



To: All Subaru Retailers
From: Subaru of America, Inc. – Service Operations Department
Date: May 7, 2020
Re: ***Recall/Service Campaign Exemptions from Part Retention Policy***

Subaru of America's parent company, Subaru Corporation, has provided an update to the retention policy for original equipment (factory) parts or replacement recall or service campaign parts replaced as part of recall and service campaigns or post campaign repairs.

Going forward, removed recall and service campaign parts are exempted from the 30-day part retention policy, with some exceptions noted:

- Takata Airbags including modules and inflators. These must be retained and disposed of following outlined collection programs.
- Catalytic converters must be retained as all are included under current automatic part return requirements (see bulletin 09-58-08R Revised 10/16/2015)
- Any post recall or service campaign part which fails after having passed the inspection only portion of a recall/campaign
- Any post-repair recall or service campaign part failure no matter what the cause
- Parts requested for special collection by SOA Claims or Quality Assurance. Retailer will receive advance notification for these requests.
- Parts with associated core charges
- Exchange component cores

No recall or campaign part should be scrapped until after claim credit has been issued ("**claims credit date**") to ensure any automated parts return requests are completed. Failure to return any requested parts will result in a claim debit

Retailers are required to permanently damage, destroy and dispose of all other removed recall and service campaign parts after replacement. Sale, distribution, personal use, or returning the part to a customer are strictly prohibited. All hazmat parts must be disposed of in accordance with related federal, state, and local laws.

Should you have additional questions, refer to bulletin 01-182-20 or contact the Subaru Claims Helpline at 1-866-782-2782.