

SSLP - Retailer Responsibility Regarding SSLP Vehicle Repair Order Types

TO: SDC EST CEN WST
FROM: Subaru of America, Inc.
DEPARTMENT: Sales
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CATEGORY: Show in all Categories

As you are aware, only customers who leave their personal vehicle with a Retailer for service or repair are qualified to use a loaner vehicle. All Retailers must have a written RO on file for the service customer's personal vehicle. This information is required and is critical in the SSLP Insurance claims process. Retailers risk a potential denial of a SSLP vehicle claim if this information is not documented on a verifiable RO.

Effective April 28, 2016, all Subaru Retailers (Service Department Personnel) will be prompted to select one of the following sources in the Agreement Section of the WebDRIVE system when a loaner vehicle is given out to a service customer:

1. Warranty R.O.
2. Service R.O.
3. Body Shop R.O.
4. Other R.O.

Also, TSD will remove all previous unwanted, not recognized or non-RO types in WebDRIVE for all SSLP vehicles impacted by this change. They will be re-categorized in the Retailer's database as "Other RO" until the SSLP unit is returned to the Retailer and the Service Agreement is closed.

Please advise all Service Managers, Service Advisors and Service Department Administrators of this update in procedure.

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