacts:

Sean Harrigan
Phone: 410-584-1531

Mark Raulie
Phone: 410-584-1532

(B) Vehicle Insurance

Insurance coverage's provided are effective the day the vehicle is drafted. At this point in time, the SSLP vehicle information has been electronically transmitted and entered into the TSD software system (Web*DRIVE*). Coverage is provided for vehicles being used by SSLP customers who have left their cars at the retailer for service or repairs. Coverage is extended while full-time retailer employees are driving the SSLP vehicle during regular business hours to fuel the SSLP vehicle, to service the SSLP vehicle, or to deliver or pick-up the SSLP vehicle to/from a SSLP service customer. The employee must be an acceptable driver on the Retailer's garage policy.

The insurance policy covers the following:

Bodily Injury Coverage:

1. For the SSLP customer, limits equal to the minimum financial responsibility limits required by law or state regulations where the accident occurs.
2. $10 million for the participating SSLP Retailer.

5 Vehicle Insurance/Damage to SSLP Vehicles

Property Damage Coverage:

1. For the SSLP customer, limits equal to the minimum financial responsibility limits required by law or state regulations where the accident occurs.
2. $10 million dollars for the participating SSLP Retailer.

Uninsured Motorist Coverage:

Uninsured Motorist Coverage is not being provided with the SSLP vehicle and is rejected in all states where rejection of uninsured motorist coverage is permitted. In states where uninsured motorist coverage must be offered and cannot be rejected, the minimum amount of uninsured motorist coverage allowable under applicable state law shall be provided.

Underinsured Motorist Coverage:

Underinsured Motorist Coverage is not being provided with the SSLP vehicle and is rejected in all states where rejection of underinsured motorist coverage is permitted. In states where underinsured motorist coverage must be offered and cannot be rejected, the minimum amount of underinsured motorist coverage allowable under applicable state law shall be provided.

These coverages apply only to SSLP vehicles that are properly enrolled in Web*DRIVE* and operated under the terms and conditions of the SSLP Retailer Agreement. The information provided herein about insurance is intended to provide general information about coverage for SSLP vehicles but does not alter or modify any of the provisions of the actual policy(ies) of insurance.

(C) Damage to SSLP Vehicle

Subject to certain conditions and exclusions, SSLP vehicles are eligible for reimbursement of accidental damage. Refer to the current Subaru Loaner Program Damage Certificate of Coverage for additional details (Subarunet > Service > SSLP > Insurance)

(D) Handling an Accident

All claims are to be reported promptly to PDP Group at 1-800-666-4005 (between 8:30am – 5:00pm EST). The caller should request the PDP Claims Department and state that they are reporting a Subaru Service Loaner Program claim. PDP will request the appropriate information and then file the claim with the insurance carrier.

Retailers are required to provide the following information to PDP Group:
(preferably by FAX (410) 584-0223 and mail)

5 Vehicle Insurance/Damage to SSLP Vehicles

- A copy of the Subaru Service Loaner Program Daily Rental Agreement.
- Proper insurance identification verifying the service customer's auto liability, comprehensive and collision coverage.
- Documentation providing evidence that the Retailer and the vehicle were properly enrolled in Web*DRIVE*.
- Police Report (if applicable).

Each claim will be reviewed to determine:

- Proper completion and use of the authorized Subaru Service Loaner Program Daily Rental Agreement.
- Timely reporting of the claim to PDP (usually within 72 hours).
- Drivers listed on SSLP Daily Rental Agreements.
- Proper vehicle use.
- Repeat accidents.
- Driver age

Claims activity can often be minimized by following the Subaru Service Loaner Car Counter Management techniques and Procedures detailed in Appendix - SSLP Coordinator Procedures

Address any claims questions to the insurance program administrator:

PDP Group – (800) 666-4005

Direct correspondence or mail-in claims to:

PDP Group, Inc.
P.O. Box 650001
Hunt Valley, MD 21065-0001

5 Vehicle Insurance/Damage to SSLP Vehicles

(E) Vehicle Theft Protection

Vehicle theft is a major concern not only for SSLP vehicles, but also the Retailer's entire inventory. The following suggestions can help to minimize the problem

Recommended Internal Procedures:

- Control vehicle keys.
- Allow only authorized employees access to keys.
- When an employee leaves the company, inventory all keys.
- Never leave keys in an unattended vehicle.
- Require the Parts Department to obtain authorization from management and keep a record of additional keys cut for inventoried vehicles.
- Remove keys from vehicles in the showroom.
- Control keys in all departments including new, used, service and the body shop
- Never leave keys in an unattended vehicle.
- Train employees to courteously address and assist the customer in getting what they need.
- Make certain lots are well lit and shadows are eliminated. Lighting is an excellent deterrent.
- Help keep your inventory on your lot by using perimeter protection such as fencing, guard rails, landscaping berms or steel posts.
- Provide extra protection for targeted vehicles by blocking, disabling, fencing or moving the vehicles inside at night.
- Use electronic deterrents that have proven to be effective, such as motion-activated lighting, motion detectors and video cameras.
- Screen all your customers by verifying their credit card and insurance coverage prior to releasing the service loaner vehicle.
- Remember that con artists and thieves know it's easier to access vehicles when inventories are high.
- By following these procedures consistently, Subaru Retailers can ensure the success and continuation of SSLP.

(F) Driver Eligibility

Refer to Section 1 on reverse side of the SSLP Loaner/Rental Agreement. The definition of "Authorized Driver" is applicable to the Loaner/Rental Agreement for the state in which the vehicle is being loaned or rented.

6 SSLP Vehicle Financing

A key feature of SSLP 2.0 Web*DRIVE* is the option to finance service loaners with your primary financing source.

If your primary Subaru floor plan is not Chase or Subaru Acceptance Corporation (SAC), and you want to change the finance source of your SSLP fleet to your primary lender, simply do the following:

- Fax a completed SSLP Floorplan Change Form to Jeff Morris (SOA SSLP Analyst) @ 856-254-1437
  (refer to Subarunet > Service > SSLP > Forms File)

- Upon receipt, SOA will verify that your current fleet has been activated in Web*DRIVE*, the Change Form has the appropriate level of signature authority and contains the necessary information to change the drafting of your new SSLP units. Your store will be contacted if there are any problems.

For questions related to this process, please call 1-888-228-3181 Option 2

7 SSLP Fleet Management and Vehicle Maintenance

The following guidelines will provide the basis of a fleet management and vehicle maintenance program for your store.

- Designate a SSLP coordinator. Refer to Appendix 1 (SSLP Coordinator Procedures).
- Insure that various members of the service department and support staff are trained in the proper use of Web*DRIVE* software.
- Promptly ADD SSLP vehicles into fleet from “Fleet Import” File located in Web*DRIVE*.
- Restrict vehicle usage to bona fide Subaru Service Loaner Program customers as defined on Loaner/Rental Agreement.
- Perform all factory-scheduled maintenance.
- Promptly repair all SSLP vehicle damage (dings, tears, etc.).
- Always provide customers with service loaner cars that are clean, completely functional and full of gas.
- Promptly remove any vehicles with major damage.
- Use Web*DRIVE* reports to monitor SSLP vehicle fleet requirements.
- Promptly REMOVE vehicles from Web*DRIVE* as soon as they are taken out-of-service.
- Maintain a file for each service loaner for a minimum period of (1) year after the unit was removed from service The file should contain:
  - copies of all repair orders for any repair or maintenance work performed on the vehicle.
  - copies of all customer SSLP Loaner/Rental Agreements.
- Maintain an appropriate supply of SSLP Daily Rental Agreements in the event that Web*DRIVE* goes down or your store loses electricity. A (30) day supply is recommended.

8 Forms

Copies of the SSLP forms listed below can be found in Subarunet > Service > SSLP > Forms

- SSLP Retailer Agreement
- TSD Registration/Subscription Agreement
- SSLP Flooring Change Request Form
- SSLP Insurance Certificate of Coverage
- SSLP Vehicle Order Form
- SSLP Parking Violations Affidavit (example)
- SSLP Parking Violations Letter (example)

Additional SSLP forms/supplies can be ordered via Subarunet > Service > SSLP > Forms Ordering

- SSLP Loaner / Rental Agreements (30 day supply is recommended)
- Custom SSLP Rear Window Decals
- SSLP Retailer Operations and Guidelines Manual

A APPENDIX - SSLP Coordinator Procedures

(A) Appointments and Reception

Subaru of America recommends that SSLP vehicles be made available to customers by appointment only. Service Advisors should ask customers if a service loaner car is needed, then schedule the work to fit the customer's schedule, the service department's schedule and the availability of a SSLP vehicle.

SSLP vehicles are provided to Subaru warranty customers free of charge. Subaru owners with cars that are within warranty, and experience a qualifying type of warranty repair, are eligible for a complimentary service loaner car under the Alternate Transportation Program (ATP).* For any other type of service, the retailer may rent the service loaner car or provide it to the customer free of charge. When the appointment is scheduled, Service Advisors should inform customers of the qualifying criteria and identification required to participate in the program.

* Refer to Subarunet > Service > SSLP > Alternate Transportation Program

(B) Service Loaner Car Counter Procedures

1. Screening SSLP Customers:

   Preventing loss, theft or damage of SSLP vehicles depends upon the ability of the individual handling the transaction to properly qualify the potential customer. The SSLP Coordinator or responsible employee should screen all prospective SSLP customers.

   In the event the SSLP Coordinator/Service Advisor does not feel the customer qualifies, they SHOULD NOT give the individual a car.

2. Driver License Verification:

   Service Advisors should verify that potential SSLP customers:

   - Have a valid U.S. driver's license.
   - Description of the individual on the license (age, height, etc.) reasonably matches the customer's appearance and license photo.
   - Customer's age complies with the definition of "Authorized Driver" on the reverse side of the Loaner/Rental Agreement.

3. Customer Insurance Verification:

If the potential SSLP customer meets the qualifying standards, they must then provide evidence of their own auto liability, comprehensive and collision insurance, by presenting verifiable policy identification. If necessary, the customer's coverage must be confirmed by contacting their insurance agent and/or company. This may be verified by providing either a binder or a policy number that confirms that the coverage is in effect.

Vehicles must not be provided to any SSLP customers without proper insurance verification.

4. Customer Credit Card Check:

The customer is required to present at least one major credit card, which confirms the following:

- The name on the credit card matches the name on the driver's license.
- The credit card has not expired.
- The credit card is not on the list of stolen cards as verified through standard credit card clearance procedures.

5. Service Loaner Daily Rental Agreement:

Use of the PDP SSLP Loaner/Rental Agreement via Web*DRIVE* software is required. No other loaner car contracts are acceptable. This agreement shall be completed in its entirety for every SSLP transaction including, but not limited to:

- Repair order number.
- Vehicle Identification Number.
- Customer name.
- Customer drivers license number.
- Insurance company information.
- Date OUT/Date IN. Mileage OUT/Mileage IN.

6. Return of Vehicle:

Proper follow-up procedures for all SSLP vehicles must include verifying that the service loaner cars are returned in a timely manner.

Failure of the customer to return the vehicle as scheduled should be followed up with a call to determine the reason for the delay. Handled properly, this is an opportunity to provide additional service by advising the customer that their vehicle's repairs are complete and they can return to pick it up.

A APPENDIX - SSLP Coordinator Procedures

(C) Service Loaner Car Counter Management Techniques

Participating Subaru Retailers must commit to the proper staffing and training of personnel who will handle SSLP transactions. In particular, one individual must be properly trained to serve as the SSLP Program Coordinator and oversee the following responsibilities:

- Hiring (if necessary).
- Web*DRIVE* software training.
- Supervision of all employees authorized to complete SSLP transactions on Web*DRIVE*.
- Insuring that all Service Loaner Car Counter Procedures are properly followed for every SSLP transaction.
- Proper retention of documents.
- Ensuring usage is kept consistent throughout the fleet so no single vehicle acquires excessive miles.

(D) Citations

Parking, moving and toll violations received during loaner car use are to be negotiated between the customer and the Retailer. The Retailer has the option to charge the service customer for any fee incurred by the service customer. In addition to the reimbursement of the violations and/or fees incurred, the Retailer also has the option via Web*DRIVE* to assess a reasonable fee for processing these items.

(E) Prohibited Use of Vehicles

Please familiarize with the prohibited uses outlined in the SSLP Retailer Loaner/Rental agreement and review them with each Subaru service customer being provided a SSLP vehicle.