



To: All Subaru Retailers
From: Subaru of America, Inc. – Service Operations
Date: September 1, 2022
Re: Battery Drain Class Action Settlement- Warranty Extension Training

Subaru of America has reached a preliminary settlement in a class action lawsuit regarding battery drain in certain Subaru vehicles. As part of the settlement, owners of included vehicles will receive a warranty extension for both original equipment and genuine Subaru replacement batteries. This warranty extension is unique in that the coverage parameters will vary based on the age and mileage of the vehicle, and the extension coverage will not always pay 100% of the repair.

Understanding the details of this extension will be *extremely* important for retailers. To support this understanding, we will be holding two virtual training sessions for retailers to review the terms of the settlement and battery extension. This training will cover:

- Preliminary Settlement Details
- Battery Extension parameters
- Customer resources and responsibilities and their impact on the retailer
- Retailer resources and testing procedures/requirements
- Claim Requirements and coverage review

The two training dates and times are listed below. If you are unable to join us for one of these training sessions, the training will be recorded and made available on Subarunet, in the Claims & Warranty Administration -> Warranty Extensions area the week of 9/19.

Wednesday September 14 at 11am (EST) - Please [click here](#) to add this event to your Outlook calendar or use the link below to access this live event.

https://teams.microsoft.com/l/meetup-join/19%3ameeting_ZmM5NGMwYjctNWNiNS00YzI3LTlhZjltNmJkM2Y4ZTIyMjg2%40thread.v2/0?context=%7B%22Tid%22%3A%2280f0f133-22e9-459c-9746-9507eb1e8595%22%2C%22Oid%22%3A%2210b3b6c2-94a5-48d9-94e6-b6a938b1d5b1%22%2C%22IsBroadcastMeeting%22%3Atrue%2C%22role%22%3A%22a%22%7D&btype=a&role=a

Friday September 16 at 1pm (EST) - Please [click here](#) to add this event to your Outlook calendar or use the link below to access this live event

https://teams.microsoft.com/l/meetup-join/19%3ameeting_OTa1NWlzMjQtM2Y1ZS00OWFkLTlkZTkxNzNmMWMwYjg2%40thread.v2/0?context=%7B%22Tid%22%3A%2280f0f133-22e9-459c-9746-9507eb1e8595%22%2C%22Oid%22%3A%2210b3b6c2-94a5-48d9-94e6-b6a938b1d5b1%22%2C%22IsBroadcastMeeting%22%3Atrue%2C%22role%22%3A%22a%22%7D&btype=a&role=a

Should you have any question, contact the Subaru Claims Helpline at 1-866-782-2782.