

Warranty Extension Being Issued to Address Windshield Concern

TO: SDC EST CEN WST
FROM: Subaru of America, Inc.
DEPARTMENT: Service
DATE: 10/26/2015
CATEGORY: Parts/Service

Subaru of America, Inc. will be issuing a warranty extension to address cracks or breakage in the deicer area of the windshield on 2015 and early production 2016 Legacy and Outback models equipped with the All Weather Package that included a windshield wiper deicer. This extension also covers certain early replacement windshields which were similarly affected.

During the windshield glass manufacturing process, certain compounds used to adhere the deicer to the lower portion of the windshield potentially created a condition where the glass could become more susceptible to cracking following a minor wound to the glass due to some outside force such as a stone impact. When this occurs, the damage to the glass generally appears very minor or may even be invisible but the glass may crack as a result. If the crack originates or passes through the deicer (lower) area of the windshield then this condition may be the cause.

The purpose of this message is to notify Subaru Retailer personnel (Sales, Parts, and Service) of important information relating to this warranty extension.

A warranty extension of twenty-four (24) months regardless of mileage will be added to these vehicles' original limited warranty coverage (for a total of five (5) years, unlimited mileage) to extend coverage for cracks or breakage that develop in the deicer area of the original or some early replacement windshields.

If any customers have paid to have the windshield replaced as a result of the outlined condition sometime in the past, they may be eligible for reimbursement. Customers should be referred to the Customer Notification Letter for eligibility requirements and the reimbursement procedure. If they did not receive the letter, they may contact Subaru Customer Retailer Services at a special phone number established just for this warranty extension. Customers with reimbursement questions should be instructed to call **1-855-384-8926 Monday through Thursday- 8:30AM to 5:00PM EST or Friday-10:30AM to 5:00PM EST.**

If any customers currently have windshield damage and would like to have their windshields inspected, they will be advised to schedule an appointment with an authorized Subaru retailer for a free visual inspection. If there is any cracking in the deicer area as outlined in the related service bulletin, the vehicle will be repaired at an authorized repair facility free of charge provided the customer has not had an aftermarket windshield installed or already had a genuine Subaru windshield installed that was manufactured after the improvement action. An inspection and claims procedure will be posted to STIS in conjunction with the release of the Customer Notification Letter.

Should you have questions regarding warranty coverage, first review the related service bulletin on STIS for this windshield warranty extension. If you still have questions after reviewing the bulletin, contact the Subaru Claims Helpline at 1-866-SUBARU2 (1-866-782-2782).