

Reminder: Two Important SSLP Enhancements

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

Effective April 1st 2016 two important enhancements have been made to the Subaru Alternate Transportation Program (ATP). This program is designed to allow Subaru Retailers the opportunity to provide a retail Subaru customer with a substitute rental vehicle when specific circumstances exist.

A substitute rental vehicle will now be covered for eligible repairs performed during the Basic New Car Limited, Powertrain Limited Warranty and Recalls. This program applies only to defects which have rendered an eligible vehicle inoperative, unsafe, or illegal to operate.

Additionally, a substitute rental vehicle will now be covered when a scheduled repair requires 2 hours or more to complete.

The complete Alternate Transportation Program Policy can be found in [Section 8.4.7](#) of the Subaru Claims Policies and Procedures Manual.

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