



To: All Subaru Retailers
From: Subaru of America, Inc. – Service Operations Department
Date: July 29, 2021
Re: ***Battery Parts ordering and Claim Changes***

Beginning August 1, Subaru of America will be absorbing the warranty for all Interstate batteries. While Interstate will still be delivering ordered batteries and collect battery cores, they will no longer be providing exchange the batteries for failed batteries. As a result, any battery replacement (warranty or parts warranty) will require retailers to order a new battery through normal SOA channels. The Warranty and Parts Warranty coverage parameters on each battery will not change. Below are some important changes to understand.

Warranty Claims- The process for replacing a battery under warranty remains unchanged. In the instance where a battery is replaced and fails within the remainder of the 3/36 New Car Basic Warranty, a new part should be ordered and claimed. These warranty claims still requires entry of them 14-character Battery Test Code (except leaking batteries) in the Claim Specific Data area of the claim.

Parts Warranty Claims- Beginning August 1, any parts warranty battery replacement will require a retailer to order a new battery through normal SOA channels. When submitting a parts warranty claim for a battery replacement, the claim still requires entry of the 14-character Battery Test Code (except leaking batteries) in the Claim Specific Data area of the claim. The retailer should use the coding below with the new replacement battery part number:

Failure Code	Failure Code Description	Labor Operation	Labor Op Description
FAA	Battery	800001	BATTERY TEST & REPLACE
FFF	Start-Stop Battery	800002	START-STOP BATTERY TEST & REPLACE

For any battery replacement performed **prior to August 1**, the parts warranty claim should be claimed using the exchange labor operation and the exchange battery part number. These claims should be coded using the coding below with an exchange battery part number.

Failure Code	Failure Code Description	Labor Operation	Labor Op Description
FAA	Battery	800011	BATTERY TEST & EXCHANGE
FFE	Start-Stop Battery Exchange	800012	START-STOP BATTERY TEST & EXCHANGE

Note: The only exception to the above are parts warranty claims for the B500 and B600 start-stop batteries since Interstate never provided replacement batteries when collecting these battery cores.

Parts retention- All parts must be tagged with a properly completed Subaru Warranty Parts Tag (MSA5W1901A). Retailers will be responsible for retaining all batteries replaced for at least 40 days from the claim credit date. After this retention period expires, the retailer can return the core to Interstate for the core credit. The core return process remains the same. Retailers should not return the battery core until after the part retention period is complete.

Should you have any questions, please contact the Claims Helpline 866-782-2782.