



To: All Subaru Retailers
From: Subaru of America, Inc.
Date: February 16, 2016

As part of Subaru's dedication to customer satisfaction, SOA is announcing a Dashboard Warranty Extension program. This program extends warranty coverage for dashboards on all 2005-2009 Subaru Outback and Subaru Legacy vehicles sold or leased in the United States. This change is in anticipation that a small number of vehicles may require repairs for sticky and/or melted dashboards as a result of exposure to heat or humidity.

Please note that this is not a recall, as it does not impact vehicle safety. If a dashboard has not melted or become sticky as a result of exposure to heat or humidity, no repair is necessary under the terms of this warranty extension.

Please note the following important details regarding this program, and review them with all appropriate personnel:

Dashboard Warranty Extension

The Dashboard Warranty Extension extends the vehicle's original "New Car Limited Warranty" as it applies to the dashboard warranty coverage in two ways.

Effective with the mailing of the customer letters through March 31, 2017, ALL affected vehicles, regardless of mileage and warranty start date will be covered. Inspections and repairs must be completed prior to the March 31, 2017 expiration date. For those vehicles outside of 10 years from the warranty start date, retailers must contact the Subaru Claims Helpline prior to claim submission at 1-866-SUBARU2 (1-866-782-2782).

After March 31, 2017, the coverage period extends the vehicles New Car Limited Warranty as it applies to the dashboard to 10 years from the warranty start date, regardless of mileage providing additional coverage for some vehicles. Inspections and repairs must be completed prior to the expiration of the 10- year warranty extension.

The specific condition covered by the extension is a sticky and/or melted dashboard caused by heat or humidity. If that condition is verified by an authorized Subaru retailer, a repair will be performed at no charge to you **A maximum of one dashboard replacement, if eligible, will be covered by this program.**

Please note: The Dashboard Warranty Extension is subject to the same terms and conditions set forth in the New Car Limited Warranty unless expressly modified by terms outlined in the Customer Notification Letter. For example, damage caused by abuse, vandalism, or exposure to harsh chemicals is not covered by the New Car Limited Warranty or the Dashboard Warranty Extension.

Owner Notification

Subaru is sending a letter to all owners of affected vehicles. A copy of the Customer Notification Letter is linked here for reference.

[Customer Notification Letter](#)

Customer letters will begin mailing the week of February 22nd.

Technical Instructions / Claim Procedures

Detailed instructions regarding the repair and warranty claim procedures will be provided by a separate Technical Service Bulletin which will be posted to STIS at the timing of the customer letter release.

Parts Availability

Subaru is currently working with the vendor to increase production levels. It is difficult to predict customer demand and where parts may need to be shipped to support that demand. Please be sure to take this into consideration when performing customer scheduling. It is important that retailers explain to customers that there still may be a period of time the customer may need to wait before part replacement can be performed. Due to the time sensitive nature of these claims, retailers should make all efforts to schedule the customer's vehicle in for inspection, fully document the condition and verify in writing on the repair order that this warranty extension applies before any expiration may occur.

Pre-owned Vehicles in Retailer Inventory:

Subaru requests that retailers inform all purchasers of pre-owned vehicles covered under this warranty extension to ensure this information is fully communicated. Sharing a copy of the Customer Notification Letter (as linked previously in this announcement) with these customers is strongly recommended.

Customer Reimbursement

Subaru is reimbursing customers who previously paid for replacement of a sticky and/or melted dashboard caused by heat or humidity. If a customer has paid to have a sticky and/or melted dashboard replaced sometime in the past, they may be eligible for reimbursement. Customers should be referred to the Customer Notification Letter for eligibility requirements, a copy of the Claim Form, and the reimbursement procedures. If they did not receive the letter, they may contact Subaru Customer Retailer Services at 1-855-384-8926 for specific information. **IMPORTANT NOTE:** This number will not be active until the release of the customer letters later this month.

Coverage Questions

Should you have questions regarding warranty coverage, contact Subaru Claims Helpline at 1-866-SUBARU2 (1-866-782-2782)