



### **Subaru Announcement**

**To: All Subaru Retailers**  
**From: Subaru of America, Inc.**  
**Date: October 9, 2020**

We recently informed retailers and customers of an extension to the New Vehicle Limited Warranty for 2014-2018 Forester Rear Gate Stays. Since that information was communicated, there has been an additional enhancement made to the parameters of this extension. In the interest of customer satisfaction, the coverage of Rear Gate Stays has been extended to 8 years / unlimited miles, rather than the 8 year or 100,000 mileage extension parameters initially communicated.

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

### **Rear Gate Stays Warranty Extension**

The Rear Gate Stays Warranty Extension extends the vehicle's original New Vehicle Limited Warranty as it applies to the Rear Gate Stays. If a defect is verified, the Rear Gate Stays should be replaced following the procedures outlined in Technical Service Bulletin **12-289-20R**.

The coverage period extends the vehicle's New Vehicle Limited Warranty as it applies to the Rear Gate Stays to eight (8) years /unlimited miles. Repairs performed during this extended coverage period must be completed prior to the expiration of the eight years, regardless of vehicle mileage.

For vehicles within the coverage guidelines listed in bulletin **12-289-20R**, customers can schedule their appointment with an authorized Subaru retailer for inspection should they be experiencing any concerns with operation of their rear gate. **There is no mandatory inspection required to receive the benefit of this warranty extension.** **Only those vehicles where the customer is currently experiencing a concern with their rear gate operation, would create a need for the rear gate stays to be inspected as part of the normal repair process.**

**NOTE:** The Rear Gate Stays Warranty Extension is subject to the same terms and conditions set forth in the New Vehicle Limited Warranty unless expressly modified by terms outlined in the Customer Notification Letter. Retailer personnel are highly encouraged to review and be familiar with these terms and conditions prior to applying this extended coverage.

## **Owner Notification**

Subaru is sending a letter and/or email to all owners of affected vehicles. A copy of the Customer Notification Letter [is linked here for reference](#). Customer notifications will be sent by the end of October.

## **Technical Instructions / Claim Procedures**

Detailed instructions regarding the repair and warranty claim procedures will be provided in Technical Service Bulletin **12-289-20R**. The changes in the extension parameters were applied to all affected vehicles earlier this morning.

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

Subaru requests, for all pre-owned vehicles covered by this program, that all retailers inform customers at the time of sale 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 repair or replacement related to the Rear Gate Stays due to conditions that would normally have been covered if the vehicle was still under the terms of the New Vehicle Limited Warranty. If a customer has paid to have a repair or replacement performed sometime in the past, they may be eligible for reimbursement under the terms of this Warranty Extension.

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

If they did not receive the letter, they may contact the Rear Gate Stay Extension Hotline at 877-551-7149 for specific information.

## **Coverage Questions**

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