

Announcements

Subaru Claims Policies & Procedures Manual Update Summary - November 2017

To:	SDC EST CEN WST
From:	Subaru of America, Inc.
Department:	Service Operations
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Category:	Parts/Service

The following updates have been added to the electronic Subaru Claims Policies & Procedures manual. The manual can be found at Subarunet/Claims and Warranty Administration/Policies and Procedures.

We strongly recommend that you re-download the manual to your PC to access the latest updates.

Section 8.4.23 Foreign Vehicles - Vehicles are "foreign vehicles" if they were not imported or distributed by SOA.

Repairs made to "foreign vehicles" are not eligible for warranty reimbursement through SOA unless a reciprocal agreement with a specific country or territory has been established.

SOA currently has reciprocal warranty agreements with:

- Canada - Subaru Canada, Inc. - 905-568-4959
- Hawaii - Subaru Hawaii - 808-839-2273
- Guam - Prestige Automobiles - 671-633-2698
- Mexico - Subamex, S.A. de C.V. - 011-52-81-100-18-900 (Must have international access)
- **Discontinued** - Puerto Rico, Trebol Subaru Inc. of Puerto Rico
- **Discontinued** -Virgin Islands

Section 8.4.45.2 Modifications and 8.4.45.3 Lack of Maintenance - NOTE: It is recommended that you read this section in its entirety.

- Vehicles originating from these areas may be repaired by retailers under agreement with SOA or their Independent Distributors.

A new procedure is in place for the inspection of a vehicle for a potential non-warranty failure. The retailer must contact the DPSM immediately to advise of non-warranty