

## Subarunet Announcement



**To: All Subaru Retailers**  
**From: Subaru of America, Inc.**  
**Date: September 16, 2019**

As part of Subaru's dedication to customer satisfaction, SOA is announcing an Electric Parking Brake (EPB) Warranty Extension program, which extends the New Car Basic Limited Warranty coverage of the EPB actuator assembly for 2010-2014 Legacy/Outback vehicles with CVT or 5AT Transmission that were sold or leased in the United States.

Please note the following important details regarding this program, and review them with all appropriate personnel:

### EPB Warranty Extension

The EPB Warranty Extension extends the affected vehicle's original "New Car Basic Limited Warranty" against defects that apply to the EPB Actuator Assembly. If a defect is verified, the EPB assembly should be replaced following the procedures outlined in Technical Service Bulletin 06-71-19R.

A warranty extension for the EPB assembly of twelve (12) years, unlimited mileage will be added to these vehicles' original three (3) year, 36,000-mile New Car Basic Limited Warranty. The total coverage period for the EPB Warranty Extension is **fifteen (15) years from the warranty start date (regardless of mileage)**. Repairs under this coverage period must be completed prior to the expiration of that fifteen-year period.

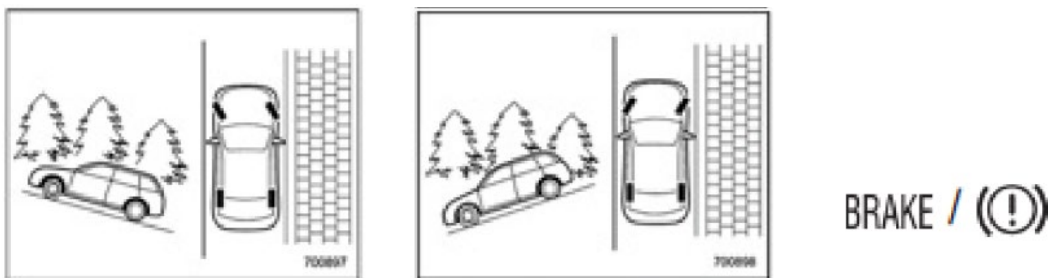
For vehicles within the coverage guidelines listed in the bulletin, customers can schedule an appointment with an authorized Subaru retailer should they be experiencing any concerns with their EPB actuator assembly. **There is no mandatory inspection required for this warranty extension. Only those vehicles where the customer is currently experiencing a concern with the EPB should be repaired.**

Under normal operating conditions, the brake system warning light illuminates with the parking brake applied while the ignition switch is in the "ON" position. The light turns off when the EPB is released.

The brake system warning light flashes when the EPB system is malfunctioning. If the brake system warning light flashes, the driver should park the vehicle in a safe location as soon as possible, following the precautions listed below, and contact a Subaru retailer.

Should a customer report a concern with the EPB, please advise them of the information and parking tips listed below, which are also described in the Owner's Manual. Until an inspection and/or repair can be performed, the driver should always do the following when parking the vehicle:

- Whenever possible, park the vehicle in a flat location.
- When parking uphill, the front wheels should be turned away from the curb as shown. Also, be sure to shift the CVT or 5AT selector into Park.
- When parking downhill, the front wheels should be turned into the curb as shown. Also, be sure to shift the CVT or 5AT selector into Park.
- Apply the EPB by depressing the brake pedal and pressing the EPB switch firmly.



**Please note:** The EPB actuator assembly is subject to the same terms and conditions set forth in the New Car Basic Limited Warranty unless expressly modified by terms outlined in the Customer Notification Letter.

### **Owner Notification**

Subaru is sending a letter to all owners of affected vehicles. A copy of the Customer Notification Letter is linked here for reference. Customer letters will begin mailing on September 21, 2019.

### **Technical Instructions / Claim Procedures**

Detailed instructions regarding the repair or replacement and warranty claim procedures will be provided in Technical Service Bulletin 06-71-19R.

### **Pre-owned Vehicles in Retailer Inventory:**

Subaru requests for all pre-owned vehicles covered by this program, Retailers inform customers at the time of sale that the vehicle is covered by a warranty extension program. Sharing a copy of the Customer Notification Letter (as linked previously in this announcement) is strongly recommended to ensure this information is fully communicated.

## **Customer Reimbursement**

Subaru is reimbursing customers who previously paid for a replacement related to an EPB failure. If a customer has paid to have a replacement performed sometime in the past, they may be eligible for reimbursement.

Customers can apply for reimbursement online by going to:  
<http://soaclaimform.custhelp.com/app/EPBForm>.

If they did not receive the letter, they may contact the Subaru EPB Hotline at 1-844-373-6614 for specific information.

## **Coverage Questions**

Should you have questions regarding warranty coverage, contact Subaru Claims Helpline at 1-866-SUBARU2 (1-866-782-2782).