

ATTENTION:

- GENERAL MANAGER
- PARTS MANAGER
- CLAIMS PERSONNEL
- SERVICE MANAGER

IMPORTANT - All Service Personnel Should Read and Initial in the boxes provided, right.

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QUALITY DRIVEN® SERVICE

SERVICE INFORMATION BULLETIN

APPLICABILITY: All Subaru Models / Model Years **NUMBER:** 01-183-20
SUBJECT: Vehicle Repair Program for Customers **DATE:** 05/06/20
 Affected by the COVID-19 Quarantine

INTRODUCTION:

In response to the unprecedented impact of the COVID-19 pandemic and our ongoing commitment to deliver on the Subaru Love Promise, Subaru of America, Inc. (SOA) will be providing enhanced repair coverage for qualifying customers through September 30, 2020. Qualifying customers are those Subaru owners who experience warrantable concerns but are unable to safely receive repairs or diagnosis before warranty expiration due to **issues related to COVID-19**. SOA will notify affected customers via email and/or 1st class mail, depending on state notification requirements.

The following conditions will apply:

- The owner’s New Vehicle Limited Warranty expires or expired between February 1, 2020 and May 31, 2020.
- The repair must be one that would have been covered by the 3 year / 36,000-mile New Vehicle Limited Warranty.
- Repairs must be completed on or before September 30, 2020.
- Repairs must be completed before the vehicle reaches 40,000 miles.

This is a goodwill repair program, and NOT a warranty extension; therefore, it will NOT appear when performing a Vehicle Inquiry. Retailers should always confirm vehicle owners meet the conditions above before proceeding with any repairs.

IMPORTANT NOTES:

- **Covered repairs must be completed by September 30, 2020 and the corresponding PAR (PA) claim must be submitted within Claims Submission time limits (outlined in section 13.4.2 of the Claims Policies and Procedures manual).**
- Contact the SOA Claims Team with any additional coverage questions.

Owners should make every effort to contact their retailer to determine if options exist for the vehicle to be repaired or to document the individual situation. Doing so will help make the process of obtaining the associated repairs easier when they are able (by September 30, 2020).

<p>CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.</p> <p>Subaru Service Bulletins are intended for use by professional technicians ONLY. They are written to inform those technicians of conditions that may occur in some vehicles, or to provide information that could assist in the proper servicing of the vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do the job correctly and safely. If a condition is described, DO NOT assume that this Service Bulletin applies to your vehicle, or that your vehicle will have that condition.</p>	<p style="text-align: center;">Subaru of America, Inc. is ISO 14001 Compliant</p> <p>ISO 14001 is the international standard for excellence in Environmental Management Systems. Please recycle or dispose of automotive products in a manner that is friendly to our environment and in accordance with all local, state and federal laws and regulations.</p>
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Retailers should submit a PAR claim for work completed under these circumstances as follows:

- Submit using the Policy Adjustment (PA) claim type.
- Self-Authorization limits continue to apply. Authorizations should be requested when required using regular procedures for repairs exceeding the established self-authorization limits.
- Notes on the claim should indicate **COVID-19** coverage assistance by MILES and / or TIME.

NOTE: There is an existing policy in place for repair claims when a concern could not be duplicated during warranty coverage but is later identified as a defect within 90 days or 6,000 miles from the prior complaint. Full details of this existing policy are outlined in section **8.4.32** of the Subaru Claims Policy and Procedures Manual.

Any additional questions should be directed to the Subaru Claims Helpline at 1-866-782-2782.