

Urgent Request for Customer Assistance (URFCA) Form

TO: SDC EST CEN WST
FROM: Subaru of America, Inc.
DEPARTMENT: Retailer Dealer Services
DATE: 08/27/2015
CATEGORY: Show in all Categories

The Urgent Request for Customer Assistance (URFCA) form on Subarunet was upgraded on Sunday August 23, 2015. This upgrade includes a revised "look and feel" being adopted for new Subarunet applications. The form can be found under the Customer-Retailer Svcs and Service tabs in the left navigation window. New features include:

- Auto-population of the owner of record
- Ability to enter an existing Service Request number
- Dynamic form that allows you to only fill out what is pertinent to your customer's situation
- Ability to review and make changes before you submit
- Confirmation of the receipt of the URFCA with Service Request number for reference
- Ability to upload all the repair orders and other documentation relevant to the Service Request at the time of form entry

Should you encounter any issues with accessing the new Coupon Redemptions please contact the Subarunet Helpdesk at 1-800-SOA-STAR.

CRS Urgent Request for Customer Assistance Form

Enter VIN

Complete this form by entering all available information. You will be able to email the required documentation: including front and back of all the RO#'s for service and maintenance, all correspondence to and from the customer (email or written), technician notes and punch times.

Upon clicking submit, you will have the ability to confirm the information entered. If a change is necessary, press the Previous button. If the information is correct, press the Submit button.

The form will automatically create an SR for CRS and you will be able to print this form for your records.

* Indicates Required Information

Please enter the VIN associated with this request.

VIN:*

Next

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Service Request Form

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VIN*:
JF2GPBKC8EH205136
Existing Service Request#:

(Enter only if you currently have a SR open with CRS)

Current Mileage:*

Customer First Name:*

(Review and ensure that the customer is who you are currently working with)

Customer Last Name:*

Address 1:*

Address 2:

City:*

State:*

Zip:*

Home Phone:*

(XXX-XXX-XXXX)

Work Phone:

(XXX-XXX-XXXX)

Email Address:

Retailer Number:*

Details of Customer Concern:*

(Maximum characters: 250)

250

You have characters left.

Notice Sent because:*

Not a matter for warranty

First attempt for a warrantable safety concern

Two or more repair attempts for same or similar concerns

10 or more total days out of service warranty repairs

Part delay will keep vehicle out of service for 3 or more consecutive days

Total Number of Repair Attempts for THIS Concern:*

Total Days Out of Service for ALL Repairs:*

Have there been any after Market Modifications:

Yes No

Field Rep Notified:

Yes No

Parts Info Coordinator Contacted:

Yes No

Tech Line Engaged:

Yes