

WDT-65 Steering Column Recall - Additional Accommodation for Customers Subject to this Recall

TO: SDC EST CEN WST
FROM: Subaru of America, Inc.
DEPARTMENT: Parts & Service
DATE: 05/25/2016
CATEGORY: Show in all Categories

SOA has decided to provide an additional accommodation for customers subject to this recall. This is in addition to the previously mentioned \$100 parts, service and accessories coupon or \$100 debit card.

Note that these are being provided for customers that were driving vehicles at the time the recall was announced, and that had a repair completed, but not for those with cars that passed the inspection.

We will allow a retailer to provide a customer with up to \$250 in the form of a gift such as genuine Subaru parts or accessories, credit to an Added Security Policy, Subaru Gear, restaurant / hotel certificate, etc.

This should be only for customers that have experienced extenuating circumstances as a result of this recall.

For reimbursement, retailers need to do the following:

- submit a PAR Claim Type, with Operation Number A101-107 for 0.0 labor hours
- Fail Code is SPL77
- Comments should describe what was provided to the customer and retailers should maintain appropriate documentation.
- Up to \$250.00 can be entered in the sublet field.
- There should be no recall labor, parts, rental or towing on the claim.

We encourage you to use this additional provision for those customers at your discretion.