



**To:** Subaru Retailers

**From:** Subaru of America, Inc. - Field Operations Department

**Date:** May 11, 2016

**Re:** Rental Car Reimbursement – Stop Sale

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As part of the current Stop Sale (**WTD-65**), Subaru of America, Inc. will assist retailers with a rental car reimbursement program. This program is designed for customers committing to purchase an affected unit, but needing immediate transportation while the unit goes through the stop sale repair process or is waiting for replacement parts. Therefore, Subaru of America, Inc. will reimburse retailers \$35/day for customers needing rental units during the stop sale. Reimbursement will be supported through warranty claim entry protocol on any affected unsold unit. A completed warranty RO will be necessary to secure reimbursement under this temporary program. Reimbursement would be applicable to both Subaru Service Loaners as well as national rental agencies. For retailers looking to increase their SSLP fleets to meet the loaner car needs / profit opportunity, we will extend the wholesale conversion date from 5/20 to 5/24. Please have all of your conversion requests by that date so they can be processed accordingly. Rental car reimbursement claims should be submitted through the normal authorization process. Retailers should call in, and inform the Parts Information Coordinators (PICs) that this claim will be for an un-sold unit. Phone numbers are SOA 1-866-782-2782; SNE 781-255-6349 and SDC 845-359-2500.

Per the normal procedure, once the unit is repaired, the retailer should call when the car is fixed to close the rental authorization.

If you have questions, please contact your DPSM.