

WTD-65 Steering Column Recall - Towing Charges

TO: SDC EST CEN WST
FROM: Subaru of America, Inc.
DEPARTMENT: Service
DATE: 05/27/2016
CATEGORY: Parts/Service

It has been brought to our attention that some retailers are receiving invoices for towing charges after the initial claim submission for the WTD65 Steering Column recall. This is a reminder that approved and paid claims can be appended by the retailer to add any missing charges such as towing. Additional details relating to claim appends are available in the Claims Policies and Procedures Manual, Section 13.7.

If you have any questions or need further assistance, please call the Claims Helpline at 1-866-782-2782.