



Subaru of America, Inc.
PO Box 9103
Camden, NJ 08103-9877
1-844-373-6614
www.subaru.com

September 2019

**Important Notice:
Warranty Extension for Electric Parking Brake Assembly (EPB) 2010-2014 Legacy/Outback with
CVT or 5AT Transmission**

Dear Subaru Owner:

As part of Subaru of America's dedication to customer satisfaction, this letter is to inform you of an extension to the Basic New Car Limited Warranty for your vehicle's Electric Parking Brake Assembly (EPB). As the warrantor of Subaru vehicles in the United States, Subaru of America is implementing an EPB Warranty Extension program which extends warranty coverage for the EPB on the models listed above that were sold or leased in the United States.

Please note that this is not a recall, and it does not impact the safety of your vehicle. If your vehicle is operating as expected, you do not need to take your vehicle to a Subaru retailer for repairs.

NOTE: No action is required by you to receive the benefit of this warranty extension. The extension has been automatically applied to your vehicle.

Electric Parking Brake Assembly Warranty Extension

The Electric Parking Brake Assembly Warranty Extension extends the vehicle's original New Car Basic Limited Warranty as it applies to the Electric Parking Brake Assembly.

For all vehicles listed above:

- The coverage period extends the vehicle's New Car Basic Limited Warranty as it applies to the Electric Parking Brake Assembly from the original three (3) years or thirty-six thousand (36,000) miles (whichever comes first) to fifteen (15) years and unlimited miles.
- Repairs under this coverage period must be completed prior to the expiration of that 15-year period.

If you are not experiencing any concerns with your Electric Parking Brake Assembly, you do not need to schedule an appointment with an authorized Subaru retailer.

Reimbursement Eligibility

- You may be eligible for reimbursement if you paid to have your vehicle's EPB repaired or replaced following the expiration of the original New Car Basic Limited Warranty period of three (3) years or thirty-six thousand (36,000) miles, but before the newly extended warranty period of fifteen (15) years, unlimited miles.
- You must have paid an out-of-pocket expense for a repair or replacement of the EPB that would have been covered had it occurred during the warranty coverage period. This includes any deductible expense or partial reimbursement for repairs.
- If you have been previously reimbursed by SOA or one of its retailers for partial coverage of this repair, only the portion that has not been reimbursed is eligible for reimbursement.
- You are not eligible to recover any repair costs previously reimbursed or paid for by any third-party including Subaru Added Security, other extended warranty providers, or an authorized Subaru retailer.



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To Apply for Reimbursement

Please apply for reimbursement online at <http://soaclaimform.custhelp.com/app/EPBForm>. Complete the online claim form and attach the required documentation listed below:

- **Attach a copy of the receipt or invoice for the repair.** A copy of the repair invoice or work order showing EPB repair and/or replacement will meet this requirement. The invoice must show your vehicle model, vehicle identification number (VIN), the name and address of the facility that completed the repair, the cost of the repair (parts and labor), and the date the work was completed.
- **Attach proof of payment**, such as a copy of the canceled check, bank statement, cash receipt, or credit card receipt showing that you paid for the repair.

If you prefer to apply for reimbursement by mail, please send a completed *Claim Reimbursement Form* and copies of the required documentation listed above to:

**Subaru of America Inc.
EPB Warranty Extension
Customer Retailer Services
P.O. Box 9800
Camden, NJ 08103-9800**

Your request for reimbursement must be postmarked no later than **December 31, 2019**.

Please allow 6-8 weeks for the reimbursement to be processed. Failure to include proper documentation may delay your reimbursement.

If you have questions about this notice or need help contacting an authorized Subaru retailer, please contact the EPB Extension Hotline at 844-373-6614. Additional information can be found online at <http://soaclaimform.custhelp.com/app/EPBForm>

Sincerely,

Subaru of America, Inc.