



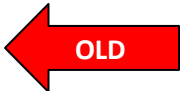
To: Retailer Parts Managers
From: Service Project Engineering / Reman Operations
Date: 6/22/2015
Subject: Core Returns – Credit Request and Diagnosis Forms

Credit Request and Diagnosis Form assists Subaru and our Remanufactured Parts Supplier identify and resolve issues with our remanufactured products. In order to improve the core return tracking and documentation process, a wording revision will be implemented to the shipping label generation process. This applies to all transmission and engine block core returns.

Add Part

Enter the complete or partial part number below:

Part No. Quantity

☐ Under Warranty? 

☐ Customer Pay

Add Part

Enter the complete or partial part number below:

Part No. Quantity

☐ Retailer Installed? 

☐ Over the Counter?

To ensure full core credit:

Navigate to Subarunet.com > Fixed Ops-Inventory Ops > Returns Shipping. Click into the core return section. Follow the instructions and enter the core part numbers to be returned. Each field on the form needs to be populated. The reference number on the form will automatically populate with a unique reference number when you are finished completing the form.

Failure to comply with these requirements may result in a full or partial debit of the core credit. (For more information on remanufactured engine block/transmission core charges, please refer to the Subaru Retailer Fixed Operations Policies and Procedures Manual supplied to the Retailer Parts Department)

Note:

All remanufactured engine block/transmission claims submitted for reimbursement must have an accurate engine block/transmission serial number from the engine block/transmission being installed in the vehicle. The serial number from the defective unit and the replacement unit must be recorded on the repair order.

Claims submitted with inaccurate or missing serial numbers are subject to rejection or debit.

Remanufactured transmission serial numbers are 6 numbers.

Remanufactured engine blocks serial numbers are M and six numbers or OKSE and six numbers.

Example: Remanufactured transmission serial number.....000000

Example: Remanufactured engine block serial number....M000000 or OKSE000000.