

WTD-65 Steering Column Recall - Additional PAR Consideration

TO: SDC EST CEN WST
FROM: Subaru of America, Inc.
DEPARTMENT: Parts & Service
DATE: 05/30/2016
CATEGORY: Show in all Categories

As they say in the NFL, "upon further review", we have decided to loosen the restrictions on the \$250 PAR allowance and let retailers decide on extenuating circumstances, including for customers that were inconvenienced by the inspection only and for customers that had to wait to purchase their vehicles.

The other requirements as stated last week are as follows:

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.