

To: All Subaru Retailers

From: Subaru of America, Inc. – Claims Administration

Date: October 17, 2017

Re: ***CVT Repair, Replacement and Authorization Policies Reminder***

The following topics are reminders about CVT Repair, Replacement, and Authorization policies and procedures. Should you have any questions about these policies or need an authorization, contact the Subaru Claims Helpline team 1-866-SUBARU2 (1-866-782-2782)

CVT Repair and Replacement

The following are the CVT Repair and Replacement Policies as outlined in the Claims Policy and Procedure Manual in sections (8.4.33.1.3 Original CVT Transmission and 8.4.33.1.4 Remanufactured CVT Transmission). Component repairs are required to be performed when it is determined that such repairs will correct a failure. In the event more extensive repairs than those listed below are required, a remanufactured exchange unit must be used, except in the case of a “new” and “in-stock” vehicle. **Review Technical Service Bulletin 16-42-90R for the proper cooler flushing procedure during replacement of any 4AT, 5AT, 6AT or CVT transmission. It is mandatory that the transmission cooler flush be supplied by SOA for all claims submitted to SOA for reimbursement.**

- Torque Converter and seal, as long as it is not an internal failure that has contaminated the fluid
- Control Valve Body replacement, as long as an internal failure has not contaminated the fluid
- Control Valve Body Harness
- Front Oil Pump Seal
- Output Clutch Control Valve Body (Hybrid vehicle)
- Drive Motor Assembly (Hybrid vehicle)
- Multi Plate Transfer Clutches (MPT)
- Mechanical Shifter and parking system components
- Valve Body and Pick Up Screen
- Secondary Oil Pressure Switch
- Inhibitor Switch
- Extension Housing Rear Seal
- Oil Inlet and Outlet Pipes
- Cooler Pipes
- Axles and seals
- All external sensors or switches
- Oil pressure test parts and drain plug
- Parking Pawl and spring

CVT Warranty Extension Authorizations

Effective August 1st, 2017, the following update was being made to the CVT Warranty Extension Service Bulletin (16-107-17R) regarding authorizations for vehicles within the one year coverage period and all CVT repairs where the total claim amount exceeds \$10,000:

- For vehicles more than ten (10) years old or those with 100,000 or more miles, retailers must contact the Subaru Claims Helpline at 1-866-SUBARU2 (1-866-782-2782) for an authorization **prior to** replacing a CVT assembly under this extension. Inspections and repairs on those vehicles more than ten (10) years old or with 100,000 or more miles as of July 31, 2017, must be completed prior to the July 31, 2018 expiration date.
- For repairs where the total claim amount will exceed \$10,000, retailers must contact the Subaru Claims Helpline at 1-866-SUBARU2 (1-866-782-2782) for authorization **prior to** replacing a CVT assembly under this extension.

When calling the Subaru Claims Helpline to obtain a Warranty repair authorization, the caller must have the following information available for review. Please compile this information before calling and be prepared to answer basic questions regarding the vehicle breakdown and repair:

- Your Retailer number
- Repair Order number
- Vehicle Identification Number (VIN)
- Vehicle mileage
- Customer's name
- Technician's findings including all diagnostic readings, troubleshooting and results
- A complete estimate of the total repair cost parts and labor
- Repair labor operations and failure code

Rental Authorization

Subaru customers are entitled to a substitute vehicle under parts-related coverage if a repair cannot be completed due to the unavailability of needed part(s). The following are the alternate transportation policies as outlined in the Claims Policy and Procedure Manual in sections 8.4.7.1 and 8.4.7.2

SOA will contribute up to \$40.00 per day toward a SSLP rental vehicle and this amount should be entered in the Rental field of the claim. If a third-party rental is used, SOA will be reimbursed up to \$50.00 per day. This amount should be entered in the Sublet field of the claim.

- **Parts Ordering:** All required parts must be VOR ordered by the retailer no later than the close of the first business day after receipt of the vehicle by the retailer.

NOTE: Alternate Transportation Program eligibility will begin no earlier than 1 business day prior to submission of the VOR order.

- **Parts Available Within U.S.:** If the part(s) is/are not on national backorder, no further action is required. In that case, the maximum period for a substitute vehicle is 5 calendar days. If receipt of a part is delayed because of extenuating circumstances, and a substitute vehicle is needed beyond 5 days, contact the Parts Information Coordinator.
- **Parts on Backorder:** If any applicable part is nationally backordered, the retailer must request an authorization from the Parts Information Coordinator 1-866-SUBARU2 (1-866-782-2782), no later than the first business day after the order is placed. Please provide the backorder number, the vehicle identification number (VIN), and the customer's name. The Parts Information Coordinator will verify the supplied information to ensure proper part applicability, supersession, etc. If the needed part, or a substitute part, cannot be provided, the Parts Information Coordinator will then issue a **pending** warranty authorization. **This is not a final authorization. Please be sure to contact the Parts Information Coordinator once the part has arrived to finalize the rental authorization. Failure to finalize any pending authorization will delay claims processing.** Once the authorization is finalized, it must be entered on the warranty claim.