

Proposed Engine Oil Consumption Class Action Settlement

TO: SDC EST CEN WST
FROM: Subaru of America, Inc.
DEPARTMENT: Service
DATE: 02/01/2016
CATEGORY: Parts/Service

To: All Subaru Retailers
From: Subaru of America, Inc.
Date: February 1, 2016

Proposed Engine Oil Consumption Class Action Settlement

Recently you may have seen various online and other media articles regarding Subaru of America, Inc. reaching a proposed settlement in a class action lawsuit for alleged oil consumption concerns on certain Subaru vehicles.

Some media outlets also supplied varying information on the contents of this settlement. The following information is being provided to you, our retailers, in advance of any customer notification.

Q: What vehicles are affected by this proposed class action settlement?

A: The chart below provides a general overview of the vehicles included in this settlement. Please note that not all the vehicles in the ranges shown will be included in the settlement release as the implementation of production enhancements for this condition were completed as running production changes. For a more detailed outline including engine number specifics refer to bulletin 02-157-14R on STIS.

Automatic / CVT Transmission:

Equipped with FB 2.0 or 2.5L NA Engines

- 2011-14 Forester (below VIN *529004)
- 2012-13 Impreza 4-Door (below VIN *033336)
- 2012-13 Impreza 5-Door Wagon (below VIN *886714)
- 2013 Crosstrek (below VIN *856139)
- 2013 Legacy (below VIN *048086)
- 2013 Outback (below VIN *321435)

Manual Transmission:

Equipped with FB 2.0 or 2.5L NA Engines

- 2011-15 Forester (below VIN *543650)
- 2012-15 Impreza (below VIN *270253)
- 2013-15 Crosstrek (below VIN *270284)
- 2013-14 Legacy (all)
- 2013-14 Outback (all)

Q: When will customers be notified?

A: Our current schedule is to begin sending notification letters to vehicle owners by the end of March 2016.

Q: What are the terms of the proposed settlement?

A: SOA is extending the Powertrain Warranty to 8 years or 100,000 miles for engine oil consumption concerns. For those customers who are currently beyond 8 years or 100,000 miles, coverage will be provided for one year regardless of mileage from the date of customer notification. The actual start date for this coverage will be provided in the customer notification letter.

Q: For customers who had prior repairs, will there be reimbursement?

A: Customers who paid out of pocket for prior oil consumption repairs including rental expense, towing expense, and/or the purchase and use of supplemental engine oil, will be able to submit claims for the reimbursement of those expenses where applicable. A claim form and instructions will be provided to all customers as part of the customer notification letter. The notification letter will include details on the deadline for those claims to be submitted.

Q: If customers have questions regarding the proposed settlement what should you tell them?

A: Customers should be advised to wait for the notification letter for full details of the proposed settlement. We are also in the process of establishing a separate Subaru website and toll free number to address customer and retailer inquiries.

Our soon to be launched website, www.oilconsumption.settlementclass.com and toll free number (855-384-8926) will provide owners and retailers with information relating to the settlement including claim forms and Frequently Asked Questions (FAQ's). **Both the website and toll free number will be available by end of March 2016.**

Q: What should retailers do if a customer has a claim or complaint for unusual or excessive oil consumption between now and when they receive their notification letter?

A: Retailers should continue to follow the service bulletin information 02-157-14R as published on STIS. Always refer to STIS with each new repair presented, as bulletin information may be revised at any time. SOA strongly discourages the saving or printing of these materials as reference materials. Always refer to STIS for the latest information. If presented with any vehicles outside of the scope of this bulletin, please follow normal diagnostic practices (case by case) and contact the Subaru Technical Helpline for assistance if you are unable to reach a confirmed diagnosis and repair. **At no time should any customer repairs be delayed due to pending action.**

Q: What if the customer who claims this condition is outside of Powertrain Warranty coverage?

A: Until the settlement is finalized and approved by the Court, we ask that you treat each of these situations on a case by case basis and review with CRS or your DPSM for possible goodwill coverage keeping in mind the pending roll out and the extensions it will provide.

At no time should any customer repairs be delayed due to pending action.

Additional details will be provided in advance of the customer notification letter release.

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