

**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 Models **NUMBER:** 01-182-20  
**SUBJECT:** Recall/Service Campaign Exemptions from Part Retention Policy **DATE:** 05/07/20

**INTRODUCTION:**

This Service Information Bulletin announces a major change to the current parts retention policy. Subaru of America, Inc’s parent company, Subaru Corporation, has updated the retention policy for original equipment (factory) parts and replacement recall or service campaign parts replaced as part of recall / service campaigns or post-campaign repairs.

Going forward, any removed recall and service campaign parts are exempted from the 14-day part retention policy, with some **exceptions** as outlined below:

- Takata Airbags, including modules and inflators: These parts must continue to be retained and disposed of following currently outlined collection programs and procedures.
- Catalytic converters **MUST** be retained as all are included under current automatic part return requirements (see **TSB 09-58-08R**, revised 10/16/2015).
- Any post-recall or service campaign part which fails after passing 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: Retailers 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** the claim credit has been issued (“**claims credit date**”) to ensure any automated parts return requests are completed.

**NOTE:** Failure to return any requested parts will result in a claim debit.

<p><b>CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.</b></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;"><b>Subaru of America, Inc. is ISO 14001 Compliant</b></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 are required to permanently (SAFELY) damage, destroy and dispose of all other removed recall and service campaign parts after replacement. The sale, distribution, personal use, or returning the part to a customer are all STRICTLY prohibited. All hazmat parts must be disposed of in accordance with related federal, state, and local laws.

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

**IMPORTANT REMINDERS:**

- SOA strongly discourages the printing and/or local storage of service information as previously released information and electronic publications may be updated at any time.
- Always check for any open recalls or campaigns anytime a vehicle is in for servicing.
- Always refer to STIS for the latest service information before performing any repairs.

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