



To: All Subaru Retailers
From: Subaru of America, Inc. – Service Operations Department
Date: January 27, 2021
Re: Windshield Extension parameter changes- certain 2015-2016MY Legacy and Outback models

In October 2015, in the interest of customer satisfaction, Subaru of America, Inc. announced a warranty extension to address an increase in claims for cracked windshields on some 2015 and 2016MY Legacy and Outback models. Specifically, SOA extended the original warranty on applicable factory-installed windshields to 5 years / unlimited miles.

The purpose of this notification is to announce a change to these warranty extension parameters. As part of a class action settlement, Subaru is further extending the original warranty on applicable factory-installed windshields from 5 years / unlimited miles to 8 years / unlimited miles. As a reminder, customers with a qualifying windshield crack are entitled to a **ONE-TIME** replacement of their original, factory-installed windshield. If a customer previously received a replacement of their original, factory-installed windshield, then they do not qualify for another repair as part of this additional warranty extension. Please see Technical Service Bulletin **12-192-15R** for additional details.

Technical Instructions / Claim Procedures

Detailed information outlining the concern, coverage, and warranty claim procedures are provided in Technical Service Bulletin **12-192-15R**. Please check vehicle inquiry to determine eligibility of this warranty extension.

Owner Notification

Customers will receive notification regarding this warranty extension. If you receive any questions from customers regarding the details of the settlement, please direct them to <http://cms.www.windshields.settlementclass.com/>. Customers can also contact 1-844-924-0854 for additional information and assistance.